

US Cruise

We are cruise experts, helping you cruise smarter.

CUSTOMER BOOKING DOCUMENT

TERMS & CONDITIONS

Cruise reservations, travel responsibilities and important notices

DOCUMENT INFORMATION

DOCUMENT VERSION 1.0

LAST UPDATED June 28, 2026

APPLIES TO Cruise reservations and related travel services arranged by US Cruise

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Please review this document together with your reservation confirmation and the applicable travel supplier terms.

US CRUISE CUSTOMER BOOKING TERMS

Terms & Conditions

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VERSION	1.0	LAST UPDATED	June 28, 2026
WEBSITE	www.uscruise.com	CONTACT	contact@uscruise.com

Thank you for booking your vacation with US Cruise. These Terms and Conditions apply to cruise reservations and related travel services arranged by US Cruise. By making a reservation, submitting payment, accepting a quote, receiving a confirmation invoice, or traveling under a booking arranged by US Cruise, you acknowledge and agree to the terms below.

The first page of your reservation confirmation contains important details about your trip, including guest names, sailing date, ship, itinerary, cabin category, pricing, deposit schedule, final payment deadline, and any selected add-ons or promotions. Please review all details carefully upon receipt and notify US Cruise immediately of any discrepancy. US Cruise will not be responsible for errors or omissions that are not reported promptly after the confirmation document is provided.

Important: Review your confirmation immediately

Guest names, sailing dates, ship, cabin, pricing, payment deadlines and promotions should be checked upon receipt. Report any discrepancy to US Cruise promptly.

DOCUMENT ROADMAP

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1 Role of US Cruise

US Cruise acts as an independent travel agency and booking intermediary for cruise lines, airlines, hotels, ground transportation companies, tour operators, insurance providers, and other travel suppliers. US Cruise does not own, operate, manage, or control the cruise ships, aircraft, hotels, vehicles, excursions, ports, government authorities, or other travel services provided by third-party suppliers.

All travel services are provided subject to the terms, conditions, rules, restrictions, ticket contracts, passenger contracts, tariffs, cancellation policies, health and safety policies, and operating procedures of the applicable travel suppliers. By booking through US Cruise, guests also agree to comply with the applicable supplier terms and conditions.

US Cruise is not responsible for the acts, omissions, delays, cancellations, schedule changes, itinerary changes, insolvency, bankruptcy, negligence, default, misconduct, denied boarding decisions, service failures, or operational decisions of any cruise line, airline, hotel, transportation provider, tour operator, insurance provider, government authority, port authority, or other third-party supplier.

2 Prices, Availability, Taxes, and Fees

All prices, promotions, amenities, cabin availability, taxes, fees, fuel supplements, port charges, government charges, exchange rates, and supplier-imposed costs are subject to change until the reservation is confirmed and the required deposit or payment has been received and accepted by the supplier.

Once a deposit has been paid and the reservation is confirmed, US Cruise will use commercially reasonable efforts to protect the confirmed cruise fare. However, guests remain responsible for any changes in government taxes, port fees, fuel supplements, supplier fees, or other charges imposed by the cruise line or applicable authorities after booking.

Promotional offers, onboard credits, free gratuities, dining packages, beverage packages, Wi-Fi packages, reduced deposits, upgrades, and other amenities are subject to availability and supplier rules. If a guest requests a price adjustment, promotion change, cabin change, coupon application, discount, or rebooking, the original booking may lose some or all previously included amenities or promotional benefits.

US Cruise is not responsible for pricing, typographical, display, availability, or system errors. If a pricing or availability error occurs, US Cruise and/or the supplier reserve the right to correct the error, cancel the reservation, or offer the guest the option to continue at the corrected price.

3 Payments and Final Payment Deadlines

Deposits and final payments must be received by the applicable due dates in order to confirm and maintain the reservation. Payment deadlines are set by the cruise line or applicable supplier and may vary depending on the sailing date, cruise line, fare type, promotion, cabin category, itinerary, and other booking conditions.

