

# *Oceans*

## **Terms and Conditions**

Valid for bookings made from 1<sup>st</sup> March 2012 onwards



**Fred. Olsen Cruise Lines**

# Oceans



OCEANS is the cruise club of FRED. OLSEN CRUISE LINES

# Terms and Conditions of Membership

These guidelines explain how the Oceans Club operates and what your benefits of membership are.

We ask that you read them carefully, so that you fully understand how membership applies to you.

## 1 Oceans membership

- 1.1 Membership of Oceans is granted automatically after your first cruise with Fred. Olsen Cruise Lines (FOCL). Cruise Points are awarded for each night spent on board during your cruise (in accordance with the points system detailed below) and will be credited after each FOCL cruise you take, subject to the exclusions listed.
- 1.2 Eligibility for membership is dependent upon your having taken a FOCL cruise within the past five years.
- 1.3 An individual will only earn Cruise Points for cruises taken after they are 17 years of age and no previous cruises are eligible.

## 2 Points

- 2.1 As a member of Oceans you will earn a Cruise Point for every night you spend on board a FOCL cruise, subject to any of the exclusions. Cruise Points accrue at the end of the cruise on which they are earned and will be added to your points total following the end of the cruise.
- 2.2 Periodically you will be sent Cruise Statements, itemising the number of Cruise Points earned. Should there be any discrepancies, you must notify us in writing. We will try to correct any errors in your Cruise Statement; however, any errors must be proved to our reasonable satisfaction. FOCL's decision is final and without liability to you. We may deduct points given in error without any liability to you.
- 2.3 Cruise Points are personal to you and cannot be transferred to any other person. They are only used to determine your eligibility for benefits under the membership tiers listed in section 3, Cruise Points have no redeemable value in cash, or any kind of benefit other than under these conditions.

## **2.4 You will not earn points for:**

- Nights spent travelling or in a hotel, for example as part of a fly-cruise or land stay
- Nights spent on board a FOCL ship that has been chartered to another tour operator
- Nights spent on board as a result of a delayed cruise
- Any cruise booked as a concession, supernumerary or prize winner
- Cruises taken at the ages of 16 or under
- Cruises that departed prior to 1<sup>st</sup> January 2000
- A cancelled cruise booking, irrespective of the cancellation charges applied
- Additional nights accrued by the crossing of the International Date Line
- Nights spent by other members of your party or family (whether or not they are members); they may earn points in their own right
- Unused berths or nights in your cabin (even if you have paid for them)
- In any other circumstances that FOCL may specify from time to time
- Circumstances specified in section 2.5 below

## **2.5 Lapsing of memberships**

- 2.5.1 Your membership will be deemed to have lapsed if you do not cruise for a period of five years. That is, if there has been more than five years from the completion of one cruise to the date of completion of the next (irrespective of the date a cruise booking was confirmed).
- 2.5.2 If your membership has lapsed, you will not be able to claim any benefits and your Cruise Points will revert to zero. Any previous Cruise Points will not be counted in the future if your membership recommences. (Your membership will recommence upon completion of your next FOCL cruise.)
- 2.5.3 This also applies retrospectively to your cruise history. That is, if there has been more than a five-year period between the completion of one cruise and the completion of the next, then the cruises prior to that five-year period will not have been counted towards your Cruise Points total.

### 3 Benefits of membership

#### Blue level – 1-30 points

- 5% Oceans advance booking discount for bookings made at least 12 months in advance of departure date (conditions apply)
- Membership Card
- Advance notice of next season's cruises
- Introduce a Friend reward scheme
- *Cruiselines* newsletter
- On-board Representative
- Dedicated email address to the Oceans Administrator: oceans@fredolsen.co.uk

#### Silver level – 31-100 points

*Benefits are the same as Blue, except:*

- 5% Oceans advance booking discount for bookings made at least nine months in advance of departure date (conditions apply)

Plus:

- 5% discount from on board spending (see terms and conditions)
- Oceans Cocktail Party (excluding mini cruises)

#### Gold level – 101+ points

*Benefits are the same as Blue and Silver, except:*

- 5% discount applies to cruises booked at least six months prior to departure
- 5% discount from pre-booked shore tours
- Welcome aboard gift
- Personalised luggage labels
- Priority embarkation at British Ports
- Dedicated telephone line to the Club Administrator
- Complimentary shuttle bus passes

#### 3.1 Oceans Cruise Discounts

- 3.1.1 Oceans Cruise Discounts are only available to Oceans members who have a valid membership at the time of making their cruise booking and will not be applied retrospectively if a passenger becomes an Oceans member after making their cruise booking, unless offered as an on board booking benefit.
- 3.1.2 Oceans Cruise Discounts may be combined with other special offers and discounts, but only at the discretion of FOCL.
- 3.1.3 No Oceans Cruise Discount is available on *Latesaver* offers. A '*Latesaver* offer' is one that is sometimes offered nearer to the

time of departure and, as such, may carry a large discount. Since these offers are heavily discounted, they carry a number of restrictions, the main one being that your cabin number will only be allocated on departure.

