

旅客票据合同

(包括旅客行为守则)

GUEST TICKET CONTRACT (INCLUDING PASSENGER CONDUCT POLICY)

致旅客的重要通知

IMPORTANT NOTICE TO PASSENGERS

您的旅客票据合同包含了对您权利的重要限制。您需仔细阅读本合同的所有条款，并应当特别注意第六条、第九条以及第十一条至第十四条之规定(该等条款对我方责任和您的诉讼权利进行了限制)，并保留此合同供以后参考。

YOUR GUEST TICKET CONTRACT CONTAINS IMPORTANT LIMITATIONS ON THE RIGHTS OF PASSENGERS. IT IS IMPORTANT THAT YOU CAREFULLY READ ALL TERMS OF THIS CONTRACT, PAYING PARTICULAR ATTENTION TO SECTION 6, SECTION 9 AND SECTIONS 11 THROUGH 14, WHICH LIMIT OUR LIABILITY AND YOUR RIGHT TO SUE, AND RETAIN IT FOR FUTURE REFERENCE.

一、介绍 INTRODUCTION

就本协议项下的邮轮巡游，本旅客票据合同（下称“票据合同”）规定了适用于邮轮旅客（定义见下述第二条第2款）和承运人（定义见下述第二条第3款）之间关系的条款和条件。

This Guest Ticket Contract (the “Ticket Contract”) describes the terms and conditions that will apply to the relationship between the Passenger (as defined in Section 2.2 below) and the Carrier (as defined in Section 2.3 below) of the Vessel with respect to the Cruise or Cruise Tour covered by this Agreement.

本票据合同全部条款和条件被并入到邮轮客票中，无论旅客是否签署了本票据合同、是否自行购买客票或无论客票是否由他人代其持有或出示，本票据合同对承运人和旅客均具有约束力，承运人、旅客均应遵守执行。除非通过书面方式经承运人签署书面协议后修改，否则不得对本票据合同进行任何修改。除此之外，旅客确认其可获知承运人产品手册、网址 www.aocruise.com 或旅行社告知的条件和条款，包括但不限于某些付款条款如最低订金要求及到期付款日条款，并应遵守该等条款和条件。若上述手册或网页资料与本票据合同的规定出现了任何冲突之处，则应适用本票据合同之规定。旅客可随时通过网址 www.aocruise.com 查询到最新版本的旅客票据合同（包括旅客行为守则）。

All terms and conditions of this Ticket Contract are incorporated into the Guest Ticket(the “Ticket”), whether or not the Passenger signed this Ticket Contract, purchased the ticket on his own or whether the ticket is held or presented by another person on his behalf, this Ticket Contract shall constitute the agreement by Passenger, on behalf of himself and all other persons traveling under this Ticket Contract(including any accompanying minors or other persons for whom the Ticket Contract was purchased), to be bound by the terms and conditions of this Ticket

Contract. This Ticket Contract cannot be modified except in a writing signed by Carrier. In addition, Passenger acknowledges the availability of and Passenger agrees to abide by the terms and conditions, including but not limited to certain payment terms such as minimum deposit requirements and payment due dates, which appear in the applicable Carrier brochure or online at www.aocruise.com, where applicable, as advised by your travel agent. In the event of any conflict between Carrier's brochure or website materials and this Ticket Contract, the terms of this Ticket Contract shall prevail. Passenger can always access the most updated Ticket Contract (incorporating the Passenger Conduct Policy) on the website of www.aocruise.com.

二、定义 DEFINITIONS

1、“协议”或“合同”指本票据合同规定的条款和条件，以及客票（包括电子客票）和承运人网站包含的其它条款和条件，以及您在预订、购买客票（包括电子客票）时签署、确认的表格，和您因本邮轮巡游而需支付的邮轮巡游费用。上述所列的项目共同构成旅客和承运人就邮轮巡游而达成的全部协议。

“Agreement” or “Contract” means the terms and conditions set forth in this Ticket Contract together with other terms and conditions contained in the Ticket (including e-ticket) and Carrier website, as well as the form signed and confirmed by you at the time of booking and purchasing Tickets (including e-tickets), and the ticket fare you will have to pay for Cruise on this cruise. Together, the items described in the preceding sentence shall constitute an agreement between Passenger and Carrier for the Cruise or Cruise Tour.

2、“旅客”、“乘客”或“您”指在本票据合同项下或依据客票乘坐或将要乘坐邮轮的人。“旅客”的单数形式将含有复数意思，任何表示男性旅客的用词同样包含女性旅客。

“Passenger” or “Guest” or “You” means all persons traveling or will travel under this Ticket Contract. “Passenger” shall include the plural and the use of the masculine shall include the feminine.

3、“承运人”指本人或者委托他人以本人名义填开客票与旅客订立本合同的人。

“Carrier” means the person who enters into this contract with the passenger by himself or by entrusting others to fill out the ticket in his own name.

4、“客票票款”指旅客乘坐本合同指定邮轮应支付的费用，无论该费用是否已由旅客进行支付，但其不包括在邮轮上支付的邮轮服务费、照片、娱乐活动、电话、或医疗服务等邮轮上收费项目、第三方提供的岸上游及任何旅客向第三方另行购买的产品或服务的费用，不包括任何政府机关或准政府机关就旅客、邮轮、泊位或邮轮吨位所征收的港务税费、服务费、燃油附加费和其它任何类似规费。旅客同意，除非本票据合同另有规定，或者法律、法规有相反规定，旅客完全或部分未使用的客票，承运人不承担该客票票款的退款责任。

承运人保留在发生不可预期情形（包括但不限于燃料费用的增加）时，收取附加费用的权利。承运人可自行决定对已有的和新建的预订收取任何该等附加费用（无论乘客此前是否已全额支付了预订的费用）。上述附加费用未包括在客票票款之中。

“Ticket fare” means the fee payable by a passenger on a cruise specified in this contract, whether

or not the fee has been paid by the passenger, but does not include amounts due for other products or services such as air transportation, photographs, gratuities, telephone calls, or medical services, shore excursions provided by third parties which can be purchased separately, nor does it include port tax, service fee, fuel surcharge and any other similar fees levied by any government or quasi-government organ on the tonnage of passengers, cruises, berths or cruises. Passenger agrees that the Carrier shall not be liable for the refund of the Ticket unless otherwise stipulated in this ticket contract or otherwise stipulated in laws and regulations.

Carrier reserves the right to impose a supplemental charge relating to unanticipated occurrences including, but not limited to, increases in the price of fuel. Any such supplement charges may apply, at Carrier's sole discretion, to both existing and new bookings (regardless of whether such bookings have been paid in full). Such supplements are not included in the ticket fare.

5、“港务税费”指政府税费及/或任何政府或准政府机关课征的费用、收费、通行费和税费，包括但不限于海关费、人头税、船坞使用费、码头费、检验费、领航费、岸上旅游时缴纳的机场税、酒店税费或增值税、出入境和入籍费用、港口维护费和税务主管机关规定费用、港口/终点码头费和旅客处理费，不论按每旅客、每舱位、每吨位或每船舶估定。

“Port Tax Fee” means the fees, charges, tolls and taxes levied by the government and/or any government or quasi-government organ, including, but not limited to, customs fees, head tax, dock usage fees, wharf fees, inspection fees, pilotage fees, Airport tax, Hotel tax or value-added tax payable on onshore travel, entry-exit and Naturalization fees, port maintenance fees and the provisions of the competent tax authorities. Costs, port/terminal fees and passenger handling fees are assessed on a per passenger, per cabin, per tonnage or per ship basis.

6、“岸上游”指岸上游览项目，该岸上游可在巡游首次登船之前提供，也可在巡游完成最后离船之后提供。

“Land Tour” shall mean the land tour to be provided either prior to the initial embarkation on the cruise or after the final debarkation from the cruise.

7、“交通工具”指岸上游运营方为岸上游而提供的有轨客车、公交车及其它任何运输或交通工具。

“Transport” means the railcars, buses and other modes of transportation or accommodation provided by LTO in connection with a Land Tour.

8、“邮轮”指被用于履行本合同的由承运人所有的、承租的、经营的船舶以及其它任何替代船舶。

“Cruise” means a ship owned, chartered and operated by the Carrier and any other substitute ship used to perform this contract.

9、“自带行李”指旅客自行携带、保管或者放置在客舱内的行李。每一成年旅客允许携带上船并办理登船手续的行李，仅限于本次邮轮观光活动合理所需的衣物和个人物品，包括手提箱、行李箱、旅行袋、背包、手提包、含衣物的衣架、化妆品和类似物品。

“Cabin Luggage” means luggage that passengers carry, keep or place in the cabin. Each adult Passenger is permitted to carry onboard the Vessel or check-in only the wearing apparel and

personal effects reasonably necessary for the cruise, including suitcases, trunks, valises, satchels, bags, hangers containing clothing, toiletries and similar items.

10、“旅行代理”指担任旅客而非承运人的代理人，而且获旅客充分授权可在制定邮轮巡游及任何相关旅行计划、住宿和旅游或任何事务中为及代表旅客的人，包括但不限于与承运人签订旅客票据合同、领取承运人所出具的任何票据、进行预约、修改或取消任何预约、签署任何文件和支付及收取任何资金的代理人。

“Travel Agent” means a person acting as an agent of a passenger, not a carrier, who is fully authorized by the passenger to act for and on behalf of the passenger in the formulation of cruise and any related travel plans, accommodation and travel or any other business, including, but not limited to, agents who sign a passenger bill contract with the carrier, receive any bill issued by the carrier, make an appointment, modify or cancel any reservation, sign any documents, pay and collect any funds.

三、旅客遵守本协议、相关法律及承运人制度之义务；检查；赔偿

PASSENGER'S OBLIGATION TO COMPLY WITH AGREEMENT, APPLICABLE LAWS, AND RULES OF CARRIER; QUARANTINE; INDEMNIFICATION

1、一般守法义务。在任何时间，旅客均需遵守本协议规定、所有适用法律以及承运人、邮轮的政策和规定（该等法律规定、政策和规定可能经或不经通知而不时变更），并始终服从船长、高级船员和船员的合法指示。旅客同意：在任何情况下，其均不得进入本邮轮上指定船员专用的任何区域，包括且不限于船员住宿区。旅客进一步同意，承运人有权禁止或限制旅客将任何酒精饮料、毒品或任何其它危及或可能危及邮轮或邮轮上任何人员或财产安全的物品，以及任何种类的动物（但本合同另有规定并经承运人同意携带上船的服务类动物除外）携带上船使用，并同意遵守承运人就上述事项所制定的任何政策、规定。本协议中任何规定都不能视为授予旅客在邮轮巡游期间向其他旅客销售产品或提供服务的权利，旅客的上述行为是被禁止的。

Compliance Obligation Generally. Passenger shall at all times comply with the provisions of this Agreement, all applicable laws, and rules, policies and regulations of the Carrier, the Vessel and the Transport (as the same may be changed from time to time with or without notice), and always abide by the lawful instructions of the captain, senior crew and crew. Passenger agrees not to enter any areas of the Vessel designated for crew only, including crew quarters, under any circumstances whatsoever. Passenger further agrees that Carrier may prohibit or restrict Passenger from bringing any alcoholic beverages, drugs or any other articles endangering or possibly endangering the safety of any person or property on a cruise ship, as well as any kind of animals (except those serving animals which are otherwise provided for in this Contract and which are carried on board with the consent of the Carrier) for consumption onboard the Vessel and agrees to comply with any Carrier policy covering such matters. Nothing in this Agreement shall grant to Passenger any

right to sell products to or provide services to other Passengers onboard the Cruise or Cruise Tour and Passenger shall be prohibited from doing so.

2、旅客应独自负责取得并持有在任何停靠港登船、旅游或离船所需的合法、有效的护照、签证及其它旅行证件。旅客应承担完全的责任通过其旅行代理或适当的政府部门确认所需旅行证件。旅客同意：在承运人提出合理要求的情况下，旅客需向承运人提交或出示任何相关旅行证件，但在航程结束前，承运人应将上述旅行证件退还旅客。

Passengers are solely responsible to maintain in their possession all passports, visas and other travel documents required for embarkation, travel and disembarkation at all ports of call. Passengers assume full responsibility to determine through their Travel Representative or the appropriate government authority the necessary documents. Passenger agrees to provide to Carrier(at Carrier's reasonable request)any travel documents. Carrier shall return such travel documents to Passenger by no later than the end of the cruise.

3、旅客同意并保证：旅客不做出任何违法行为，且一旦出现任何上述违法行为，承运人将依法向相关机关报告，并有权要求旅客及其随行旅客下船，且不承担任何退款或补偿该旅客及其随行旅客损失或费用的责任。

Passenger understands and agrees that Carrier has a zero tolerance policy for illegal activity and shall report such activity to the appropriate authorities. In case of passenger's breach, Carrier also has the right to require passengers and their accompanying passengers to disembark from the ship without any responsibility for refund or compensation for the loss or expenses of the passengers and their accompanying passengers.

4、每一成年旅客均保证并同意：在任何时候，其均应对任何随行的未成年人尽到监护职责，以确保遵守本票据合同第三条之规定。

Each adult Passenger undertakes and agrees to supervise at all times any accompanying minors to ensure compliance with the provisions of this Section 3.