It is the guest's responsibility to ensure that payment is received and successfully processed before the required deadline. If payment is late, declined, reversed, disputed, incomplete, or otherwise not successfully processed, the supplier may cancel the reservation and impose cancellation penalties.

US Cruise is not responsible for reservations cancelled due to declined credit cards, insufficient funds, expired cards, payment processing delays, incorrect billing information, bank restrictions, failed third-party authorization, or payments received after the supplier deadline.

For the guest's protection, US Cruise recommends payment by credit card whenever available. If a person pays for a reservation on behalf of another guest, US Cruise may require a third-party credit card authorization form and supporting identification before processing payment.

Non-credit-card payments, when accepted, must be received in sufficient time for processing before the supplier's payment deadline. Personal checks may not be accepted. Cashier's checks, money orders, bank transfers, or other payment methods may be subject to additional processing rules and confirmation timing.

4 Reservation Changes, Cancellations, and Service Fees

Reservation changes and cancellations are subject to the policies, penalties, restrictions, and timelines of the cruise line and any other applicable travel supplier. Supplier penalties may be up to 100% of the total booking amount, depending on the cancellation date, fare type, sailing date, itinerary, promotion, and supplier rules.

In addition to supplier-imposed penalties, US Cruise may charge a service fee of up to \$50.00 per cabin for reservation cancellations, changes, rebookings, fare adjustments, cabin changes, guest substitutions, or other post-booking modifications. Any applicable US Cruise service fee is separate from supplier penalties and may be non-refundable.

Refunds, when permitted by the supplier, are subject to the supplier's processing timeline and method of payment. Refund processing may take several weeks and may vary by cruise line, airline, insurance provider, bank, credit card issuer, or other supplier. US Cruise does not control supplier refund timelines.

Some fares, promotions, deposits, service fees, insurance premiums, and special offers may be non-refundable. Guests are responsible for reviewing the specific cancellation policy applicable to their reservation before authorizing payment.

5 Guest Names and Reservation Accuracy

Guest names must match the travel documents that will be used for boarding and travel. This includes passports, government-issued photo identification, birth certificates, Permanent Resident Cards, visas, travel authorizations, or other required documents.

US Cruise accepts no responsibility for denied boarding, denied entry, delays, change fees, cancellation penalties, rebooking costs, or other losses caused by incorrect names, misspellings, missing middle names where required, incorrect dates of birth, incorrect citizenship information, expired documents, or mismatches between the reservation and the guest's travel documents.

Guests must review all reservation details immediately upon receipt and notify US Cruise of any corrections needed. Name corrections, substitutions, or changes may be subject to supplier approval, fees, penalties, or cancellation and rebooking.

6 Cruise Boarding and Check-In

Guests are solely responsible for arriving at the cruise terminal on time and complying with all cruise line embarkation procedures, including online check-in, security screening, document verification, health screening when applicable, luggage handling, and final boarding requirements.

Unless otherwise stated by the cruise line, guests should arrive at the terminal no later than two hours before the scheduled sailing time and must follow any assigned arrival time shown in their cruise documents, boarding pass, mobile app, or online check-in confirmation. Some cruise lines, ports, itineraries, or sailings may require earlier arrival or earlier completion of online check-in.

Guests are strongly encouraged to complete online check-in and advanced guest registration as early as permitted by the cruise line and no later than the deadline established by the cruise line. Online check-in may include passport or identification information, emergency contact information, onboard expense account setup, security photo, health questions, travel documentation, boarding pass access, luggage tags, and assigned terminal arrival time.

Guests who fail to complete required check-in procedures, fail to present required documents, arrive after check-in has closed, or arrive after final boarding has ended may be denied boarding. Neither US Cruise nor the cruise line is obligated to delay sailing for late-arriving guests.

