

# American Queen / International Christian Journeys Terms and Conditions

## GENERAL

The transportation of guests and baggage onboard the vessels of American Queen Steamboat Company® is governed by these Terms and Conditions and the Passenger Ticket Contract which will be sent to you approximately four (4) weeks prior to your vacation and is available upon request or online at [www.aqsc.com](http://www.aqsc.com). Your payment of deposit or full fare constitutes agreement to the terms and conditions of the Passenger Ticket Contract, whose provisions shall prevail, which includes limitations and exonerations of the liabilities and obligations of Carrier. You should read and understand these terms and conditions carefully before making a deposit. The *American Queen*, *American Empress*, *American Duchess* and *American Countess* are operated by American Queen Steamboat Company, are regularly inspected by the U.S. Coast Guard, are American flagged and employ American officers, crew and staff.

## DEFINITIONS

The terms "you" and "Guests" refer to any and all person(s) named on the front of the Confirmation and include all children or others under the care or control of the named person(s). The term "Carrier" includes American Queen Steamboat Operating Company, LLC, its parent and affiliated entities, the vessels, the owners, charterers, operators, agents, and masters and crews thereof, any substituted or connecting ship, the owners, charterers and operators and all launches belonging to any such vessel or owned or operated by the owners, charterers or operators. The term "Fare" includes voyage fare as well as all hotel, land package(s) and shore excursions purchased from Carrier.

**Fares are in U.S. Dollars, are per guest, are based on double occupancy, and do not include air or land transportation.** Fares for SI, SO and CS Categories are based on single occupancy. Port charges of \$119 to \$599 per guest are additional and not included in the fare. All fares, itineraries, themes, entertainment, shore excursions and other voyage attributes are subject to change without notice and we reserve the right to not honor any published prices that we determine were erroneous due to printing, electronic or clerical error.

## DEPOSIT AND FINAL PAYMENT

For confirmation of individual reservations, a deposit of \$700 per person is due within three days of your initial reservation for non-promotional fares on voyages nine days or less. A deposit of \$1000 per person is due within three days of your initial reservation for non-promotional fares on voyages greater than nine days. The balance of the voyage fare is due ninety (90) days prior to sail date, and all reservations not fully paid at such time will be canceled and subject to the cancellation provisions set forth in the cancellation policy below. Carrier accepts the following forms of payment: MasterCard, Visa, Discover, Diner's Club, American Express or check. Reservations made ninety (90) days or less prior to the sail date will require payment in full at the time of booking.

## CANCELLATION & CHANGE POLICY

Guests who must cancel or change their voyage or any part of their vacation package for any reason, including medical or family reasons, are subject to the fees as outlined below. All fares are based on double occupancy; on reservations in which one guest cancels, the remaining guest is responsible for paying any and all single supplements. Please see the Travel Protection section for details on cancellation protection. Carrier reserves the right to cancel all reservations for which final payment is not received one hundred and twenty (120) days prior to the sail date. All cancellations or changes are subject to a \$350 per person administrative fee per cruise and/or per segment if a multiple cruise booking.

Days Prior to Departure	Per Person Fees
Up to 121 days	\$350 per person administrative
120-91 days	30% of gross fare
90-61 days	60% of gross fare
60-31 days	80% of gross fare
30-0 days	100% of gross fare

Travel Protection premiums are non-refundable after a 10-day review period provided you have not departed on your trip or filed a claim. Carrier is not obligated to refund any portion of the fare or other payments for guests who must leave the voyage prematurely for medical or other reasons.

## TRAVEL PROTECTION INFORMATION

Carrier recommends you consider protecting your travel investment. We have partnered exclusively with Allianz Global Assistance to offer the Frontier Plan which provides protection in case of covered trip cancellation/interruption, baggage loss or damage, and even medical benefits in case of a covered illness or injury during your travels. As a reminder, there are no exceptions to Carrier's cancellation penalties.