5、旅客必须完全服从承运人或船长在船舶安全及航行安全方面的处置权利。若基于承运人或船长的独立判断，任何旅客或由其负责监护的任何未成年人旅客的行为、活动或健康状况被认为造成潜在危险、安全风险或对其自身或其他船上人员或财产的健康、安全、舒适或愉悦体验产生不利影响、或违反了本协议的任何条款，则承运人或船长有权变更该等旅客的住宿、更改或取消其活动、拒绝向其提供任何酒精饮料服务、将其限制在舱房或隔离、检查其舱房、财产或行李、要求其及/或负责监护未成年人的旅客下船或拒绝他们登船、或在任何时候对其进行约束；对此，承运人无需承担任何责任，包括但不限于承运人不承担任何退款或补偿损失和费用的责任，而旅客须承担该等风险、责任及费用。

Passengers must be fully subject to the Carrier's or master's right to dispose of the ship's safety and navigation safety. Carrier may also change accommodation, alter or cancel any activities of, deny service of alcohol to, confine to a stateroom or quarantine, search the stateroom, property or baggage of any Passenger, change a Passenger's Land Tour, disembark or refuse to embark the Passenger and/or any Passenger responsible for any minor Passenger, or restrain any Passenger at any time, without liability, at the risk and expense of the Passenger, when in the sole opinion of Carrier or Captain the Passenger's conduct or presence, or that of any minor for whom the

Passenger is responsible, is believed to present a possible danger, security risk or be detrimental to himself or the health, welfare, comfort or enjoyment of others, or is in violation of any provision of this Agreement.

6、若因任何旅客的行为或因其未遵守本票据合同第三条之规定（包括但不限于下述情形：（1）旅客所购买的任何服务超出了旅客的支付能力而未予付款；（2）旅客未遵守与入境、海关或消费税相关的要求（例如，非法滞留在停靠港口而未能在规定登船时间返回邮轮）；或者（3）因旅客的故意不当行为、过失行为或不作为而直接或间接地、全部或部分地导致了任何人身伤害、死亡或财产损失），从而导致承运人、邮轮或邮轮的所有人、经营人、管理人、承租人、受雇人、代理人、保险人、保赔协会及其它船舶利益方及其财产遭受了任何民事责任、滞留、被扣押、罚金、罚款、费用或开支及其它任何经济损失，则该旅客（若为未成年人旅客，则其父母或监护人）应对此予以负责，并应当承担赔偿责任。

Passenger, or if a minor, his parent or guardian, shall be liable for and indemnify Carrier, the Vessel and the Transport from any civil liability, fines, penalties, costs or expenses incurred by or imposed on the Vessel, the Transport or Carrier arising from or related to Passenger's conduct or failure to comply with any provisions of this Section 3, including but not limited to: (i) any purchases by or credit extended to the Passenger; (ii) requirements relating to immigration, customs or excise (e.g. illegally stays at a port of call and fails to return to the Vessel by the embarkation cut-off time); or (iii) any personal injury, death or damage to persons or property caused directly or indirectly, in whole or in part, by any willful or negligent act or omission on the part of the Passenger.

7、旅客须在承运人规定时间内抵达港口以便登船，如果未规定时间，则旅客必须较预定开航时间提前至少三（3）个小时抵达登船港口。旅客同意在邮轮巡游期间的所有停靠港口及时返回船舶，在任何情况下，至少在预定离港时间三十（30）分钟前返回船舶。无论基于何种原因，就某特定邮轮巡游项目，若在邮轮或任何承运人为履行本协议安排的运输工具规定的登船或上车时间内，任何旅客未能登船或上车，或在任何停靠港、目的港或起航港规定的开船起航时间前，任何旅客未能顺利登上或返回邮轮，除本票据合同或法律另有规定外，承运人均无需对上述旅客所缴纳的任何邮轮巡游费用进行退款，也无需对上述旅客因此而产生的任何住宿费、餐饮费、交通费或其它任何费用负责。邮轮在任何停靠港、目的港或起航港的开船起航时间详见相关邮轮巡游活动的通知或公告。

Passengers are required to arrive at the port within the time specified by the carrier for boarding. If no time is specified, passengers must arrive at the port of boarding at least three (3) hours earlier than the scheduled departure time. Passengers agree to return to the ship in time at all ports of call during cruise and, in any case, at least 30 (30) minutes before the scheduled departure time. Carrier shall not be required to refund any portion of the Cruise Fare paid by any Passenger who fails for any reason to be onboard the Vessel or Transport by the embarkation cut-off time applicable to the specific cruise or cruise tour or the boarding cut-off time applicable at any port of call or destination or point of departure as the case may be, and shall not be responsible for lodging, meals, transportation or other expenses incurred by Passenger as a result thereof. Boarding cut-off times for any port of call or destination or point of departure are as announced on the applicable Cruise .

8、无论基于何种原因，旅客须在离船港口或承运人指定港口上岸。在邮轮巡游结束后，不依从承运人指示仍在船上的旅客将被承运人撤离。旅客同意因不依从承运人指示而拒绝或没有上岸，由此导致的任何延误、费用、支出、损失或损害向承运人进行赔偿并使其免受伤害。

For whatever reason, Passengers are required to land at the port of departure or at the port designated by the carrier. After cruise, Passengers who do not comply with the instructions of the carrier will be evacuated by the Carrier. The Passenger agrees to compensate the carrier for any delay, expense, loss or damage caused by refusal or failure to land due to non-compliance with the carrier's instructions.

9、在任何时候，若为下述之任何理由，承运人或船长均有权拒载任何旅客，或有权将任何旅客驱逐出邮轮，或将其限制在舱房：（1）该等拒载、驱逐或限制是为了符合、遵守任何适用的法律、政府规章、指令或指示；（2）上述旅客拒绝承运人对其人身或财产进行检查以确定是否有任何爆炸物、武器、危险物品或其它盗窃物品、非法物品或管制物品；（3）在承运人已提出请求的情况下，上述旅客拒绝向承运人提供有效身份证明；或者（4）旅客未能遵守承运人政策、规章和程序之规定，包括但不限于如承运人的旅客行为守则以及承运人关于禁止与船上工作人员过密接触的政策。上述承运人的旅客行为守则包含在乘客票据合同中，并可在以下网址查阅：www.aocruise.com。

Carrier may refuse to transport any Passenger, and may remove any Passenger from the Vessel or Transport at any time, for any of the following reasons: (i) whenever such action is necessary to comply with any government regulations, directives or instructions; (ii) when a Passenger refuses to permit search of his person or property for explosives, weapons, dangerous materials or other stolen, illegal or prohibited items; (iii) when a Passenger refuses upon request to produce positive identification; or (iv) for failure to comply with Carrier's policies, regulations and procedures, including but not limited to Carrier's Passenger Conduct Policy or Carrier's policy of prohibiting excessive contact with staff on board. Carrier's Passenger Conduct Policy is incorporated into the Guest Ticket Contract and are available online at the following website: www.aocruise.com.

10、为旅行安全和保障之需，无论是否旅客已同意或知情，承运人均将对旅客及其行李进行电子检查或监督。

In the interests of safety and security, Passengers and their baggage are subject to inspection or monitoring electronically with or without the Passenger's consent or knowledge.

11、若承运人或船长行使了本第三条中规定的任何权利，则旅客无权因此向承运人提出任何索赔请求；此外，承运人也无需对旅客进行任何退款或赔偿旅客因此而遭受的任何损失或损害，包括但不限于旅客因食宿或被遣返回国而产生的任何损失和费用。

If Carrier exercises its rights under this Section 3, Passenger shall have no claim against Carrier whatsoever and Carrier shall have no liability for refund, compensation loss or damages of Passenger, including but not limited to any expenses incurred by Passenger for Accommodation or repatriation.

四、健康状况适于旅行；拒绝登船；未成年人 **FITNESS TO TRAVEL;DENIAL OF BOARDING;MINORS**

1、旅客保证：其本人及其随行未成年人的身体情况均适合邮轮巡游，且不会对邮轮及其他人员和财产产生任何危险。

Passenger warrants that he and those traveling with him are fit for travel and that such travel will not endanger cruise or other persons and property.

2、最低年龄. 十八（18）周岁以下的旅客不得被预定在一间单独的舱房，除非有十八（18）周岁或以上年龄的成年旅客共同居住，或有未成年人的父母或监护人住在相连客舱随同旅行；对于小于十八（18）周岁的已婚夫妻，应提供合法、有效的结婚证明。承运人保留在任何时候要求旅客提供年龄证明的权利。除本票据合同第五条规定外，旅客在开航日的年龄决定了其在整个航程的年龄状态。

Passenger under the age of 18 will not be assigned to a stateroom unless accompanied in the same stateroom by an adult passengers of 18 years or older living together, or parents or guardians of minors living in adjacent cabins and traveling with them. For married couples under 18 years of age, legal and effective marriage certificates should be provided. Carrier reserves the right to require Passengers to provide age certificates at any time. Except as stipulated in Section 5 of this Ticket Contract, the age of the Passenger on the sailing day determines the age status of the Passenger during the whole voyage.

3、孕妇和婴儿。在任何情况下，在航程开始之日或其后行程的任何时间里妊娠将进入第二十四（24）周及以上的旅客，不得预定邮轮巡游或登船或乘坐任何承运人为履行本合同安排的运输工具。旅客违反本规定，承运人或船长有权拒绝其登船或乘坐运输工具。

Pregnancy and Infants. Any Passenger who will enter the 24th week of pregnancy by the beginning of, or at any time during their Cruise Tour agrees not to book the cruise or aboard the Vessel or Transport under any circumstances. If Passenger violates these provisions, the Carrier or captain has the right to refuse to board the ship or take the means of transport.

在任何情况下，特定年龄以下的婴儿（邮轮巡游要求婴儿的最低年龄在六（6）个月以上），不得为其预定邮轮巡游活动，或被任何旅客带到邮轮或其他承运人为履行本合同安排的运输工具上。承运人或船长有权拒绝其登船或乘坐运输工具。

No infants under a specific age (at least six (6) months) shall be booked on a cruise or Cruise Tour, nor brought onboard the Vessel or Transport by any Passenger under any circumstances. If Passenger violates these provisions, the Carrier or captain has the right to refuse to board the ship or take the means of transport.

4、特殊要求。若任何旅客在行动、沟通或其他方面存在障碍，或存在其他特殊或医疗需求可能需要在航程中提供医疗护理或特殊住宿安排，包括但不限于使用任何服务类动物，旅客应在预定邮轮之时告知承运人并经承运人书面同意。旅客同意，若因旅客将任何服务类动物带上邮轮或其它运输工具，使得承运人遭受了任何损失、损害或费用，则旅客应承担所有责任，并向承运人进行完全赔偿。旅客确认并理解：根据船舶安全、航行安全、旅客和财

产安全方面的法律规定、技术规范和要求、造船业标准和/或其它应适用的与邮轮的设计、建造或运行相关的规定，在行动、沟通或其他方面存在障碍或有特殊需求的旅客在使用一些设施或参加一些活动时将受到限制。由于邮轮上的轮椅只供紧急状况下使用，对于有轮椅使用需求的旅客，其应自行携带轮椅，且该轮椅的性能、大小和类型应适合于在邮轮上使用。

Special Needs. Any Passenger with mobility, communication or other impairments, or other special or medical needs that may require medical care or special Accommodation during the cruise or Cruise Tour, including but not limited to the use of any service animal, must notify the Carrier of any such condition at the time of booking. Passenger agrees to accept responsibility and reimburse Carrier for any loss, damage or expense whatsoever related to the presence of any service animal brought on board the Vessel or Transport. Passengers acknowledge and understand that certain international safety requirements, shipbuilding standards, and/or applicable regulations involving design, construction or operation of the Vessel may restrict access to facilities or activities for persons with mobility, communication or other impairments or special needs. Passengers requiring the use of a wheelchair must provide their own wheelchair (that must be of a size and type that can be accommodated on the Vessel) as wheelchairs carried on board are for emergency use only.

5、对于任何违反本第四条政策规定的旅客，承运人或船长均有权拒绝其登船。若承运人或船长行使了本第四条中规定的权利，则旅客将无权向承运人提起任何索赔请求，且承运人也不向旅客承担任何退款、赔偿损失或损害的责任，包括但不限于旅客因食宿或被遣返回国而产生的任何损失和费用。

Carrier shall have the right to deny boarding for violations of any of the policies set forth in this Section. If Carrier exercises its rights under this Section 4, Passenger shall have no claim against Carrier whatsoever and Carrier shall have no liability for refund, compensation loss or damages of Passenger, including but not limited to any expenses incurred by Passenger for Accommodation or repatriation.