If a guest misses embarkation, any possibility of joining the ship at a later port is not guaranteed and remains subject to cruise line approval, port authority rules, immigration requirements, itinerary restrictions, cabotage laws, safety rules, and applicable law. Any transportation, lodging, meals, missed vacation time, rebooking costs, penalties, or other expenses related to missed embarkation are the sole responsibility of the guest.

7

Travel Documents and Entry Requirements

Guests are solely responsible for obtaining, carrying, and presenting all required travel documents for embarkation, transit, port calls, disembarkation, re-entry, flights, hotels, transfers, and any other portion of the trip. Required documents may include, but are not limited to:

- Passport book
- Passport card, where accepted
- Government-issued photo identification
- Birth certificate or proof of citizenship, where accepted
- Visa
- Electronic travel authorization
- ESTA or other visa-waiver authorization, where applicable
- Permanent Resident Card, Green Card, or other immigration document
- Reentry permit
- Parental consent letter or minor travel authorization
- Health, vaccination, pregnancy, medical, or accessibility documentation
- Any other document required by the cruise line, airline, government authority, port authority, customs authority, immigration authority, embassy, consulate, or destination country

Document requirements vary based on citizenship, residency, age, itinerary, embarkation port, disembarkation port, countries visited, method of travel, and cruise line rules. Requirements may change without notice.

Guests must verify all travel document and entry requirements directly with the cruise line, airline, appropriate government authorities, embassies, consulates, and official travel resources before departure. US Cruise may provide general guidance as a courtesy, but such guidance does not replace official government or supplier requirements.

Guests who fail to present proper documentation may be denied boarding, denied entry, refused transportation, disembarked, delayed, fined, or otherwise prevented from completing their vacation. Guests denied boarding or denied entry due to missing, incomplete, inaccurate, expired, damaged, insufficient, or invalid travel documents may not be entitled to any refund, credit, compensation, reimbursement, or travel protection benefit.

US Cruise shall not be responsible for any denied boarding, denied entry, missed sailing, missed flight, delay, cancellation, penalty, additional transportation, hotel, meal, legal, immigration, medical, or other cost arising from travel document issues.

8

Passport Recommendation

US Cruise strongly recommends that all guests travel with a valid passport book, even when a passport may not be strictly required for certain closed-loop U.S. cruises. A passport book may be necessary in the event of a medical emergency, missed embarkation, missed port departure, itinerary change, emergency disembarkation, family emergency, involuntary removal from the ship, or any situation requiring international air travel.

Certain itineraries, cruise lines, countries, or travel situations may require a passport book with minimum validity beyond the travel dates and/or blank visa pages. Guests are responsible for confirming the specific requirements applicable to their itinerary.

9**U.S. Citizens, Permanent Residents, and Non-U.S. Citizens**

U.S. citizens must verify the identification and proof-of-citizenship requirements applicable to their specific sailing. Some closed-loop cruises departing from and returning to the same U.S. port may allow certain alternative proof of citizenship, but the cruise line or destination country may still require a passport.

U.S. lawful permanent residents must travel with valid evidence of permanent resident status and any other documents required for their itinerary, citizenship, residency, and re-entry into the United States. Guests with expired, expiring, damaged, lost, or pending immigration documents should consult the appropriate government authority before travel.

Non-U.S. citizens, including guests who reside in the United States, must travel with a valid passport and any visas, travel authorizations, residence documents, or immigration documents required by the United States, the cruise line, and every country on the itinerary.

Citizens of Visa Waiver Program countries or other visa-exempt categories are responsible for confirming whether an ESTA, visa, electronic travel authorization, or other approval is required for their travel. US Cruise does not determine visa eligibility or immigration admissibility.

10**Minors and Family Travel Documentation**

Guests traveling with minors are responsible for obtaining all documents required by the cruise line, airline, government authorities, and countries on the itinerary. This may include passports, birth certificates, visas, parental consent letters, custody documents, adoption documents, court orders, or notarized authorization from a non-traveling parent or legal guardian.

