

Booking conditions and important information 2011

HOW TO BOOK Having made your telephone reservation you should complete the booking form, and return it to our office together with a deposit payment of 25% of the total holiday cost per person. If applicable, visa fees should be paid in full with your deposit payment. The balance will be invoiced to you and should be paid no later than 10 weeks before your departure date. If you wish to pay by credit card we make a charge of 2% of the transaction. Normally, your cabin number will be advised at the time of booking and will appear on your confirmation invoice. It is possible in some instances that your cabin number will be changed. This is something over which we have no control.

AIR/RAIL TRAVEL ARRANGEMENTS At the time of booking you will be advised of your provisional departure/arrival times. Your confirmation invoice will show the air/rail arrangements reserved for you. Please note that these are subject to change at any time by the airline or rail operator.

PASSPORTS AND VISAS All British or Irish citizens must be in possession of a full 10 year passport valid for at least six months after your return date to the UK. If in doubt please contact your local Passport Office for guidance. Non British passport holders should contact the relevant Embassy for up to date information. Visa requirements can change at any time and therefore it is advisable to contact the relevant Embassy or a professionally qualified source. Please note that it is your own responsibility to ensure that you are in possession of a valid passport and visa for your journey.

FOREIGN AND COMMONWEALTH OFFICE TRAVEL ADVICE The Foreign and Commonwealth Office ("FCO") produces a wide range of material about overseas countries which may be visited by British citizens. The FCO does this to try and ensure that British citizens are properly informed about any overseas destinations, in relation to political unrest, crime and health issues. Full details of all FCO advices can be obtained on the FCO website www.fco.gov.uk/knowbeforeyougo

CHILDREN/MINORS Due to the nature of our cruise itineraries, Viking River Cruises does not maintain facilities or services for children aboard river cruise vessels. On all cruises and cruise journeys, minors under the age of 18 must be accompanied and share a cabin with a parent, legal guardian or other responsible adult over the age of 21. We regret that we cannot accommodate children under 12 years of age, and we reserve the right to limit the number of minors under the age of 18 years on board.

DISABLED TRAVELLERS Our reservation consultants will be pleased to offer advice and information on the suitability of any of our holidays according to your individual needs and requirements. Please call us to discuss.

HEALTH MATTERS Passengers should familiarise themselves well in advance of their departure with the compulsory and recommended health requirements of the countries to be visited. Please refer to the Advice on Health for Travellers available from the Department of Health. However, it is also recommended that you contact your local doctor for advice as to which precautions or inoculations are necessary and/or recommended.

WHAT THE HOLIDAY COST INCLUDES Please refer to the individual tour page for details of what is included in your holiday cost.

WHAT THE HOLIDAY COST DOES NOT INCLUDE

- Drinks bought on board, laundry, telephone calls made on board
- Any additional or optional shore excursions
- Gratuities - no service charge is made but it is customary to give gratuities at the end of your cruise presuming satisfactory service has been received
- For passengers reserving a 'cruise only' all other arrangements are made at their own responsibility and expense

CRUISE ONLY ARRANGEMENTS Viking River Cruises UK Ltd. cannot accept any liability for the costs of flights or other travel arrangements reserved by passengers themselves in the event of any subsequent changes made by the Shipping Line to any of its scheduled sailings.

RIVER CONDITIONS Please note that river cruise itineraries and ports of call may have to be changed without prior notice if affected by natural conditions such as high or low water levels or changes to local mooring restrictions or lock closures.

SHORE EXCURSIONS Where shore excursions are included in the holiday cost, there is no refund given for shore excursions which are not taken or not operated due to unforeseen circumstances. Please note shore excursions are also subject to change.

INSURANCE Travel insurance is not included. All passengers must have adequate travel insurance. You must advise us on our booking form who you have arranged insurance with.

CANCELLATIONS Cancellations must be advised in writing and the following scale of charges will be applicable at the time the cancellation is received by us. More than 70 days prior to departure 25%, 69-30 days prior to departure 50%, 28-0 days prior to departure 100% of holiday cost.

ALTERATIONS TO BOOKINGS Viking River Cruises UK Ltd. reserve the right to make a £100 per person service charge should you wish to make a change to your booking. Please note that no changes to bookings can be accepted within eight weeks of departure. It is a requirement that all flights are now ticketed within 14 days of a booking being made and tickets must be paid in full by us at that time to the respective airline. Tickets are then non refundable. No changes to these flights can be accepted by the airline once tickets have been issued. In the event that you have to alter your holiday which necessitates a change to your ticketed flights, the airline tickets will need to be cancelled and a new booking made with the airline accordingly. All charges for new airline tickets must be borne by the individual passenger.

CANCELLATION BY THE COMPANY The company will endeavour to operate holidays as advertised, but reserve the right at any time to cancel cruises and/or other arrangements on or before the date due for payment of balance.

ALTERATIONS BY THE COMPANY The Company reserves the right to alter itineraries, accommodation or any other arrangement at any time, but will endeavour not to do so within 14 days before the departure date except for reasons of force majeure or other reasons beyond the control of the Company.

EUROPE OPERATORS The ships described in this brochure are operated by Viking River Cruises Ltd., Viking River Tours Ltd., Viking Croisières S.A. or KD Triton AG.