五、饮酒规定 ALCOHOL POLICY

旅客不得携带任何酒类或酒精类饮料登船。所有酒品、酒类及酒精类饮料将被没收并丢弃，并不获任何补偿。在船上礼品店或靠岸港口购买的酒类或酒精类饮料将在航程中由承运人代为保管，并在航程结束时归还旅客。旅客不得对因上述情况遭受的损失或不便进行索赔。承运人保留拒绝向任何旅客提供酒类或酒精类饮料的权利。旅客同意并确认，十八（18）周岁或以上的旅客才可在船上购买或消费酒类或酒精类饮料。旅客同意监督所有其随行的未成年人，确保他们不违反本条或其他任何适用的法律规定。任何旅客试图使用假身份证明购买酒类或酒精类饮料将被视为违反本政策。旅客同意，如果任何旅客违反本政策或者任何与未成年人同行的陪同成年人违反本政策或其他适用的法律规定，承运人或船长有权拒绝其登船或者令其上岸。

Passenger are prohibited from bringing any alcoholic drink, intoxicating liquor or beverage on board the Vessel. All alcohol, wine/champagne and excessive non-alcoholic beverages will be confiscated and discarded without compensation. Alcoholic beverages purchased in the Vessel's gift shops or at a port of call will be retained by Carrier for the duration of the Cruise and returned to Passenger upon arrival at the port of disembarkation. Passenger shall have no claim for any loss

or inconvenience incurred as a result thereof. Carrier reserves the right to refuse to serve alcohol to any passenger. Passenger acknowledge that the minimum age permitted for the purchase, possession or consumption of alcoholic beverages aboard the Vessel is eighteen (18). Passenger agrees to supervise all Minor under their charge to ensure that they do not violate this or any other shipboard regulations. Passenger who attempts to purchase alcohol by using false identification will be deemed in violation of this policy. Passenger agrees that Carrier has the right to disembark any Passenger who violates this policy as well as any Accompanying Adult travelling with the Minor who violates this policy or any other shipboard regulation.

如果低于最小饮酒年龄的旅客在航程中度过生日并达到最小饮酒年龄，旅客必须通知客户关系服务台，并且提供合法、有效的护照作为证明年龄的证据，以使客户关系服务台的工作人员更新他们的信息并允许他们在船上购买酒类或酒精类饮料。

If a guest that is below the minimum age limit to consume alcohol onboard has a birthday during a cruise itinerary that would then mean they meet the minimum age limit for consuming alcohol onboard, they must notify the Guest Relations Desk and provide evidence in the form of their passport as proof of age in order to allow the Guest Relations Desk to update their details and permit them to purchase alcohol onboard.

六、旅客行李、财产 **PASSENGER'S LUGGAGE AND PROPERTY**

1、行李限制和禁止物品。每一成年旅客允许携带上船并办理登船手续的行李仅限于本次邮轮巡游活动合理所需的衣物和个人物品，包括手提箱、行李箱、旅行袋、背包、手提包、含衣物的衣架、化妆品和类似物品。在任何情况下，在上船、办理登船手续或陆地游活动时，任何旅客均不得携带任何非法的管制物品、烟火、活体动物（但以上第四条第4款中另有规定的除外）、武器、军火、爆炸物品、其它危险物品或任何其它相关法律或承运人政策禁止的物品。对于旅客所携带的任何物品，若承运人认为其不符合相关要求，则承运人有权拒绝旅客将该物品携带上船或携带至任何承运人为履行本合同安排的运输工具。

Baggage Limits and Prohibited Items. Each adult Passenger is permitted to carry onboard the Vessel or check-in only the wearing apparel and personal effects reasonably necessary for the cruise, including suitcases, trunks, valises, satchels, bags, hangers containing clothing, toiletries and similar items. In no event shall any Passenger bring on board the Vessel or check-in, or in connection with the Land Tour, any illegal controlled substances, fireworks, live animals (except under the terms of Section 4.4 below), weapons, firearms, explosives or other hazardous materials, or any other items prohibited by applicable law or Carrier policy. Carrier reserves the right to refuse to permit any Passenger to take on board the Vessel or on any mode of Transport any item Carrier deems inappropriate.

2、携带物品限制。承运人不保证旅客可将任何营生用品、家用物品（包括但不限于器具及家具）、易碎物品或高价物品、贵金属、珠宝、装饰品、艺术品、文件、可流通票据或其它贵重物品作为行李进行携带。每位旅客承诺不会将上述物品放置在任何容器或箱柜中作为行李交付承运人，若旅客违反此承诺将该等物品交付承运人，则免除承运人对上述物品灭失或损坏的任何责任。在任何情况下，承运人均无需对旅客行李或财产的正常损耗承担责任，且无需对其珠宝、贵金属、现金、有价证券、可流通票据、摄像设备/电子设备、医疗器具

或娱乐设备、牙科硬件、眼镜、药品或其它贵重物品的灭失或损坏承担责任，除非出于双方同意的安全保管目的，旅客已将上述贵重物品在船上交付给承运人保管且申报了物品并支付了额外保管费并由承运人出具代保管证明。承运人所保管的任何贵重物品如丢失或损毁，除非双方书面约定了更高的赔偿限额，承运人承担的责任不超过本票据合同第十一条第6款中规定的赔偿限额。

Limited Carriage. Carrier does not undertake to carry as baggage any tools of trade, household goods (including but not limited to appliances and furniture), fragile or valuable items, precious metals, jewelry, documents, negotiable instruments or other valuables. Each Passenger warrants that no such item will be presented to Carrier within any receptacle or container as baggage, and hereby releases Carrier from any liability whatsoever for loss of or damage to such items when presented to Carrier in breach of this warranty. In no event shall Carrier be liable for normal wear or tear of luggage or property, or loss of or damage to jewelry, cash, negotiable paper, photographic/electronic, medical or recreational equipment, dental hardware, eyewear, medications or other valuables unless they are deposited with Carrier on the Vessel for safekeeping against receipt (LOTs do not accept valuables for deposit). Carrier's liability, if any, for loss of or damage to valuables so deposited shall not exceed the amounts indicated in Section 11.6 above.

3、未领取财产的处理。邮轮航程结束时未领取的财产将被贮存并由旅客或财产所有人承担贮存的风险与费用。若其财产在邮轮航程结束后的三十（30）天内无人领取，承运人可以其认为的任何适合方式处置该财产，而无需对旅客或财产所有人或任何其他对财产享有合法权利的人承担任何赔偿责任，承运人处置该财产的费用由旅客或财产所有人或任何其他对财产享有合法权利的人承担。

Disposal of non-acquired property. Property not claimed upon arrival of the Vessel will be stored at the risk and expense of the Guest and/or owner of the property and if not collected within 30 days of the Vessel's arrival, may be disposed of by the Carrier in any manner whatsoever it deems fit without any liability to or compensation to the Guest and/or the owner of the property and/or any other person. The cost of the Carrier's disposal of the property shall be borne by the Passenger or the owner of the property or any other person having a legitimate right to the property.

4、对行李、财物及其他财产的留置权。承运人对属于任何旅客或其携带的任何行李、财物及其他财产享有留置权，用以清偿：（1）按客票、旅客票据合同或旅客与承运人或其受雇人、代理人或代表之间所达成的任何其他合同、协议或者依据法律，旅客应付而未付清的任何金额、金钱、支出、费用或损害赔偿；（2）承运人行使该留置权及保管、出售、变卖或拍卖该等财产的任何支出和费用（包括法律费用、律师费）；（3）上述（1）、（2）项下款项的利息。承运人将出售、变卖或拍卖所得价款用以支付旅客到期欠付承运人的上述所有款项后，在向旅客退还余额（若有）后，承运人将获解除对该财产的所有责任。

Lien on luggage, property and other property. The Carrier shall have a lien upon any baggage, money and other property belonging to any Guest or in his possession, in satisfaction of: (i) any sums, monies, expenses, charges or damages whatsoever which are or may in any way have become due whether under the Passage Contract or any other contract or otherwise by the Guest to the Carrier, or to its servants, agents or representative; (ii) any costs and expenses of enforcing such lien and in relation to the storage and sale of such baggage and property (Including legal fees,

lawyer fees) ; (iii) Interest on the above items (i) and (ii). Upon accounting to the Guest for the balance remaining, if any, the Carrier shall be discharged from all liability whatsoever in respect of the property.

七、医疗护理和其它个人服务 MEDICAL CARE AND OTHER PERSONAL SERVICES

1、可提供的医疗护理服务。基于海上旅行的性质以及所访问港口的限制，邮轮上及所停靠港口能够提供的医疗护理服务可能会有所限制或延迟；此外，承运人可能无法在邮轮海上航行期间或在邮轮航行过程中停靠的所有港口，为您提供紧急运送就医服务。若您在船上或船下接受任何医护人员或独立合同方提供的医护服务，则所产生的一切风险均应由该您自行承担。承运人在船上或船下为本船旅客所安排的任何医护人员，均仅是为了便利旅客之目的而提供，该等医护人员直接为旅客提供服务，不应被视为是承运人的受雇人或代理人或代表，或者是在承运人的控制或监管下提供服务。对于任何医护人员提供的医护服务、疏于提供医护服务、诊断、误诊、实际或被索赔的治疗失当、建议、检查或其它服务，承运人均无需承担任何责任。

Availability of Medical Care. Due to the nature of travel by sea and the ports visited, the availability of medical care onboard the Vessel and in ports of call may be limited or delayed and medical evacuation may not be possible from the Vessel while at sea or from every location to which the Vessel sails. To the extent Passengers retain the services of medical personnel or independent contractors on or off the Vessel, Passengers do so at their sole risk. Any medical personnel attending to a Passenger on or off the Vessel, if arranged by Carrier, are provided solely for the convenience of the Passenger, work directly for the Passenger, and shall not be deemed to be acting under the control or supervision of the Carrier, as Carrier is not a medical provider.

2、与服务提供商之间的关系。本邮轮上任何特许服务项目（包括但不限于免税店、礼品店、Spas、美容沙龙、艺术品展、摄影服务），均是独立合同方或由独立合同方自行运营，提供该等服务仅是为旅客便利之目的。尽管承运人有权就上述服务的安排收取费用并获取收益，但上述服务提供方及其所有人员应被视为是独立合同方，而并非作为承运人的受雇人、代理人或代表行事。对于该等服务提供方或人员所提供的任何服务，承运人均无需承担任何责任。旅客确认：本邮轮上的美发化妆师、美甲师、艺术品拍卖人、免税店工作人员、礼品店工作人员、Spa 工作人员、婚礼规划师及提供其它商品和个人服务的提供者均为独立合同方的员工，承运人无需对上述人员的任何行为承担任何责任。

Relationship with Service Providers. Any onboard concessions (including but not limited to the duty-free shops, gift shops, spas, beauty salon, art program, photography) are either operated by or are independent contractors on board the Vessel, on Transport or elsewhere and are provided solely for the convenience of Passenger. Even though the Carrier shall be entitled to charge a fee and earn a profit for arranging such services, all such persons or entities shall be deemed independent contractors and not acting as agents or representatives of Carrier. Carrier assumes no liability whatsoever for any treatment, failure to treat, diagnosis, misdiagnosis, actual or alleged malpractice, advice, examination or other services provided by such persons or entities. Guest acknowledges that the Vessel's hair dresser, manicurist, art auctioneer, duty-free shop personal

and gift shop personnel, spa personnel, wedding planners and other providers of merchandise and personal services are employees of independent contractors and that Carrier is not responsible for their actions.

3、 医疗服务或个人护理服务的付款。您应就您在船上或船下所要求或申请的任何医疗服务或其它个人服务支付所有服务费用，上述服务费用包括由承运人垫付的任何紧急医疗护理费、交通费及其它开支。在您无力支付上述服务费且承运人代您支付了该服务费后，您应就该代付费用向承运人进行偿还。

Payment for Medical or Personal Care Services. Passenger shall pay for all medical care or other personal services requested or required, whether onboard or ashore, including the cost of any emergency medical care or transportation incurred by Carrier and any costs associated with the provision of medical services as provided in the CLIA Passenger Bill of Rights. If Passenger is unable to pay and the Carrier pays for such expenses, then Passenger shall reimburse Carrier for those expenses.

八、岸上游、设施或其它交通 SHORE EXCURSIONS, FACILITIES OR OTHER TRANSPORTATION

由承运人为您安排的或您自行安排的在邮轮巡游活动之前、之中或之后的任何交通服务（本邮轮上的航行除外），以及任何的航空运输服务、岸上游、酒店、餐馆、游览项目及其它类似活动或服务（包括所有相关的运输、产品或设施），均应视为是专为您的便利而提供的，且由您自行承担风险。上述服务、运输、产品和设施的提供方、所有人、承运人、经营人均均为独立合同方，而并非作为承运人的受雇人、代理人或代表行事。尽管承运人就其安排或提供以供您购买的岸上游、酒店、餐馆、游览项目及其他类似的在船下提供的盈利活动或服务，可能会收取费用或从中盈利，但承运人无义务对上述独立合同方或其受雇人、代理人的行为进行监督或控制，无义务提供运输工具、服务或设施。在任何情况下，若因上述任何独立合同方的任何行为、过失或过错之原因，而使您在船上、船下或上述交通工具上遭受了任何损失、延误、不满、损害、人身伤害、死亡或其它任何伤害，承运人均不应对此承担任何责任。为免疑惑，您从旅行社或您的旅行代理处所购买的岸上游或其他服务，应由您与该旅行社或旅行代理所同意的条件和条款进行约束，承运人对于您在该等岸上游或其他服务的履行过程中所遭受的任何损失、延误、不满、损害、人身伤害、死亡或其他任何伤害，不承担任何责任。

All arrangements made for or by Passenger for transportation (other than on the Vessel) before, during or after the Cruise or CruiseTour of any kind whatsoever, as well as air arrangements, shore excursions, tours, hotels, restaurants, attractions and other similar activities or services, including all related conveyances, products or facilities, are made solely for Passenger's convenience and are at Passenger's risk. The providers, owners and Carriers of such services, conveyances, products and facilities are independent contractors and are not acting as Representatives or representatives of Carrier. Even though Carrier may collect a fee for, or otherwise profit from, making such arrangements and offers for sale shore excursions, tours, hotels, restaurants, attractions, the Land Tour and other similar activities or services taking place off the Vessel for a profit, it does not undertake to supervise or control such independent contractors or their

employees, nor maintain their conveyances or facilities, and makes no representation, whether express or implied, regarding their suitability or safety. In no event shall Carrier be liable for any loss, delay, disappointment, damage, injury, death or other harm whatsoever to Passenger which occurs on or off the Vessel or the Transport as a result of any acts, omissions or negligence of any independent contractors. For the avoidance of doubt, any shore excursion or other services Passenger may purchase from a Travel Representative should be subject to terms and conditions agreed between Travel Representative and Passenger, and Carrier assumes no liability for any loss, delay, disappointment, damage, injury, death or other harm whatsoever to Passenger which occurs during shore excursion or performance of such other services.