The Frontier Plan, provided by Allianz Global Assistance, can be purchased through Carrier. Purchase your plan within 14 days of the initial voyage deposit to be eligible for pre-existing medical conditions benefits. Terms, conditions, and exclusions apply. Please refer to your Certificate of Insurance/Policy for full details. Insurance benefits are Underwritten by BCS Insurance Company or Jefferson Insurance Company. AGA Service Company is the licensed producer and administrator of these plans.

Please call Carrier Reservations toll free at 1-888-749-5280 for pricing and details.

## INCLUDED IN YOUR FARE

- One (1) night pre-cruise hotel stay with transfer to the vessel (*American Duchess*, *American Empress* and *American Queen* only)
- Filtered/bottled water and soft drinks
- Select wine and beer at dinner (*American Empress* and *American Queen* only)
- Select wine, beer and nonpremium liquors throughout the voyage (*American Duchess* only)
- All meals onboard the vessel
- All included Hop-on Hop-off shore excursions
- All onboard entertainment
- Wi-Fi/Internet access onboard the vessel
- Pre-paid gratuities (*American Duchess* Only)

## NOT INCLUDED IN YOUR FARE

- Port Charges
- Airfare to and from your home city
- Alcoholic beverages (*American Countess*, *American Empress* and *American Queen*)
- Optional premium shore excursions
- Discretionary gratuities to vessel crew and tour operators
- Travel Protection Plan
- Transfer to and from the airport

## HOTEL STAYS & CANCELLATIONS

One included pre-voyage hotel night is provided as part of the voyage fare on all *American Duchess*, *American Empress* and *American Queen* voyages. The *American Countess* does not include a pre-voyage hotel night. Additional pre-voyage hotel nights may be purchased for an additional charge. Guests are required to present a credit card upon hotel check-in to cover their incidental charges. Post-voyage hotel nights are not included in the voyage fare and may be purchased for an additional charge. A maximum of three pre-voyage and three post-voyage hotel nights are allowed for any booking. In lieu of an included pre-voyage hotel night on any voyage, a \$50 per person onboard credit is available upon request and dependent upon voyage date. On a back-to-back voyage, two included hotel nights or a combination of one included hotel night plus a \$50 per person onboard credit will be granted in lieu of taking a second included hotel night. Additional room night availability is based on the Carrier standard annual rate and is not guaranteed. The Carrier pre-voyage hotel may offer a direct promotional rate throughout the year that is lower than the Carrier standard annual rate.

Guests who must cancel their purchased hotel nights and/or city stay packages, for any reason whatsoever, are subject to the fees as outlined below.

Days Prior to Departure	Fees
120-91 days	30% of gross hotel fare
90-61 days	60% of gross hotel fare
60-31 days	80% of gross hotel fare
30-0 days	100% of gross hotel fare

## ADVANCE TRAVEL INFORMATION

U.S. citizens or permanent residents of the U.S. traveling exclusively inside U.S. borders do not need a passport or visa for travel. Homeland Security laws require that all guests travel with government-issued photo identification (ID) (such as a driver's license) at all times. ID must be presented at the time of vessel check in. Guests without proper ID will be denied boarding. Carrier is required to provide all guests' ID information including ID number, expiration date, and place of issue to the Coast Guard and/or other government entities prior to the vessel's departure. Guests must provide this information to Carrier in advance. Travel documents will not be released until received. Canadian citizens or permanent residents of Canada entering the U.S. are required to bring their passport. For other nationalities, passports are required to enter the U.S. It is your responsibility to check with your local U.S. embassy/consulate to confirm visa requirements and to obtain the proper visa.

## DOCUMENTATION

Final travel documents, including itinerary and vouchers (if applicable) will be sent approximately four (4) weeks prior to departure. Reservation must be paid in full and a Guest information form must be received before documents will be sent.