VIKING RIVER CRUISES, INC. Viking River Cruises UK Ltd. acts solely as a sales agent/preferred supplier for the above mentioned operators of the vessels described in this brochure. Viking River Cruises UK Ltd. neither owns nor operates any of the vessels described herein and thus assumes no responsibility or liability for acts or omissions of the vessel owners or operators in regard to the cruises described herein.

LIABILITY You will appreciate that many people and companies over whom Viking River Cruises UK Ltd. have no control are involved in the provision of your holiday. The carriage of passengers and their baggage and the provision of any accommodation or other arrangements made by the company shall be subject to the terms and conditions of the relevant airline, shipping company, owner, service operator or provider. Viking River Cruises UK Ltd. have taken all reasonable steps to ensure that the suppliers of services provided are of an acceptable standard. Viking River Cruises UK Ltd. will accept responsibility for the standard of services provided to you. We will accept responsibility for the proven negligent acts and/or omissions of our employees and agents and our suppliers and sub-contractors, servants and/or agents whilst acting within the scope of or in the course of their employment in respect of claims arising as a result of death, bodily injury or illness to you or any member of your party.

PLEASE NOTE: Liability will only be accepted if you can prove that the death, injury or illness was caused by the negligence of Viking River Cruises UK Ltd., its servants, agents, suppliers or contractors. No liability can be accepted for any negligent acts or omissions of air or sea carriers, whose responsibilities are governed by international convention which may limit or exclude liability. We cannot accept any liability for loss, damage or expense resulting from war or terrorist activities threatened or actual civil unrest, closure of airports, industrial action, threatened or actual or any event outside our control where such events delay, extend or compel a change in holiday agreements.

ALL PRICES The '2011' prices shown in this brochure include the savings stated. The savings shown in this brochure cannot be combined with any other special offer or promotion being offered by Viking River Cruises UK Limited. Changes in transportation costs, including the cost of fuel, dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports and exchange rates, mean that the price of your travel arrangements may change after you have booked. However there will be no change within 30 days of your departure. We will absorb and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums and

any amendment charges. You will be charged for the amount over and above that, plus an administration charge of £1.00 per person together with an amount to cover agents' commission. If this means that you have to pay an increase of more than 10% of the price of your travel arrangements, you will have the option of accepting a change to another holiday if we are able to offer one (if this is of equivalent or higher quality you will not have to pay more but if it is of lower quality you will be refunded the difference in price), or cancelling and receiving a full refund of all monies paid, except for any amendment charges. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice. Should the price of your holiday go down due to the changes mentioned above, by more than 2% of your holiday cost, then any refund due will be paid to you. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place. However, prices are guaranteed once full payment has been received. In the event of it being considered desirable to withdraw any of the arrangements, the full amounts paid will be returned to the passengers (except as noted) and upon rendering same all liability of the Viking River Cruises UK Ltd. in respect thereto shall cease. Where passengers have been secured the conditions regarding deposits, fares and refunds are those laid down by the respective companies. The right is reserved to refuse or accept any person as a passenger at any time.

IATA LIMITATIONS OF CARRIAGE The responsibility of the participating airlines in connection with the tours in this brochure is limited to the carriage of the passengers and their baggage in accordance with their conditions of carriage. This brochure is issued on the sole responsibility of the General Sales Agents, and is not issued on behalf of and does not commit the airlines mentioned therein, or any airlines whose services are used in course of the tours.

CUSTOMER PROTECTION The air holidays and flights in this brochure are ATOL protected, since Viking River Cruises UK Ltd. hold an Air Travel Organiser's License granted by the Civil Aviation Authority. Our ATOL number is 3124. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information, visit the ATOL website at www.atol.org.uk.

ABTA CODE OF CONDUCT As a regulatory body, ABTA maintains a strict Code of Conduct. ABTA companies agree to be bound by the Code which governs the relationship between you and a company, and also the company's relationship with us. The Code aims to ensure that you receive the best possible service from your ABTA travel agent and tour operator from before you book your travel arrangements, through the booking process and the after-sales service and information you get, to the way they handle any complaint you may have. Full details about the Code of Conduct and the Arbitration Scheme are available from www.abta.co.uk or can be obtained from ABTA's Information Bureau, tel: 0207 307 1907.

COMPLAINTS/ARBITRATION If you have a complaint about your holiday you should notify a Viking representative on board ship to try and resolve in resort. If your complaint is not resolved locally you should write to us. We will provide you with a full reply within 28 days. If you remain dissatisfied you should write again pointing out the areas of dispute and we will again respond with 28 days. If you are then still dissatisfied you can have the matter resolved through the ABTA Arbitration Scheme.

DATA PROTECTION Please be assured that we have measures in place to protect the personal booking information held by us. This information will be passed on to the principal and to the relevant suppliers of your travel arrangements. The information may also be provided to public authorities such as customs and immigration if required by them, or as required by law. Certain information may also be passed on to security or credit checking companies.

If you travel outside the European Economic Area, control on data protection may not be as strong as the legal requirements in this country. We will only pass your information on to persons responsible for your travel arrangements. This applies to any sensitive information that you give us such as details of any disabilities, or dietary/religious requirements. (If we cannot pass this information on to the relevant suppliers, whether in the EEA or not, we will be unable to provide your booking. In making this booking, you consent to this information being passed on to the relevant persons.) Further details of our data protection policy are available on request.