九、承运人所作的取消、变更或更换 CANCELLATION, DEVIATION OR SUBSTITUTION BY CARRIER

1、因不可抗力、意外事件、事故等不可归责于承运人的客观情况、或为船舶或旅客及财产的安全、或救助或企图救助人命或者财产、或人数未能达到最低要求，承运人无需事先通知，即可将预定的开航时间、停靠港、目的港、舱房或其它任何船下或船上活动予以取消、提前、延后或修改，或更换任何船舶或运输工具、停靠港、目的港、舱房或其它观光活动项目。除下述第九条第3款和第九条第6款的约定外，就上述任何取消、提前、延后、更换或修改行为，承运人均无需对旅客的任何索赔请求负责，该索赔请求包括但不限于损失赔偿、赔付或退款。

Since force majeure, accidents, incidents, etc. are not attributable to the carrier's objective circumstances, or for the safety of ships or passengers and property, or for salvage or attempt to save lives or property, or fail to meet the minimum requirements for the number of persons, Carrier may cancel, advance, postpone or deviate from any scheduled sailing, port of call, destination, lodging or any activity on or off the Vessel, or substitute another vessel or port of call, destination, lodging or activity without prior notice. Unless otherwise provided in Section 9.3 and 9.6, Carrier shall not be liable for any claim whatsoever by Passenger, including but not limited to loss, compensation or refund, by reason of such cancellation, advancement, postponement, substitution or deviation.

2、对于由任何政府机关（或代表上述政府机关执行公务的人员）所做出的任何命令、建议或指示，承运人均有权予以遵守，且该遵守行为不构成承运人违反或不履行本协议，对该遵守行为造成的任何取消、提前、延误、更换或修改、损失或损害，承运人不承担任何赔偿或退款的责任。

Carrier shall have the right to comply with any orders, recommendations, or directions whatsoever given by any governmental entity or by persons purporting to act with such authority and such compliance shall not be deemed a breach of this Agreement. Carrier shall not be liable for any cancellation, advance, delay, replacement or modification, loss or damage caused by such compliance.

3、不可抗力事件也可能导致行程取消、变更或更换。“不可抗力事件”是指不能预见、不能避免和不能克服的事件，包括但不限于天灾、邮轮故障、战争、敌意行为、封锁、劳资

冲突、船上或岸上罢工、停工、抵制、禁令或限制、政府或主管部门的行为、逮捕、邮轮被征用、扣押或管制、劫持、海盗、火灾、冲突、保险公司指令、恐怖活动或威胁、叛乱、民众骚乱、暴动或内乱、疫情、检疫限制、天气条件（包括台风）、以及有关邮轮安全问题（船长是唯一裁断者）、邮轮浸水或船体、机械部件及固定部件的故障或损坏（承运人经惯常及全面的机械检查仍不能预见或避免的情况）、无法保证或未能获取包括燃料在内的供给、港口拥堵及堵塞、航道不畅、入港困难、旅游目的地政府/世界卫生组织发出旅游警告、政府部门发出红色/黑色外游警示、其他业界不能控制的不利旅客外游的情况、或其它超出承运人控制范围的情况（包括但不限于因任何前述事件导致的承运人运力配置变更）。当不可抗力事件导致承运人做出任何取消、变更或更换时，应适用下述规定：

Cancellation, deviation or substitution may also be caused by a Force Majeure Event. “Force Majeure Event” refers to incidents that cannot be predicted, avoided and overcome, including but not limited to Acts of God, breakdown of the Vessel, wars, hostilities, blockades, labor conflicts, strikes aboard or ashore, stoppages, boycotts, prohibitions or restrictions, order or restraint by governmental authorities or others, arrests, requisitions, seizures or controls, hijacking, piracy, fires, conflicts, Insurance company directives, acts of terrorism, civil commotions, riots or civil strife, epidemics, quarantine restrictions, weather conditions (including typhoon) and considerations of safety of the Vessel (of which the Master shall be the sole judge), foundering of the Vessel or breakdowns of or damage to its hull, machinery and fittings (which Carrier could not have anticipated or avoided despite our normal comprehensive mechanical checks), inability to secure or failure of supplies including fuel, requisition of the Vessel, port congestion or blocking, poor access, difficulties in entering the port, travel advisories (warnings) issued by governments of the destinations/the World Health Organization, medical or lifesaving emergencies, red/black outbound travel alerts issued by government authorities, and any other situations of which the industry has no control and which are unfavorable to outbound trips of travelers, or other circumstances beyond the Carrier’s control (including but not limited to a change in Carrier’s fleet deployment caused by any of the aforementioned events). The followings shall apply in circumstances of cancellation, deviation or substitution by Carrier caused by a Force Majeure Event:

（1）当承运人由于不可抗力事件在行程开始前被迫取消邮轮行程时，承运人以及/或者船舶所需承担的唯一责任应当为三十（30）日之内向旅客或其旅行代理（如果旅客是通过旅行代理订票的话）退还承运人所收取的订票费用。通过旅行代理订票的旅客请联系您的旅行代理要求退还您的订票费用。

Pre departure, if Carrier is forced to cancel a cruise completely due to a Force Majeure Event (a change to the itinerary or substitution of ports of call shall not be deemed cancellation of a cruise), the sole liability of Carrier, shall be for refund to Passenger or Travel Representative (when booked through a Travel Representative) the payment received for your booking within thirty (30) days. Passenger booking through a Travel Representative should contact your Travel Representative for refund.

（2）在行程开始前，如果由于不可抗力事件需要变更行程且该等变更会对整体观光体验造成不利影响，则旅客应享有以下选择权：（i）接受变更后的行程安排，该等情况下，承运人应将未实际发生的费用退还给旅客或其旅行代理（如果旅客是通过旅行代理订票的话）

并可在其认为适当的范围内给予旅客一定补偿；(ii) 取消行程，该等情况下，承运人应当于此后三十 (30) 日之内向旅客或其旅行代理（如果旅客是通过旅行代理订票的话）退还承运人所收取的订票费用的 50% 及港务税费。通过旅行代理订票的旅客请联系您的旅行代理要求退还您的相关费用。

Pre departure, if itinerary change is required due to a Force Majeure Event and is deemed to have an adverse impact on the overall holiday experience, Passenger will have the following options: (i) accept the changed arrangements, in which case Carrier will, within thirty (30) days, refund to Passenger or its Travel Representative (when booked through a Travel Representative) the unactually incurred expenses; or (ii) cancel the cruise, in which case Carrier will, within thirty (30) days, refund to Passenger or its Travel Representative (when booked through a Travel Representative) 50% of the Cruise Fare received for your booking, plus port taxes and fees. Passenger booking through a Travel Representative should contact your Travel Representative for refund.

(3) 如果在邮轮行程开始后，因发生本条规定的情况，从而导致行程发生变更或更换，承运人以及/或者船舶应承担的唯一责任应当为于此后三十 (30) 日之内，将未实际发生的费用退还给旅客或其旅行代理（如果旅客是通过旅行代理订票的话）。通过旅行代理订票的旅客请联系您的旅行代理要求退还您的相关费用。

After commencement of the cruise, if any deviation or substitution is required due to a Force Majeure Event, the sole liability for Carrier, shall be for refund to Passenger or Travel Representative (when booked through a Travel Representative) the unactually incurred expenses within thirty (30) days. Passenger booking through a Travel Representative should contact your Travel Representative for refund.

4、旅客理解并同意，邮轮行程的出发和到达时间无法保证，并且行程中的任何部分都可能发生延迟，也可能因天气条件、安全航行的紧急状况、航行通过受管制水域、港口和航道以及其它超出承运人控制范围的原因 (包括但不限于不可抗力) 而取消停靠港。尽管有前述规定，承运人将合理安排替代的停靠港，或进行行程变更，力图使前述任何一种或两种方案尽可能如同原行程一样有利于旅客。此种情况下，承运人不需要向旅客承担任何的退款补偿或赔偿责任。

Passengers understand and agree that the departure and arrival time of cruise itinerary cannot be guaranteed, any part of the itinerary could be delay possibly, and it may be canceled and reached port due to weather conditions, safety of navigation, navigation through restricted waters, ports and waterways and other circumstances beyond the control of the carrier (including but not limited to the force majeure events). Notwithstanding the foregoing, the carrier will arrange reasonable alternative port, or modify the itineraries, trying the very best to ensure the passengers experience the original itinerary as much as possible by providing one or two options. Under such circumstances, the carrier does not need to make any refund or compensate the passengers.

5、旅客确认并同意，如果邮轮行程由于任何上述事件而发生变更、取消或提前终止，他们将不会强迫承运人接受任何条件或通过集体抗议、拒绝登船或离船等方式妨碍船舶的正常运行或航行，也不会以任何其它极端的方式进行抗议，或采取任何违反旅客行为守则以及邮轮巡游所涉及的相关国家法律或法规的行为。旅客应当始终遵守并服从船长发出的通知、

指示或指令，并遵守旅客行为守则。若旅客未能遵守本条款之规定，可能导致承运人根据旅客行为守则采取措施，并要求旅客就其行为可能给承运人造成的损失承担责任。

Passengers on behalf of oneself and the passenger side agree that if the itineraries have been modified due to any incidents that described above, they will not compel Carrier to accept any conditions or interrupt the normal operation or sailing of the vessel by way of group protests, refusal to embark or disembark the ship, or behave in any other extreme ways to protest, or act in violation of Passenger Conduct Policy and laws or regulations of countries that are involved in the cruise or any other actions. Passengers shall at all times comply with notices, instructions or orders from the ship's Captain and shall in addition comply with the Carrier's Passenger Conduct Policy. Failure to comply with this Section may subject Passenger to actions Carrier may take pursuant to Passenger Conduct Policy, and Carrier may also hold Passenger liable for any losses it may suffer therefrom.

6、如果因为承运人过错所致的机械故障导致邮轮行程被取消或提前终止，则（1）若邮轮行程被完全取消，承运人向旅客或其旅行代理（如果旅客是通过旅行代理订票的话）退还承运人所收取的订票费用；若邮轮行程被提前终止，则旅客享有要求退还未实际发生费用的权利；（2）承运人可在其认为适当的范围内承担或补偿旅客的额外费用（如机票改签费用）；（3）若旅客已到达邮轮，旅客有权享有交通服务（按照旅客选择的交通方式）将其送至旅客经常居住的城市；（4）若因邮轮行程部分被取消或提前终止导致旅客需要在非预定港口下船并过夜，则旅客有权享有邮轮公司选择安排的住宿服务。

If Cruise is being canceled due to mechanical failures (or Cruise Tour is being partially canceled) which are due to the Carrier's fault, (1) when it is canceled, passengers have rights to get a full refund, if Cruise is being terminated early, passengers are entitled of partial refund; (2) the Carrier could compensate additional fee within the appropriate scope (such as airline ticket change fee); (3) when passengers have arrived the cruise, they are entitled to be sent to the original destination or their city of origin (by their preference of transportation); and(4) when passengers need to disembark and stay overnight on any unscheduled port due to the cancellation or partial cancellation of the Cruise Tour, accommodations shall be arranged (by the choice of the cruise company) for the passengers.

十、旅客所做之取消或提前离船 CANCELLATION OR EARLY DISEMBARKATION BY PASSENGER

1、如果您是通过旅行代理订票的，则您的邮轮巡游费用，包括但不限于任何燃料或其他附加收费、政府税费和其他收费均是为您订票的旅行代理所设定的，而不是承运人。同样，您的邮轮或邮轮巡游费用付款时间表，均是您订票的旅行代理所设定的，而不是承运人。此外，所有针对您的邮轮或邮轮巡游费用的取消和退款政策均是为您订票的旅行代理所设定，而不是承运人。如果您是通过旅行代理订票的，则有关邮轮巡游费用的任何款项应当向该旅行代理支付，而不是向承运人支付。如果承运人收到来自您的旅行代理的付款，则除非承运人和旅行代理另有约定，退款将退回至该旅行代理处。

If a Passenger books the cruise from a Travel Representative, then your Cruise Fares, including but

not limited to any fuel or other supplemental charges, government taxes and fees and other charges are established by your travel representative that took your booking and not the Carrier. Similarly, the payment schedule for your Cruise or Cruisetour Fares is established by your travel representative that took your booking and not the Carrier. In addition, all cancellation and refund policies for your Cruise or CruiseTour fares are established by your travel representative that took your booking and not the Carrier. If a Passenger books the cruise from a Travel Representative, any payments of the Cruise or CruiseTour Fares shall be made to the Travel Representative and not the Carrier. If Carrier received payment from your Travel Representative, the refund will be provided back to that Travel Representative, unless otherwise agreed by Carrier and Travel Representative.

