

WHITE FUNNEL LIMITED

CANCELLATION & CURTAILMENT POLICY

1. This policy supplements the provisions in the Company's Conditions of Carriage in respect of the cancellation or variation of published sailings.

Cancellation

2. Where a sailing has been cancelled, passengers may transfer their tickets to any other advertised and available sailing of their choice, without further payment. This can be done by telephoning the Company's office on 0117 325 6200 quoting the ticket number and place of issue, or by returning ticket[s] to White Funnel Ltd., 70 Prince Street, Bristol, BS1 4QD indicating the sailing to which the passenger wishes to transfer.
3. Alternatively, passengers are entitled to a full refund as follows:
 - a. If you obtained your tickets from one of the Company's agents, please return your ticket[s] to the agent for a refund. If this is impracticable, please return your ticket[s] to the Company's office, address above, providing a contact name & address and request a refund;
 - b. If you booked by phone from the Company's office, please return your tickets to the Company's office, address above, for a refund. Normally a refund is made in the same manner as the original payment.
 - c. If you booked online, please call 0117 325 6200 and have your World Pay ID available.

Curtailement

4. Circumstances can arise where for safety or other reasons a sailing needs to be significantly shortened or curtailed. In this event the Company shall on application issue a discount voucher to be used against the price of a future sailing or make a partial refund of the fare, in full recompense.

Contact information

5. In the event of any query in respect of these arrangements, please refer to either:
 - a. The Purser aboard Balmoral; or
 - b. White Funnel Limited, 70 Prince Street, Bristol BS1 4QD; phone 0117 325 6200 or email balmoral@whitefunnel.co.uk

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Note: See next page for information to be provided to passengers.

For passenger arriving for a cancelled sailing.

We are sorry that your sailing has been cancelled. You can transfer your tickets to any other advertised and available sailing of your choice, without further payment. This enables you to enjoy a more expensive cruise at no extra charge. Please call the Company's office on 0117 325 6200 quoting the ticket number and place of issue, or return the ticket[s] to White Funnel Ltd., 70 Prince Street, Bristol, BS1 4QD indicating the sailing to which you wish to transfer.

If you do not want to take advantage of this offer a refund will be provided from where you bought your ticket. If you obtained your ticket from one of the Company's agents, please return your ticket[s] to that agent for a refund. If this is impracticable, return your ticket[s] to the Company's office, 70 Prince Street, Bristol BS1 4QD, providing a contact name & address and requesting a refund.

If you booked by phone from the Company's office, please return your tickets to the Company's office, address above, for a refund. Normally a refund is made in the same manner as the original payment. If you booked online, please call 0117 325 6200 and have your World Pay ID available.

For reference on board in respect of a significantly curtailed sailing

Circumstances can arise where for safety or other reasons a sailing needs to be **significantly** shortened or curtailed. On request, the Purser on board will issue a discount voucher to be used against the price of a future sailing, or at the Company's discretion make a partial refund of the fare, in full recompense.