Requirements for minors may vary by cruise line, destination, citizenship, family situation, and whether the child is traveling with one parent, neither parent, relatives, guardians, school groups, or other adults. Failure to provide required documentation for a minor may result in denied boarding or denied entry without refund.

11**Air Travel, Transfers, and Cruise-Only Bookings**

Guests may choose to purchase cruise-only arrangements or arrange their own flights, hotels, transfers, and transportation. When guests arrange their own transportation, US Cruise and the cruise line are not responsible for missed embarkation, trip interruption, delays, cancellations, missed connections, schedule changes, traffic, weather disruptions, baggage delays, airline issues, or additional costs caused by independent travel arrangements.

Guests flying to the embarkation port are strongly encouraged to arrive in the departure city at least one day before the cruise whenever possible. Guests should schedule flights with sufficient time for delays, baggage claim, customs, immigration, transfers, terminal arrival, security screening, and cruise check-in.

Cruise-only packages do not include flights, hotels, airport transfers, pier transfers, meals before embarkation, baggage handling outside the cruise terminal, or other transportation unless specifically listed on the reservation confirmation.

Air/sea programs, when available, are subject to the terms and conditions of the cruise line, airline, or supplier. US Cruise cannot guarantee flight schedules, seat assignments, nonstop flights, airline selection, routing, aircraft type, baggage policies, upgrade availability, or acceptance of air deviation requests.

Guests flying within or through the United States are responsible for meeting all current airport identification requirements, including any applicable domestic flight identification rules.

12 Travel Insurance and Vacation Protection

US Cruise strongly recommends the purchase of travel insurance or vacation protection for every guest. Travel insurance may provide coverage for certain covered losses, including trip cancellation, trip interruption, medical emergencies, emergency evacuation, travel delays, missed connections, baggage loss, baggage delay, and other covered events, depending on the plan selected.

Coverage, benefits, exclusions, pre-existing condition rules, purchase deadlines, claim procedures, and reimbursement eligibility vary by insurance provider and policy. Insurance premiums may be non-refundable.

If a guest declines travel insurance or vacation protection, the guest accepts financial responsibility for any losses, penalties, supplier charges, medical costs, cancellation costs, interruption costs, denied boarding costs, missed connection costs, baggage issues, or other expenses not refunded by the supplier.

US Cruise is not an insurance company and does not determine claim eligibility, coverage decisions, benefit amounts, or reimbursement approvals. All claims are subject to the terms and conditions of the insurance provider.

13 Medical, Pregnancy, Accessibility, and Special Needs

Guests are responsible for determining whether they are medically and physically fit to travel and participate in the cruise vacation. Guests with medical conditions, mobility needs, pregnancy, dietary needs, oxygen needs, service animal needs, allergies, cognitive needs, or other special requirements must notify US Cruise and the cruise line in writing as early as possible and must comply with all supplier procedures and deadlines.

Cruise lines may require medical forms, physician letters, pregnancy documentation, accessibility forms, equipment approval, special assistance requests, or other documentation. Failure to provide required documentation may result in denied boarding or restricted participation without refund.

US Cruise does not have special knowledge of the suitability, accessibility, medical capability, safety, or conditions of any ship, port, excursion, destination, hotel, vehicle, or travel service for any guest's specific needs. Guests should consult the cruise line, medical professionals, official destination resources, and appropriate authorities before travel.

14 Health, Safety, Conduct, and Supplier Rules

Guests must comply with all cruise line rules, passenger contracts, health and safety requirements, security procedures, alcohol policies, smoking policies, age policies, dress codes, onboard conduct rules, port rules, customs rules, immigration rules, and applicable laws.

The cruise line may deny boarding, confine, quarantine, disembark, remove, or refuse service to any guest when permitted by its policies or applicable law. Reasons may include, but are not limited to, illness, safety concerns, misconduct, failure to follow crew instructions, intoxication, disruptive behavior, missing documents, pregnancy restrictions, medical concerns, security concerns, or violation of supplier rules.