邮轮巡游开始之前或开始后, 任何因您取消行程而导致的退款应由为您订票的旅行代理确定和决定, 且若需要退款的话, 退款的责任应由该旅行代理独立承担。若因任何原因(包括按照本票据合同规定)您在邮轮巡游开始前取消行程或提前离船, 该等情况下承运人不需要退款、赔偿或承担任何责任。

Any refund due to Passenger as a result of cancellation by Passenger both prior to or after the CruiseTour has begun shall be established and determined by the travel representative that took your booking who shall have sole liability for any refunds, where applicable. **In the event of cancellation by the Passenger pre cruise, or early disembarkation of the Passenger for any reason, including pursuant to any provision of this Ticket Contract, such disembarkation shall be without refund, compensation, or liability on the part of the Carrier whatsoever.**

2、如果您通过承运人或其指定的订票机构(下称“承运人订票机构”)订票, 则您的该等预订(包括但不限于其邮轮巡游或邮轮观光的费用、付款要求、取消及退款政策)都应受承运人订票机构的条款及条件约束, 具体如下:

If a Passenger books the cruise from the Carrier or its designated local affiliate (“Carrier Booking Office”), then your booking including, without limitation, Cruise or CruiseTour Fares, payment schedule, cancellation and refund policies) shall be bound by the terms and conditions of the Carrier Booking Office, as detailed below:

(1) 您在巡游开始前取消行程或因您未付、迟付客票票款而被取消预订, 则该等情况下您须向承运人支付相应取消费用:

If you cancel your itinerary before the start of the tour or cancel your reservation due to unpaid or late ticket payment, you will have to pay the corresponding cancellation fee to the carrier in such cases:

(i) 特定价格政策(如早订特惠价)下, 将要求您在预订时即支付一笔不可退的订金。与常规优惠价政策不同的是, 该等订金支付后在任何时间内都是不可退的。该等订金不可退的预订在适用情况下也会收取更改费用;

Select fare programs (such as advance booking offers) require the payment at the time of booking of a nonrefundable deposit. Different from standard fare programs, that deposit amount shall not be refundable at any time after it has been paid. Change fees will apply to bookings for which the deposit is nonrefundable;

(ii) 常规优惠价政策下，如果您在起航前取消行程，该取消可能会被收取取消费用。
For standard fare programs, cruises that are cancelled prior to the sail date may be subject to a cancellation fee.

取消费用的金额根据承运人订票机构收到乘客取消通知之日距离起航日的远近而有所不同：

The amount of the cancellation fee shall vary depending on how far in advance of the sail date the Carrier Booking Office receives notice of cancellation:

| 取消时间 If cancellation is made | 常规优惠价政策的取消费用 Cancellation Fee for Standard Fare Programs | 特定价格政策的取消费用 Cancellation Fee for Select Fare Programs |
|---|---|---|
| 开航前 60 天或更早 60 days or more prior to sail date | 不收取消费用 No cancellation fee | 人民币 500 元/人 RMB500 per person |
| 开航前 59 天至 45 天 59 to 45 days | 人民币 500 元/人 RMB500 per person | 人民币 500 元/人 RMB500 per person |
| 开航前 44 天至 29 天 44 to 29 days | 客票票款的 40% (不含港务税费) 40% of ticket fare (excluding taxes and fees) | 客票票款的 40% (不含港务税费) 40% of ticket fare (excluding taxes and fees) |
| 开航前 28 天至 15 天 28 to 15 days | 客票票款的 80% (不含港务税费) 80% of ticket fare (excluding taxes and fees) | 客票票款的 80% (不含港务税费) 80% of ticket fare (excluding taxes and fees) |
| 开航前 14 天或以内 14 days or less | 客票票款的 100% (不含港务税费) 100% of ticket fare (excluding taxes and fees) | 客票票款的 100% (不含港务税费) 100% of ticket fare (excluding taxes and fees) |

(2) 您在邮轮巡游开始后取消行程、或因任何原因提前离船（包括按照本票据合同规定）、或未登船，则该等情况下承运人订票机构不需要退款、赔偿或承担任何责任。

Cancellation by the Passenger after the Cruise has begun, early disembarkation of the Passenger for any reason, including pursuant to any provision of this Ticket Contract, or “no-shows” shall be without refund, compensation, or liability on the part of the Carrier Booking Office whatsoever.

(3) 承运人订票机构保留推出促销邮轮票价或其他优惠价格的权利，该等活动的取消政策可能也会有所不同。具体请参见订票时适用的条款及条件。

Carrier Booking Office reserves the right to offer promotional cruise fares or other offers that may modify the cancellation policies set forth above. Please refer to your booking terms and conditions for any such booking.

十一、人身伤亡、财产损害和责任限制 **PERSONAL CASUALTIES, PROPERTY DAMAGE AND LIMITATIONS OF LIABILITY**

1、在邮轮巡游期间，承运人对因下列原因造成的旅客的人身伤亡或财产灭失、损坏不负赔偿责任：（1）旅客的故意、过失或疏忽，包括但不限于未听从承运人或船长的事先声明或提示、不遵守承运人政策、规定或不服从船长、高级船员、船员的指示；（2）不可抗力；（3）意外事件；（4）旅客自身健康原因；（5）旅客行李、财产的自然特性、固有缺陷或正常损耗；（6）非因承运人或承运人的受雇人、代理人在受雇或者受委托的范围内的过失引起事故。

During cruisetour, Carrier shall not be liable for personal injury, death or property loss or damage to passengers caused by the following reasons: (1) The intent, negligence or negligence of the passenger includes, but is not limited to, failure to comply with the prior declaration or instructions of Carrier or the captain, failure to comply with Carrier's policies, regulations or instructions of the captain, senior crew or crew; (2) Force majeure; (3) Accidents; (4) Reasons for passengers' own health; (5) Natural characteristics, inherent defects or normal wear and tear of passenger luggage and property; (6) Accidents are not caused by the negligence of the carrier or the carrier's employee or agent within the scope of employment or commission.

2、行李灭失或损坏的责任。行李发生明显损坏的，旅客应立即通知承运人，最晚不迟于离船前或离船时向承运人提交书面通知。离船时或行李交还时难以发现的损坏，旅客应当在离船或者行李交还或者应当交还之日起十五日内向承运人提交书面通知。旅客未按本款规定及时提交书面通知的，视为旅客已经完整无损地收到行李。

Liability for Loss of or Damage to Baggage. If Passenger's property is obviously damaged, Passenger shall immediately notify Carrier and submit a written notice to Carrier not later than before or at the time of departure. If damage is difficult to find when leaving the ship or when property is returned, Passenger shall submit a written notice to Carrier within 15 days from the date of leaving the ship or the property is returned or should be returned. If a Passenger fails to submit a written notice in time in accordance with the provisions of this paragraph, it shall be deemed that the Passenger has received the luggage intact and undamaged.

除非行李的灭失或损坏系因承运人或者承运人的受雇人、代理人在受雇或者受委托的范围内的过失引起事故造成，否则无论行李是否打包装箱，承运人均无需对旅客行李的任何灭失或损坏负责。

Unless negligent, Carrier is neither responsible nor liable for any loss of or damage to Passenger's property, whether contained in luggage or otherwise. Liability for loss of or damage to Passenger's property in connection with any air or ground transportation shall be the sole responsibility of the provider of the service and in accordance with applicable limitations.

3、旅客确认并同意，承运人以外的提供船上其它个人服务的人员（包括且不限于发型师、美甲师、健身教练、按摩师、摄影师、礼品店、免税店或商铺）均为独立合同方，直接为旅客工作，因独立合同方提供服务导致的旅客任何人身伤亡、财产灭失或损坏，承运人不负任何责任。

Guest acknowledges and confirms that persons other than Carriers who provide personal services on board (including and not limited to hairdressers, manicurists, fitness coaches, masseurs, photographers, gift shops, duty-free shops or shops) are employees of independent contractors and work directly for Passengers. Carrier shall not be liable for any personal injury, loss of property or damage to Passengers caused by the services provided by the independent contractor.

4、旅客确认并同意，除本协议另有规定外，若承运人为旅客安排了航空运输、陆地运输、酒店住宿、地面转运、岸上观光游、医疗服务或其它岸上交通运输、活动、服务、设施或娱乐项目，承运人系完全为了旅客的便利作此安排，承运人不代表亦不监督拥有、提供或运营此类运输工具、服务或设施的各方或个人。对于旅客在任何此类航空运输、陆上运输，及参加岸上游活动、接受服务、使用设施过程中所遭受的人身伤亡、财产灭失或损坏，承运人均不承担责任。

Guest acknowledges and confirms that, except as otherwise provided in this Agreement, if Carrier arranges for Passengers air transport, land transport, Hotel accommodation, ground transshipment, onshore sightseeing, medical services or other onshore transportation, activities, services, facilities or entertainment, Carrier makes this arrangement solely for the convenience of Passengers and does not represent or supervise the parties or individuals who own, provide or operate such means of transport, services or facilities. Carrier shall not be liable for personal casualties, property loss or damage suffered by Passengers in any such air or land transportation, as well as participation in upstream shore activities, receiving services or using facilities.

5、在任何情况下，对于旅客所遭受的任何种类的精神损害、精神痛苦或心理伤害，除非是由承运人本人的故意侵权行为所致并造成了严重后果，则承运人均不向旅客承担任何责任。在不影响上述规定的前提下，在任何情形下，承运人均无需承担任何间接、附带、惩罚性及惩戒性的损害赔偿责任。

Carrier hereby disclaims all liability to the passenger for damages for emotional distress, mental suffering or psychological injury of any kind under any circumstances, when such damages were neither the result of a physical injury to the passenger, nor the result of passenger having been at actual risk of physical injury, nor were intentionally inflicted by the carrier. Without limiting the preceding sentence, in no event will carrier be liable to passenger for any consequential, incidental, exemplary or punitive damages.

6、责任限制。除本票据合同或法律另有规定外，承运人对于在邮轮巡游过程中旅客所遭受的人身伤亡、财产灭失或损坏的赔偿责任，赔偿限额为：（1）承运人对每名旅客的死亡或人身伤害所承担的责任，不超过 46666 个特别提款权；（2）承运人对每名旅客自带行李的灭失或损坏所承担的责任，不超过 833 个特别提款权；（3）承运人对每名旅客自带行李

李以外的其他行李的灭失或损坏所承担的责任，不超过 1200 个特别提款权。

Limitation of liability. Except as otherwise provided in this bill contract or law, Carrier's liability for personal injury, loss of property or damage suffered by Passengers during cruise is limited to: (1)The liability of the Carrier for death or personal injury to a Passenger to no more than 46,666 Special Drawing Rights (SDR) ; (2)The liability of the Carrier for the loss of or damage to cabin luggage shall in no case exceed 833 SDR per Passenger, per sailing; (3)The liability of the Carrier for the loss of or damage to other luggage shall in no case exceed 1200 SDR per Passenger, per sailing.

7、本票据合同中所列的承运人的任何免责、责任限制、条件和自由，以及本协议规定的承运人所享有的任何权利、免责、抗辩或豁免，均适用于并保护承运人的受雇人、代理人、独立合同方、特许经营商和供应商、由承运人雇佣或代表承运人利益行事的其他人，或者其服务或设备被使用以履行本协议的人（包括但不限于邮轮或其它运输工具停靠访问的所有岸边物业的所有人和承运人，以及邮轮或其它运输工具（或其任何部件）的所有人、设计人、安装人、供应商和生产商，以及上述所有实体的董事、高级职员、工作人员、服务人员和代理人），以及他们所拥有或提供的任何种类的小艇、船舶或设施。在任何情况下对因他们的行为、疏忽或过失造成旅客人身伤亡或财产损失所提出的任何性质的索赔，他们有权以本合同规定的承运人所享有的任何权利、免责、抗辩和豁免进行抗辩。

The exclusions , limitations of liability, conditions and freedoms of Carrier set forth in the provisions of this Ticket Contract, as well as all rights, defenses or immunities set forth herein, shall also apply to and be for the benefit of employees, Representatives, independent contractors, concessionaires and suppliers of Carrier, other persons employed or acting on behalf of the carrier, or The persons whose services or equipment are used to fulfil this Agreement (including, but not limited to, the owners and Carriers of all shore side properties at which the Vessel or the Transport may call, as well as owners, designers, installers, suppliers and manufacturers of the Vessel or Transport (or any component parts of either) together with the directors, senior staff, service personnel and agents of each of the foregoing) , and/or any launches, craft or facilities of any kind belonging to or provided by any of the parties identified in this paragraph.

8、本合同的规定在任何情况下均不影响承运人依据适用的法律所享有的权利，包括但不限于抗辩、免责和享受责任限制的权利，也不意味着承运人放弃这些权利。

The provisions of this contract shall in no case affect the rights of the carrier under applicable law, including but not limited to the rights of defense, exemption and limitation of liability, nor shall they imply that the carrier waives these rights.