## HEALTH & DISABILITY REQUIREMENTS

Guests must notify Carrier in writing at the time of booking of any physical or mental illness, disability or other conditions for which special accommodations or the use of a wheelchair is necessary or contemplated. Also, we must be notified of any medical treatment that may render the Guest unfit for travel or constitute a risk or danger to the Guest or anyone else onboard. The vessels do not carry a medical doctor onboard. Acute medical conditions will require you to disembark to be attended to by shore-side emergency and/or medical response and you are advised that, due to the nature of travel by water, emergency medical evacuation may be delayed or impossible. Guests needing any form of assistance and those who are physically disabled must

be accompanied by someone who will take full responsibility for any needed assistance during the cruise and in the event of an emergency. We reserve the right to refuse passage to anyone who, in our sole opinion, may affect the health, safety or enjoyment of other guests. Guests requiring a wheelchair must provide their own collapsible wheelchair. Please be aware that some ports of call, shore excursions, docks, gangways and other requirements may preclude a wheelchair guest from leaving the vessel; this decision will be made by the Master of the vessel and is binding. Also, there may be certain physical conditions, including raised doorway thresholds from 2 to 16 inches, stairways and narrow passageways within the vessel that may limit or preclude the accessibility of wheelchair guests to some areas. We recommend you purchase travel protection, either the plan we offer or a plan from your Travel Agent. With travel protection, you can relax and enjoy your trip with some peace of mind.

## FEDERAL MARITIME

### COMMISSION PROTECTION

Under Public Law 89-777, the FMC requires vessels having berth or stateroom accommodations for 50 or more passengers and which embark passengers from U.S. ports to maintain acceptable evidence of financial responsibility to indemnify passengers for nonperformance of transportation. Carrier maintains an escrow agreement to protect passenger payments for water transportation. This escrow agreement has been reviewed and approved by the Federal Maritime Commission.

## UNITED STATES FLAGGED VESSELS

The *American Queen*, *American Empress*, *American Duchess* and *American Countess* have been designed and built in the United States. As U.S. Flagged Vessels, this status means that we also protect you with the highest standards for safety and health, including regular inspections and certifications by the United States Coast Guard, the United States Public Health Service and the Federal Communications Commission. The vessels are American owned and operated. As U.S. Flagged Vessels, the *American Queen*, *American Empress* and *American Duchess* are capable of operating unique itineraries not possible on foreign-owned or foreign-built vessels.

## ONBOARD CREDIT

Can be used toward onboard purchases not covered in the cruise fare. Onboard Credit is non-refundable, non-transferable, has no cash value and may not be used to pay gratuities. Any unused portion of an onboard credit is forfeited at the end of the voyage.

## SMOKING

Smoking is permitted only in designated outside areas onboard our vessels. All interiors of the vessels, including all cabins, staterooms, dining rooms and lounges, are strictly non-smoking.

## DINING ARRANGEMENTS

The *American Queen* and *American Empress* offer open seating for breakfast and lunch; there are two seating times for dinner. To make a dinner seating request, please speak with your Travel Agent, group leader, or our Reservations Department at time of booking. We will make every effort to honor your request, however, actual seating assignments are not guaranteed. The *American Duchess* and *American Countess* offers open seating for breakfast, lunch and dinner.

## GAMBLING

Gambling is not available or permitted on our vessels.

## ANIMALS

Only designated service animals are permitted onboard. You are required to notify Carrier in advance of departure if you plan to bring along a service animal because of a disability. Supporting documents may be requested.

## ACCOMMODATIONS

We would like to remind you that cruising aboard our elegant paddlewheel vessels is incredibly unique. While many guests love the allure of the traditional paddlewheel experience, others may find the turning of the paddlewheel and nostalgic purr of the engines to be slightly noisier than they would like at times. Please be mindful of this when selecting your stateroom so that you reserve the appropriate accommodations for your ideal river cruise experience.

## GRATUITIES

Gratuities will be automatically charged to your onboard account at a rate of \$19.50 per guest per day (included in the cruise fare on all *American Duchess* voyages).

*Terms and conditions are subject to change without notice and we are not responsible for errors or omissions therein.*

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