US Cruise is not responsible for denied boarding, removal, quarantine, confinement, disembarkation, fines, penalties, missed vacation time, or additional costs resulting from guest conduct or supplier enforcement of rules.

15 Itinerary Changes, Delays, and Force Majeure

Cruise itineraries, ports of call, arrival times, departure times, onboard services, entertainment, dining venues, shore excursions, and other travel components may be changed, delayed, substituted, or cancelled by the cruise line or supplier at any time.

US Cruise is not responsible for itinerary changes, missed ports, weather disruptions, mechanical issues, medical emergencies, port closures, government restrictions, strikes, labor disputes, civil unrest, war, terrorism, epidemics, pandemics, public health emergencies, natural disasters, operational changes, supplier cancellations, or any other event beyond the control of US Cruise.

Refunds, credits, compensation, or alternative arrangements for supplier-controlled changes are determined solely by the applicable supplier and subject to supplier terms.

16 Baggage, Personal Property, and Valuables

Guests are responsible for their baggage, valuables, travel documents, medications, electronics, jewelry, cash, credit cards, identification, and personal property at all times.

US Cruise is not responsible for lost, stolen, delayed, damaged, or misdirected baggage or personal property. Claims related to baggage handling by cruise lines, airlines, hotels, transfer companies, or other suppliers must be made directly with the applicable supplier or insurance provider.

Guests should keep essential items, medications, travel documents, identification, and valuables in their carry-on luggage and should not place these items in checked luggage.

17 Chargebacks and Payment Disputes

Guests agree to contact US Cruise promptly regarding any billing concern, cancellation issue, refund request, supplier dispute, or service concern before initiating a credit card chargeback or payment dispute.

Improper or unsupported chargebacks may result in additional documentation requests, collection action, cancellation of services, loss of supplier benefits, or other remedies available to US Cruise or the supplier.

A chargeback does not cancel the guest's obligations under supplier terms, cancellation policies, or these Terms and Conditions.

18 Limitation of Responsibility

To the fullest extent permitted by law, US Cruise shall not be liable for any direct, indirect, incidental, consequential, special, punitive, or exemplary damages arising from or related to any travel service, supplier action, guest documentation issue, denied boarding, denied entry, delay, cancellation, itinerary change, injury, illness, death, property loss, missed vacation time, emotional distress, lost enjoyment, additional expense, or other travel-related loss.

US Cruise's role is limited to assisting with the booking and coordination of travel arrangements as an independent travel agency. The guest's sole recourse for supplier-controlled services is against the applicable supplier, subject to that supplier's terms and conditions.

Nothing in these Terms and Conditions is intended to exclude or limit liability where such exclusion or limitation is prohibited by applicable law.

19 Acceptance of Terms

By authorizing payment, accepting a quote, confirming a reservation, receiving a reservation confirmation, signing a document, clicking acceptance electronically, or traveling under a booking arranged by US Cruise, guests acknowledge that they have read, understood, and agreed to these Terms and Conditions.

If one guest makes a reservation or payment on behalf of other travelers, that guest represents that they are authorized to accept these Terms and Conditions on behalf of all travelers in the booking and is responsible for ensuring that all travelers receive and understand these Terms and Conditions.

20 Updates to These Terms

US Cruise may update these Terms and Conditions from time to time. The version applicable to a reservation may depend on the date of booking, date of payment, date of confirmation, or the version provided with the guest's reservation documents, unless otherwise required by law or supplier policy.

Guests should retain a copy of the Terms and Conditions provided with their reservation confirmation.

FINAL TRAVEL NOTICE

Important Reminder

Travel documentation, boarding rules, visa requirements, health requirements, cruise line policies, airline rules, government regulations, and destination entry requirements can change without notice. Guests are responsible for verifying all current requirements before travel directly with the cruise line, airline, government authorities, embassies, consulates, and official travel resources.

US Cruise strongly recommends that all guests travel with a valid passport book and purchase travel insurance or vacation protection before departure.

Need assistance before your sailing?

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