十二、旅行代理 TRAVEL REPRESENTATIVE

旅客承认并确认：旅客为此票据合同之相关预定而使用的任何旅行代理应为旅客的代理人，承运人对旅行代理的任何行为不承担任何责任，包括但不限于旅行代理未将旅客的客票票款、港口税费或其他款项汇给承运人的情况（旅客在任何时候都有义务向承运人支付这些费用）或旅行代理未将来自承运人的退款或其他款项汇给旅客的情况。

Passenger acknowledges and confirms that any travel representative used by the passenger for the

relevant reservation of the bill contract shall be the agent of the passenger, and the carrier shall not be liable for any act of the travel representative, including, but not limited to, cases where travel representatives fail to remit ticket fare, port taxes or other payments to the Carrier (Passengers are obliged to pay these fees to the Carrier at all times) or where travel representatives fail to remit refunds or other payments from the Carrier to the Passengers.

此外，旅行代理从承运人处收到客票、本票据合同或任何其他联络、通知或信息，即构成您收到那些材料。旅客同意承运人不对任何旅行代理的财务状况和诚信负责。如果旅行代理未将旅客支付给旅行代理的款项支付给承运人，无论承运人是否向旅客提出付款要求，旅客仍有义务向承运人支付该款项。

In addition, the receipt by the travel representative of a Ticket, this ticket contract or any other contact, notification or information from the Carrier constitutes the receipt of those materials.

Passenger acknowledges that the Carrier is not responsible for the financial condition and integrity of any travel representative. If the travel representative fails to pay the amount paid to the Carrier by the Passenger to the travel representative, the Passenger is still obliged to pay the amount to the Carrier regardless of whether or not the Carrier requests payment from the Passenger.

十三、放弃集团诉讼救济权利 **WAIVE THE RIGHT TO PARTICIPATE IN**

CLASS ACTION

旅客在此同意：旅客均仅能以其个人身份就其个人相关索赔请求向承运人提起诉讼。除非相关法律另有其它规定，旅客同意：对于其就承运人、船舶或任何交通工具而提起的任何仲裁请求或诉讼请求，其都仅能单独提起，并不得作为任何集团诉讼或代表人诉讼的成员或部分而参诉；并且，旅客还明确同意放弃任何法律中授予其参加集团诉讼的权利。若您的索赔请求应按下述第十九条的规定进行诉讼，则法院将无权审理以集团诉讼方式提起的索赔请求。旅客同意，在任何情况下，本款之规定均不得与下述第十九条中规定的争议解决条款相分割开来。

Passenger acknowledges that passengers can only sue Carrier in their personal capacity for their individual related claims. Unless otherwise stipulated by relevant laws, passenger acknowledges that any arbitration or litigation claim made by Carrier, ship or any means of transport may only be filed separately and shall not be brought as a member or part of any class action or representative action; and Passenger expressly agrees to waive the right to participate in class action granted by any law. If your claim should be litigated in accordance with the provisions of Section 19 below, the court will not have the right to hear claims filed in group action. Passenger agrees that under no circumstances shall the provisions of this paragraph be separated from the dispute settlement clause specified in Section 19 below.

十四、照片、视频或音频资料的使用 **USE OF PHOTOS, VIDEOS OR RECORDINGS**

旅客在此授予承运人（及其受让人和被许可人）全球性、永久性且专属性的权利，将在本次邮轮巡游活动期间或与之相关的活动中所拍摄/录制的旅客的任何照片、视频资料、音频资料及其它任何视频音频图片（包括形象、肖像或声音），用于任何性质的任何媒质中（包括对这些资料所作的编辑、将之与其他材料合成或创造任何形式的衍生作品），用于交易、广告、销售、产品展示、推广、培训或其它任何相关目的，而无需向旅客支付费用。上述授权范围包括对存储在任何媒质（包括但不限于因特网）中的图片、形象、影像、磁带、图画或音频资料进行复制、修改、分发、展示和销售等的无限制权利。旅客在此同意：该等资料之所有权利、所有权和权益（包括其在全球任何地方所享有的版权）均属于承运人的独有财产，旅客或其它从旅客处取得相关权利或权益的任何他人均无权提出任何权利请求。

Passenger hereby grants to Carrier (and its assignees and licensees) the exclusive right throughout the universe and in perpetuity to include photographic, video, audio and other visual or audio portrayals of Passenger taken during or in connection with the Cruise or CruiseTour (including any images, likenesses or voices) in any medium of any nature whatsoever (including the right to edit, combine with other materials or create any type of derivative thereof) for the purpose of trade, advertising, sales, publicity, promotional, training or otherwise, without compensation to the Passenger. Such grant shall include the unrestricted right to copy, revise, distribute, display and sell photographs, images, films, tapes, drawings or recordings in any type of media (including but not limited to the Internet). Passenger hereby agrees that all rights, title and interest therein (including all worldwide copyrights therein) shall be Carrier's sole property, free from any claims by Passenger or any person deriving any rights or interest from Passenger.

旅客在此同意：在未获承运人明确书面同意的情况下，由旅客本人、船上的其他旅客、船员或第三方当事人在邮轮上所制作的或以他们为对象制作的，或描绘邮轮及其设计、装备或其它内容的任何记录资料（不论是音频、视频或其它形式）或图片，均不得用于任何商业目的，不得用于媒体广播，也不得用于其它非私人用途。承运人应有权采取任何合理措施以执行本条款。

Passenger hereby agrees that any recording (whether audio or video or otherwise) or photograph of or made by Passenger, other Passengers, crew or third parties onboard the Vessel or depicting the Vessel, its design, equipment or otherwise shall not be used for any commercial purpose, in any media broadcast or for any other non-private use without the express written consent of Carrier. The Carrier shall be entitled to take any reasonable measure to enforce this provision.

十五、个人信息的保护 **PROTECTION OF PERSONAL INFORMATION**

在预订过程中以及邮轮巡游中，旅客有可能向承运人提供个人数据，包括旅客的姓名、地址、出生日期、电子邮件地址、电话号码、特别的日子、度假偏好、护照和信用卡信息（持卡人姓名、卡号和到期日期）以及紧急联系信息（承运人在紧急情况下可联系的、未与旅客一同旅行的有关人士的姓名、地址和电话号码）（下称“个人资料”）。此外，旅客可向承运

人提供与其饮食或宗教偏好、健康要求、健康保险信息、医疗条件、性别或性取向有关的某些额外信息（下称“敏感信息”）。旅客承认并同意，提供准确和最新的信息，并在适当情况下，更新该等信息。

During the booking process and Your cruise holiday, You may provide personal data to Carrier that may include Your name, address, date of birth, email address, Your telephone number, special occasion dates, vacation preferences and passport and credit card information (cardholder name, card number and expiration date) as well as emergency contact information (the name, address and telephone number of someone not traveling with You who Carrier can contact in case of an emergency) (“Personal Information”). In addition, You may provide Carrier with certain additional information relating to Your dietary or religious preferences, health requirements, health insurance information, medical conditions, gender or sexual preference (“Sensitive Information”). You acknowledge and agree to provide accurate and current information and to update that information as appropriate.

旅客进一步承认并同意，承运人可（1）保留旅客的个人资料和敏感信息（统称为“个人资信”）；（2）在其全球业务中使用旅客的个人资信，包括但不限于回复旅客的询问、处理订单、就客户服务与旅客联系、向旅客提供其可能感兴趣的产品或服务建议或提供个性化的承运人服务，以满足旅客的需求和偏好；（3）与承运人关联公司/相关公司分享该信息，以使承运人关联公司/相关公司能够运用该个人资信，向旅客发送其可能感兴趣的营销资料；并且（4）在承运人为个人资信提供安全保护措施的情况下，在全球范围内进行个人资信的处理。旅客同意，旅客在中国向承运人提供的个人资信可在中国国内和国外（尤其是美国）进行使用、处理和转移。

You further acknowledge and agree Carrier may (a) keep Your Personal Information and Sensitive Information (collectively, “PSD”); (b) use Your PSD in its business worldwide including but not limited to respond to Your inquiries, process orders, contact You regarding customer service, advise You of products or services which may be of interest to You or to personalize Carrier’s service to meet Your needs or preferences; (c) share it with Carrier’s affiliated/related companies so that such affiliates/related companies may use such PSD to send You marketing materials which may be of interest to You, and (d) subject it to processing worldwide provided Carrier’s safeguards are used. You agree any PSD You provide to Carrier in China may be used, processed and transferred within and outside China and specifically to the U.S.

旅客同时承诺并同意，在下列情况下，承运人可使用并向无关联的第三方披露旅客的个人资信，（1）经旅客要求或获得旅客的授权后；（2）为了帮助旅客完成一项交易；（3）为遵守法律、适用法规、政府和准政府要求、法院命令或传票之目的；（4）为执行本航行合约或其它协议，或为保护承运人或其它方的权利、财产或安全之目的，包括但不限于进行报告、评估、调查和以其它方式管理事故/事件（包括向律师和保险公司进行披露）；（5）出于医疗目的（包括离船医治），包括向健康服务供应商、医疗后送协助公司、酒店、航空公司、旅行社和最近的血亲（在无法征得旅客同意的情况下）提供相关信息；（6）作为服务或资产销售、转让或出售的一部分提供；（7）向承运人代理商、外部供应商或服务供应商提供，以代表承运人履行职责；（8）或按照承运人的政策（该政策可不时修订）提供。

You also acknowledge and agree Carrier may use and disclose Your PSD to unaffiliated third parties: (1) after You request or authorize it; (2) to help complete a transaction for You; (3) to

comply with law, applicable regulations, governmental and quasi-governmental requests, court orders or subpoenas; (4) to enforce this Passage Contract or other agreements, or to protect the rights, property or safety of Carrier or others including but not limited to reporting, assessing, investigating and otherwise managing accidents/incidents, including disclosures to lawyers and insurers; (5) for medical treatment (including medical disembarkation) purposes, including disclosures to health service providers, medical evacuation assistance companies, hotels, airlines, travel agents and, where You are unable to consent, next of kin; (6) as part of a purchase, transfer or sale of services or assets; (7) when provided to Carrier's agents, outside vendors or service providers to perform functions on Carrier's behalf; or (8) as described in Carrier's policies, as amended from time to time.

承运人将采取措施保护旅客的个人资信，包括使用网络安全技术以加密信息，以及实施商业惯例和程序（包括进行有关保护个人资信重要性的员工培训）。同时旅客亦有责任保护其个人资信，并且除了授权为旅客进行订票安排的人员以外，不要向任何其他人披露旅客的预订号码或密码，以有助于保持旅客交易的安全。如果承运人收到使用旅客的预订号码或登录信息和密码发出的指示，则承运人可假定该指示是由旅客授权做出的。

Carrier takes steps to protect Your PSD including the use of internet security technology to encrypt information and implementing business practices and procedures including staff training on the importance of protecting PSD. You also play a role in protecting your PSD and You can help to maintain the security of your transactions by not sharing your booking number or password with anyone except those who are authorized to making booking arrangements on Your behalf. If Carrier receives instructions using your booking number or log-in information and password it is assumed that the instructions have been authorized by You.

旅客同意承运人向其发送商业电子讯息，包括通过电子邮件和短信服务发送讯息，且承运人可通过电话和传真方式，向旅客提供关于承运人产品和服务的信息。旅客可随时要求从承运人的联系名单中删除。

You consent to Carrier sending You commercial electronic messages, including by email and messaging services such as SMS, and to Carrier contacting You by telephone and fax, to provide information about Carrier's products and services. You may request to be removed from Carrier's contact list at any time.

十六、可分性 SEVERABILITY

无论基于何种原因，若本协议的任何条款依据任何适用的法律被认定为不可执行或被认定为无效，不影响本协议其他条款的效力，其它条款将继续保持有效。

Any provision of this Agreement that is determined in any jurisdiction to be unenforceable for any reason shall be deemed severed from this Agreement in that jurisdiction only and all remaining provisions shall remain in full force and effect.

十七、转让和让与 **TRANSFERS AND ASSIGNMENTS**

本票据合同不具有可转让性。除其它含义外，“不具有可转让性”意味着旅客不得将本票据合同销售或转让给其它任何人；在任何他人出具本票据合同的情况下，承运人将无义务向旅客或持有本票据合同的任何他人确认履行本票据合同或进行退款。

This Ticket Contract is non-transferable. Among other things, this means that the Passenger cannot sell or transfer this Ticket Contract to someone else, and Carrier shall not be liable to the Passenger or any other person in possession of a Ticket Contract for honoring or refunding such Ticket Contract when presented by such other person.

十八、与其它采购行为的关系 **RELATIONSHIP TO OTHER PURCHASES**

在法律规定或允许的最大范围内，本协议同时涵盖承运人的邮轮保障产品、岸上游、岸上及酒店服务套餐（如有）。

To the extent permitted or required by law, this Agreement also covers Carrier's CruiseCare products, shore excursions, land and hotel packages, if applicable.

十九、适用法律、争议解决 **APPLICABLE LAW AND DISPUTE RESOLUTION**

本旅客票据合同受中华人民共和国法律管辖并依照其解释。本合同下或与本合同有关的一切争议，均应提交中华人民共和国境内有管辖权的海事法院管辖。

This Guest Ticket Contract shall be governed by and construed in accordance with the laws of the People's Republic of China. All disputes under or in connection with this contract shall be submitted to the jurisdiction of the maritime court within the territory of the People's Republic of China.

二十、语言 **LANGUAGE**

本旅客票据合同是用中文草拟。旅客票据合同可翻译成中文以外的任何其他语言，在任何情况下都须以中文版本为准。

This Guest Ticket Contract is drafted in Chinese. The Guest Ticket Contract can be translated into any other language other than Chinese, and the Chinese version shall prevail in all cases.

旅客行为守则

PASSENGER CONDUCT POLICY

从公司成立至今，星旅远洋国际邮轮有限公司（“星旅远洋”）一直致力于为旅客提供丰富多样的邮轮体验，让旅客尽情享受非同寻常的假期之旅。无论是专业、友好的船员，无与伦比的邮轮，诸多丰富多彩的活动，还是大量美丽并充满异国风情的目的地与岸上短途游项目，精彩纷呈的娱乐表演或是丰盛可口的各类美食，都能让您充分领略到为何星旅远洋的行程能成为您至今最难忘的假期体验之一。

Throughout its history, Astro Ocean International Cruise Company Limited (“Astro Ocean”) is devoted to providing its passengers with a wide variety of cruise experiences that lead to exceptional vacations. Whether it’s our professional and friendly crew, our unmatched ship, our almost endless variety of activities, our extensive list of beautiful and exotic destinations and excursions, our exciting entertainment, or our wide variety of delicious food, you will find many reasons why your Astro Ocean vacation will be one of the best you have ever experienced.

您还将发现您的邮轮体验中非常精彩的部分之一，即邮轮上的旅客来自世界各地，拥有不同的文化背景，因此将使您了解世界各地文化并结识许多新朋友。然而万事均有利弊，虽然结交新朋友能提升您的旅途享受，但是船上的某些旅客可能会表现出一些令人不解或不甚愉快的行为举止。由于旅客拥有各自不同的文化背景，因此让各位熟悉了解星旅远洋的旅客行为规范至关重要。

You may also find that one of the most amazing parts of your cruise vacation experience will be the many rich and varied cultures represented among our passengers. This diversity offers a chance to learn about different parts of the world and to make new friends. But just as a new friend can enhance your vacation experience, some passengers may behave in ways you find unusual or undesirable. Since our passengers do come from different and diverse backgrounds, it is important that everyone have a common understanding of the behavioral standards in place on Astro Ocean.

本旅客行为守则（以下简称“守则”）旨在确保所有旅客能享受安全、愉快的邮轮体验，并为旅客在船上度假期间的行为举止制定相关标准，包括在上下船、码头内、登船后、沿途停靠港、岸上观光以及私有目的地等区域。本行为准则可能含有未尽事宜并有可能有些行为规范无法全面被阐明。若出现此类情况，旅客应当遵守船长所采取的确保旅客和船上所有人员的人身和各项安全的必要的指示。除本守则外，船上旅客还应遵守邮轮途经的各个国家的相应适用法律、尊重当地宗教习俗文化。本守则可能会进行更新。任何对本守则的更新将可在星旅远洋的网站（www.aocruise.com）上浏览。

This Passenger Conduct Policy (“Policy”) is intended to help ensure that all passengers are able to participate in a safe and enjoyable cruise vacation and sets forth standards of conduct for passengers to follow throughout their Astro Ocean vacation, including transfers to and from ships, inside terminals, while onboard, at ports of call, during shore excursions and at our private destinations. This policy is not intended to be all inclusive, and it is likely there will be conduct issues that it does not specifically address. In that event, as in all others, passengers are expected to follow the direction of the ship’s Captain who will take appropriate action to ensure the safety, security and well-being of our passengers and of all personnel on board. In addition to this policy, passengers are expected to comply with applicable laws of the various countries and respect local religious customs and culture that they visit. Updates to the Passenger Conduct Policy may be made between publications of this document. Any updates to this Passenger Conduct Policy are available for review on the Astro Ocean internet site, www.aocruise.com.

安全与保障 Safety and Security

安全与保障是每位旅客的责任。旅游期间若察觉任何危险或可能的违法行为，旅客应立即向邮轮保安人员或其他管理人员汇报。旅客可使用船上电话或寻求船员帮助来进行汇报。

Safety and security are everyone’s responsibility. Should anyone become aware of unsafe or possibly illegal behavior during passengers cruise vacation, they should immediately report this to the ship’s Security Staff or other ship management. This may be done through ship’s telephone or by seeking the assistance of a crew member.

旅客行为 Passenger Conduct

旅客与船员交流 Passenger and Crew Interaction

邮轮工作人员是友好、随和并且乐于助人的，同时他们将竭尽全力使您充分享受您的假期。请勿误解邮轮工作人员的善意。此外，邮轮工作人员不得与旅客发生肢体接触，不得进行工作之外的交流接触，并不得进入客房，除非出于工作上的需要。旅客应理解并遵守上述规定，同时避免与工作人员发生肢体接触。旅客禁止擅自闯入非开放区域或员工区域（包括船员休息区与走廊）。

Our crew members are friendly, outgoing and helpful, and they will do their very best to make your vacation as enjoyable as possible. Please do not misinterpret their friendliness. Crew members are prohibited from engaging in physical relationships with passengers. Crew members are not permitted to socialize with passengers beyond their professional duties, and are not permitted to be in passenger staterooms, except for the performance of their shipboard duties. Passengers are expected to respect these policies and are similarly

prohibited from engaging in physical relationships with crew members. Passengers are not permitted in any restricted or crew area of the ship, including crew staterooms and corridors.

粗言秽语 Verbally Abusive or Offensive Language

禁止向旅客、工作人员、政府官员或其他任何人使用粗言秽语。

Verbally abusive or offensive language directed toward anyone, to include passengers, crew members, governmental officials, or others is not permitted.

不得体行为或粗暴行为 Inappropriate or Abusive Behavior

禁止不得体或粗暴的行为，包括未经同意的肢体接触、引诱、骚扰、蓄意破坏、偷窃、暴力、使用虚假身份证明、未成人饮酒（参见以下酒精饮料的规定）、向未满饮酒年龄规定的旅客提供酒精饮品（参见以下酒精饮料的规定）、携带非法物质/物品、或其他非法或暴力行为。

Inappropriate or abusive behavior is not permitted. This includes: uninvited physical contact, solicitation, harassment, vandalism, theft, violence, use of fake/false identification, underage drinking (see alcohol section below), providing alcohol to those under the allowed age (see alcohol section below), possession of illegal substances/items or any other illegal or offensive conduct.

危险行为 Unsafe Behavior

禁止扶坐、站立、躺卧、攀爬或翻越邮轮的内外部栏杆或其他防护栏，或损坏用以确保旅客人身安全的设备、设施或系统。旅客不可进入供员工使用的非公共开放区域。禁止包括不遵守相关安全指示的其它危险行为。

Sitting, standing, laying or climbing on, over or across any exterior or interior railings or other protective barriers, or tampering with ship's equipment, facilities or systems designed for passenger safety is not permitted. Passengers may not enter or access any area that is restricted and for the use of crew members. Any other unsafe behavior, including failure to follow security instructions, is not permitted.

无理取闹或破坏行为 Discourteous or Disruptive Behavior

游泳池、甲板与剧院座位不接受提前预定。除个别规定航线的指定区域外，旅客不得在公共区域赤身裸体（咨询客服以获取更多信息）。禁止使用嘈杂的播放设备和无线电。不得在船上使用溜冰鞋、滑板、滑板车、冲浪板、自行车以及其他类似物品（经邮轮医疗人员批准的用于特殊目的的移动装置除外）。

Pool, deck and theater chairs may not be reserved. Naked is not allowed in public areas except on selected itineraries, and then it will only be allowed in designated areas (Contact Guest Services for Dress Code details). Boom boxes or loud radios are not permitted. Roller blades, roller skates, skateboards, scooters, surfboards, bicycles, and similar items may not

be utilized onboard; except for mobility aids related to special needs, as approved by the ship's medical staff.

吸烟 Smoking

为了给旅客营造一个舒适、愉悦的旅游环境，邮轮上禁止吸烟，然而我们意识到部分旅客需要吸烟，因此我们在邮轮上为需要吸烟的旅客开辟了吸烟区域。为便于您确定哪个区域可以吸烟，您会发现吸烟区域都贴有吸烟标记。全部吸烟区域可以在邮轮指南中找到或者上船后与客服人员联系。邮轮上所有舱房内和私人阳台上均禁止吸烟。如果在邮轮上非吸烟区域、舱房内或私人阳台上吸烟，将在您的关联账户上收取 250 美元的清洁费。星旅远洋诚心地希望所有旅客遵守非吸烟区的规定并在非吸烟区克制吸食雪茄或烟斗等。这些规定是为了给大家营造一个舒适的环境。违反本吸烟章节规定的旅客可能会受限于本手册的“后果”章节的进一步的制裁。旅客必须满 18 周岁方能在船上购买、持有或吸食烟草类产品。旅客应妥善处理香烟、雪茄以及烟管的残渣，不得向船外随意丢弃。

For the comfort and enjoyment of our passengers, our ship is designated as non-smoking; However, we recognize that some of our passengers do smoke. Therefore, we have designated certain areas of the ship as smoking areas. To assist in locating areas where smoking is permitted, passengers will find visible signage posted within all smoking areas. The location of all smoking venues can also be found in the daily Cruise Compass; or you may contact Guest Services once onboard. Smoking is not permitted inside any stateroom and any private balcony. If a passenger is in violation of this smoking policy, a cleaning fee of \$250 USD will be applied to their associated account. Astro Ocean kindly asks all passengers to please observe the smoking policy and restraint smoking cigar or pipe in non-smoking area. These requests are made to provide a comfortable cruise for everyone. Passenger who violates this smoking policy may be subject to further action pursuant to the “Consequences Section” of the Passenger Conduct Policy. You must be at least 18 years of age to purchase, possess or use tobacco onboard. Cigarettes, cigars and pipe tobacco must be properly disposed of and never thrown overboard.

宵禁 Curfews

为保护全体旅客或船上所有人员的人身安全，必要时邮轮管理人员可根据船长个人决定对个人、团体或全体人员执行宵禁措施。

Ship's management reserves the right to enact curfews on an individual, group, or ship-wide basis, if in the sole judgment of the ship's Captain, such steps become necessary to ensure passenger or all personnel on board safety.

离船 Departing from a Ship

父母或法律监护人不得允许任何不满 18 周岁的旅客在无成人负责看管的情况下在港口擅自离船。

Parents or guardians must not permit any passenger in their care under age 18 from leaving a ship in any port without responsible adult supervision.

父母与监护人责任 Parental and Guardian Responsibility

为了本守则的目的，未成年人为 18 周岁以下的自然人。年轻的成年人指年龄在 18、19 或 20 岁的自然人。旅行期间，父母与其监护人应对未成年人、年轻的成年人的行为负责并负责监管随行未成年人、年轻的成年人的行为举止，包括在上下船时、码头内、登船后、沿途停靠港、岸上观光期间以及私有目的地。上述责任在任何情形下均适用，无论该未成年人、年轻的成年人的父母或监护人是否在场。

For purposes of this Passenger Conduct Policy, a minor is defined as anyone under the age of 18. A young adult is defined as anyone ages 18, 19 or 20. Parents and guardians are responsible for the behavior and appropriate supervision of their accompanying minor(s) and young adult(s) throughout their vacation. This obligation applies during transfers to and from ships, inside terminals, while onboard, at our ports of call, during shore excursions and at our private destinations. This responsibility applies at all times, regardless of whether the parents and guardians are physically in the company of their minor(s) and young adult(s).

酒精饮料 Alcohol

星旅远洋希望旅客能始终对自己的行为负责，包括在上下船、码头内、登船后、停靠港、岸上旅游期间以及在私有目的地。过量饮酒将影响个人的判断能力，致使其辨别并避免潜在危险情况的能力被减低。因此，旅客饮酒应适可而止。邮轮工作人员有权拒绝向任何过量饮酒旅客提供酒精饮品，也有权要求旅客出示个人身份证明，以确认其是否达到本守则规定的饮酒年龄。任何违反本酒精饮料规章的旅客将被考虑实施本守则下“后果”章节规定的制裁措施并可能被剥夺使用如迪斯科舞厅或其他区域或设施的权利。

Astro Ocean passengers are expected to be responsible for their actions at all times, including during transfers to and from ships, inside terminals, while onboard, at our ports of call, during shore excursions and at our private destinations. Consuming alcohol to excess impairs one's judgment and reduces one's ability to recognize and avoid potentially dangerous situations. Passengers who choose to consume alcohol must do so responsibly. The ship's staff has the right to refuse to serve alcoholic beverages to any passenger who does not consume alcohol responsibly. Ship's personnel has the right request verification of a passenger's age to verify they are of age to consume alcohol pursuant to this policy. Any passenger that violates this alcohol policy will be considered for disciplinary action pursuant to the "Consequences Section" of this Passenger Conduct Policy, and may lose their privileges to use the disco or other areas or facilities of the ship.

旅客不得携带含有酒精或非酒精饮料登船。保安人员可随时检查旅客所携带的容器（水壶、汽水瓶、漱口水杯、行李等）。旅客在邮轮商店或停靠码头购买酒精饮料（须

在上船时向保安人员出示) 后应交由工作人员保管, 行程即将结束前该商品将被送还至该旅客的客房。未满饮酒年龄的旅客所持有的酒精饮品将不予送还。

Passengers are not permitted to bring alcoholic beverages nor non-alcoholic beverages onboard. Security may inspect containers (including water bottles, soda bottles, mouthwash, canteens, etc.) at any time. Alcoholic beverages that are purchased from onboard shops or in ports of call (which must be presented to security upon re-boarding), will be secured by ship's personnel. Alcohol secured by ship's personnel will be returned to passengers just prior to the conclusion of their cruise vacation. Passengers who are under the permitted drinking age will not have alcohol returned to them.

旅客在星旅远洋的邮轮上允许消费酒精饮料的最小饮酒年龄取决于航程起始时邮轮行程的始发地。我们在当地法律要求下和认为合适或者必要的情况下, 保留可不预先通知而改变最小饮酒年龄的权利。

The minimum drinking age for all alcoholic beverages on Astro Ocean ship depends on the departure location of the cruise tour. In certain circumstances where the local laws permit or require, Astro Ocean may modify the policy without prior notice.

为了遵守最小饮酒年龄的规定, 旅客的年龄在登船前已被确定(邮轮起航前)。如果低于最小饮酒年龄的旅客在航程中度过生日并达到最小饮酒年龄, 旅客必须通知前台, 并且提供护照作为证明年纪的证据, 以使前台的工作人员更新他们的信息并允许他们在船上购买酒精饮料。

For purposes of complying with the minimum drinking age requirements, a passenger's age is established upon embarkation (beginning of the cruise). If a passenger celebrates their birthday during the cruise vacation, and thereby becomes of age to consume alcohol, the passenger may thereafter ask the Guest Services to modify ship's records to permit their consumption of alcohol during the remainder of the cruise. The passenger will be required to appear at Guest Services to present a government issued form of identification to permit verification of their age.

若旅客违反本节规定, 包括但不限于: 未到年龄饮酒; 向未成年人或年轻成年人提供酒精饮料; 上船时或上船后在行李中携带、隐藏或试图隐藏酒精类物品; 或参与饮酒游戏; 或过量饮酒, 则该旅客将按照本守则的规定受到相应的惩处。

Passengers who violate any alcohol policy, including but not limited to underage drinking; providing alcohol to minors or young adults; possessing, concealing or attempting to conceal alcoholic items in their luggage, when boarding or while onboard; engaging in alcohol drinking games; or failing to consume alcohol responsibly, will be considered for discipline under the provisions of this policy.

违禁物品 Prohibited Items

枪支弹药爆炸品：

所有枪支，包括复制品、仿制品及其部件；气枪、气弹枪以及能发射弹丸的玩具手枪或步枪；任何其他能发射弹丸的武器(如彩弹枪)；所有军火类物品；所有爆炸物，包括模拟爆炸物和装置；烟花、照明弹、烟火(不包括作为船舶救生设备的一部分并经严格检验的烟火)。

All firearms including replicas, imitations and their components; Air, BB or pellet pistols or rifles; Any other projectile-weapon (e.g., paint ball guns); All ammunition; All explosives, including imitation explosives and devices; Fireworks, flares, pyrotechnics (excluding those which are part of the vessel's lifesaving equipment and which have been properly manifested).

毒物化学品：

任何非法麻醉品/毒品；含有致残物质的物品(例如瓦斯枪、催泪瓦斯喷雾剂、狼牙棒、磷、酸和其他导致重伤或残疾的危险化学品)；易燃物质和危险化学品，除非按照公司指示限量携带(如汽油、甲基化烈酒、油漆稀释剂、酒精、焚香、熏香等)。

Any illegal narcotics/drugs; Items containing incapacitating substances (e.g. gas guns, tear gas sprays, mace, phosphorus, acid and other dangerous chemicals that could be used to maim or disable); Flammable substances and hazardous chemicals unless carried in limited quantities and confirmed or instructed in writing by Astro Ocean (e.g., petrol, methylated spirits, paint thinners, Alcohol, incense etc.).

器械类：

尖锐的武器，包括飞镖；刀片长度超过4英寸/10厘米的刀具；直剃刀；佩剑或佩刀；矛或长枪；其他被制造、改装或设计成具有攻击性能的所有物品；十字弩，弩箭或长弓；钝质武器包括指节掸子，铜指节，棍棒，短棍，警棍，槌枷或双节棍；平衡车、平衡板、轮滑、滑板车或自行车（星旅远洋提供用于岸上游览的除外）。

Sharp pointed weapons including throwing stars; Knives with a blade longer than 4 inches/10 cm; Open razors; Sgian Dhu or Kirpans; Spears or spear guns; Crossbows, crossbow bolts and long bow arrows; Any other item made, adapted or intended for use as an offensive weapon; Blunt weapons including knuckle dusters, brass knuckles, clubs, coshes, batons, flails or nunchaku; Self-balancing hover boards, air wheels, scooters, or Segways (except those provided by Astro Ocean for shore excursions).

电器类：

电击设备；大容量电池；非星旅远洋提供的含有任何加热元器件的物品，包括但不限于：浸入式加热器、加热毯、熨斗、热水器、带加热/电热板的咖啡机等；任何遥控或自主飞行的设备、玩具及无人机；紧急位置指示无线电信标(EPIRB)、业余无线电、卫星电话、变压器、激光器和激光笔。

Stun devices; Large batteries; Items brought on board the vessel and not supplied by Astro Ocean containing any kind of heating element, such as but not limited to: immersion heaters, heating blankets, flat irons, water heaters, coffee machines with heating/hot plates, etc; Any remotely controlled or autonomously flying devices, toys or drones; Emergency Position Indicating Radio Beacons (EPIRB), ham radios, satellite phones, transformers, lasers and laser pointers.

其他:

压缩气罐、瓶、气瓶, 包括潜水罐、丙烷罐和气雾剂罐; 伪造的货币及伪造的有价证券; 带有危险性病菌、害虫及其他有害生物的动物、植物及其产品; 有碍人畜健康的、来自疫区的以及其他能传播疾病的食品、药品或其他物品; 内容涉及国家秘密的手稿、印刷品、胶卷、照片、唱片、影片、录音带、录像带、激光视盘、计算机存储介质及其他物品; 珍贵文物及其他禁止出境的文物, 濒危的和珍贵的动物、植物(均含标本)及其种子和繁殖材料。

Compressed gas tanks, bottles, cylinders including dive tanks, propane tanks and aerosol cans; Counterfeit currency and counterfeit securities; Counterfeits; Animals, plants and other products carrying dangerous bacteria, pests and other harmful organisms; Food, medicine or other articles that are harmful to the health of humans and animals, that come from infected areas and that can transmit diseases; Manuscripts, prints, films, photographs, records, films, audio tapes, videotapes, laser video discs, computer storage media and other items related to state secrets; Endangered and precious animals and plants (including specimens) and their seeds and propagating materials; Precious cultural relics and other cultural relics as items prohibited from exportation.

健康与环境 Health And Environment

洗手 Hand Washing

在如厕后或在进食或接触食物前, 强烈建议旅客应用肥皂和热水将双手洗净。医生认为洗手是能有效防止生病或病原体传播的最佳方法之一。

Passengers are strongly encouraged to wash their hands with soap and hot water after using the restroom and before eating or handling food. Medical experts say this is one of the best ways to prevent illnesses from starting or spreading.

疾病和隔离 Illnesses and Isolation of Passengers

星旅远洋遵循避免旅客感染疾病的做法并制定相关规定。避免传染性疾病, 如肠胃疾病病毒、感冒与流感的最好的方法之一就是在于如厕后或进食前用肥皂和热水彻底洗手至少 20 秒。若旅客出现肠胃疾病症状, 如腹泻呕吐等, 或发现他人出现此类症状应立即通知医疗人员。此外, 某些肠胃疾病在症状消失后 72 小时或者更长的时间内仍然有感染性; 因此, 在航行前若发现自己或他人患上此类疾病应立即通知邮轮医疗人员。由此工作人员将采取相关措施来降低其他船上旅客被感染的几率。未及时通知邮轮医

疗人员，或无法准确描述其发病症状，将致使疾病的传播几率提高，并且是违反本守则规定的行为。在出现旅客患上传染疾病时，邮轮工作人员将采取具体措施防止传染他人，必要时采取包括“后果”章节中规定的步骤。

Astro Ocean follows practices and maintains policies that seek to prevent illnesses from affecting our passengers. One of the best ways to prevent the spread of contagious illnesses like gastrointestinal viruses, colds and flu is to wash your hands thoroughly for at least 20 seconds with soap and hot water after using the restroom and again before eating anything. In the event you experience symptoms that indicate a gastrointestinal illness, such as diarrhea or vomiting, or know of someone experiencing these symptoms, you must advise the medical staff immediately. In addition, some gastrointestinal illnesses remain contagious up to 72 hours or more after symptoms subside; therefore, if you or someone you know experienced such an illness just prior to your cruise vacation, you must immediately notify the ship's medical staff. This will permit the crew to take steps to reduce the chance that your illness will spread to others on the ship. Failure to immediately report a contagious illness to the ship's medical staff, or to accurately describe its onset, greatly increases the likelihood the illness will spread to others and is a violation of this Passenger Conduct Policy. In the event of a contagious illness, the ship's crew will take steps to curtail its spread to other passengers, including if necessary, steps set forth in the Consequences Section below.

垃圾/废物处置 Trash/Waste Disposal

旅客应将垃圾放入指定的垃圾箱内或客房的废物篓中。旅客不得将垃圾与异物倒入马桶内，也不得将任何物品丢至船外。旅客不得将任何物品不加看护的放置在阳台内，以免被风吹至船外。

Trash should be properly disposed of in containers provided throughout the ship or in wastebaskets provided in each stateroom. Trash or other foreign objects should never be flushed down a toilet and passengers are not permitted to discard any item overboard. Passengers may not leave items unattended on balconies, as the wind may cause items to fall overboard.

就餐区域的着装要求 Dress Requirements In Dining Area

食堂与餐厅：禁止光脚或穿戴帽子、背心或泳衣进入该区域；就餐期间不得穿着短裤、背心或帽子。咖啡馆：禁止光脚或穿着泳衣入内。

The cafeteria and restaurant prohibits passengers who are barefoot or wear hat, vest or swimming suit entering; Dressing in shorts, vest or hat are not allowed while dining. The Café prohibits passengers who are barefoot or wear swimming suit entering.

年龄要求 Age Policies

禁止无法自行如厕或穿着尿布、尿片或尿不湿的旅客使用游泳池。

Prohibits persons who are not toilet trained and those who use diapers, pull-ups or swimmers from using pools or whirlpools.

未成年人应在父母或监护人在场或监护陪同下进行适合其年龄、身体状况的活动。

Minors should engage in activities that are suitable for their age and physical condition in the presence or supervision of their parents or guardians.

当父母或监护人在健身中心现场监护陪同下且由该父母或监护人签署免责声明后，13 至 15 周岁的年轻旅客在一天的某个时间段可能被允许使用健身中心。请参见您参加的邮轮上的邮轮指南或联系前台了解关于健身中心的具体的年龄限制要求。

Passengers ages 13 to 15 may be permitted to utilize the Fitness Center during certain times of the day; provided the young passenger is accompanied and supervised at all times by their parent or guardian and provided a waiver of liability has been signed by the parent or guardian who is present in the fitness center. See the Cruise Compass or contact Guest Services for the specific Fitness Center age restrictions on your cruise vacation.

后果 Consequences

任何旅客若不遵守本守则，则可能造成他或她被：

Failure to act in accordance with this policy, he or she may result in:

- 安全人员、管理人员或执法人员进行干预
- Interference from Security, management, or law enforcement officials
- 剥夺某些权利，包括在客房或拘留室内关押、隔离或者拘留
- Deprivation of certain rights, including confinement, separation or detention in the guest room or detention room
- 没收非法/走私/违禁物品（可能交至有关执法部门）
- Confiscation of illegal/smuggled/prohibited objects (may be handed over to related law enforcement authorities)
- 禁止参加当时或日后的星旅远洋邮轮度假旅程
- Prohibition from participation in the current or future cruise itineraries of Astro Ocean
- 将事故汇报至政府和有关部门，并由它们采取后续的法律措施
- The incident may be reported to the government and related authorities, who shall determine and take the subsequent legal actions.
- 在邻近停靠港口将该旅客遣返回岸。下船后，回程旅途与住宿的费用由旅客自理。旅客重新回国入境所需文件亦由旅客自理，费用由旅客自行承担。
- Send the passenger back at the port of call. After disembarking the ship, the passenger shall undertake the cost of returning journey and accommodations. The documents required for returning to his/her home country, as well as related costs, shall also be the responsibility of the passenger.

- 对旅客、船上其他人员、邮轮及邮轮上财产造成的所有损失、损害或者导致航程延误，承担赔偿责任。
- Compensate for all losses, damages, or delays caused to passengers, other personnel on board, cruise and property on board.

制定并阐明旅客行为守则有助于确保所有旅客均能够享受一次神奇、惬意与安全的邮轮旅游体验。星旅远洋感谢各位对本守则的支持，并衷心祝愿大家旅途愉快。

The purpose for us to formulate and explain this Passenger Conduct Policy is to ensure that all passengers are able to enjoy a wonderful, comfortable and safe cruise vacation experience. Astro Ocean appreciates your support of this policy and hopes this will be the best vacation you have ever had.