Oceans Cruise Discounts may not be combined with some tour operators' offers, please check with the tour operator or travel agent prior to booking. This is also the case with any cruise booked as a concession, supernumerary or prize winner.

- 3.1.4 If an Oceans Cruise Discount is combined with another discount, the levels will be consecutive, with the Oceans Cruise Discount the last to be deducted.
- 3.1.5 The deadline for obtaining Oceans Cruise Discount is by calendar month., i.e Gold members, wanting to obtain their discount for a cruise on 20<sup>th</sup> September, must book by 20<sup>th</sup> March.
- 3.1.6 Oceans discount is only applicable to the cruise fare of Oceans members. Non-members, including children, will not receive Oceans Cruise Discount on their fare portion of the booking, even if travelling with Oceans members.
- 3.2 5% discount off on board spend for Silver and Gold members only**
- 3.2.1 This discount applies to purchases made on board in the bars, restaurants, room service, shops, duty free service, photographer and salon, for any Oceans merchandise and for in-cabin shopping. Items may be excluded from time to time at the discretion of FOCL without liability to you. This discount cannot be applied to the cost of any Shore Tours booked on board.
- 3.2.2 This discount may not be combined with any cruise booked as a concession, supernumerary or prize winner. Please check with your tour operator or travel agent prior to booking.
- 3.3 5% off Shore Tours booked prior to departure for Gold members**
- 3.3.1 Only available to Gold members who have the valid membership level at the time of booking their Shore Tours, this discount will not be applied retrospectively if a passenger becomes a Gold member after booking their Shore Tours.
- 3.3.2 This discount will be applied at the time of

- booking and payment, unless otherwise stated.
- 3.3.3 This discount may not be combined with any cruise booked as a concession, supernumerary or prize winner. Please check with your tour operator or travel agent prior to booking.
- 3.4 Advance notice of next season's cruises**
- 3.4.1 Although we will endeavour to inform Oceans members of new itineraries before telling non-members, FOCL reserves the right to inform other parties first if necessary.
- 3.5 Introduce a Friend reward scheme**
- 3.5.1 Only introductions from valid Oceans members will be registered, and only valid Oceans members will be able to claim the reward.
- 3.5.2 This scheme does not apply to any previous or future cruises booked as a concession, supernumerary or prize winner.
- 3.5.3 Introductions must be registered prior to your friends taking their first cruise with FOCL. Any introductions registered after your friend has cruised will only be accepted at the Club Administrator's discretion.
- 3.5.4 The reward is £25 on board spend for each successful introduction. However, on board spend earned is limited to £250 redeemed per cruise. Any on board spend earned in excess of £250 will be issued as an extra voucher for use on a separate cruise.
- 3.5.5 Once registered on the scheme, it is the Oceans member's responsibility to contact Oceans after their friend has cruised to claim the on board spend voucher. Oceans will not issue the reward automatically.
- 3.5.6 Rewards can only be claimed once the person introduced has completed their first FOCL cruise.
- 3.6 Silver and Gold members' Cocktail Party**
- 3.6.1 The on board representative will organise the Cocktail Party, the time and location of which will be printed in the *Daily Times*. Please take your membership card with you.
- 3.7 Gold members' welcome aboard gift**
- 3.7.1 The gift will be in your cabin upon arrival. The gift offered will be reviewed and changed regularly.
- 3.7.2 One gift will be given per cabin.
- 3.7.3 The gift may be replaced at short notice by an

alternative.

### **3.8 Crystal Rewards**

- 3.8.1 The Oceans Crystal Rewards scheme is for Gold members with the highest Oceans points on an individual cruise.
- 3.8.2 The reward is given on a 'per cabin' basis.
- 3.8.3 Only one gift can be claimed per calendar year.
- 3.8.4 All items are subject to availability.
- 3.8.5 The voucher issued should be sent to the Oceans Administrator for redemption.
- 3.8.6 The gift cannot be exchanged for any alternative gifts or cash.
- 3.8.7 This benefit is not available on any cruise booked as a concession, supernumerary or prize winner. Please check with your tour operator or travel agent prior to booking.

### **3.9 Gold members' priority embarkation**

- 3.9.1 This benefit will only be offered for departures from British ports, unless otherwise stated.
- 3.9.2 For Dover and Southampton departures you can claim complimentary tea, coffee and soft drinks at the bar in the Cruise Terminal on production of your Gold Priority Boarding Card (issued at check-in).
- 3.9.3 Priority embarkation cannot be guaranteed to those requiring assistance to board.

### **3.10 Gold members' complimentary shuttle bus passes**

- 3.10.1 Complimentary shuttle bus passes can be collected from Reception on board.
- 3.10.2 These passes will only be valid on shuttle buses provided by FOCL for ports visited during your cruise, i.e. those that would normally be purchased from Reception – they are not valid on services provided by local port authorities, where tickets are purchased directly from them. The 5% on board discount as detailed in point 3.2 does not apply to the cost of these coaches.

### **3.11 Limitation of benefits**

- 3.11.1 All benefits are subject to availability and may be withdrawn or altered at the absolute discretion of Oceans. Without limitation, FOCL reserves the right to make exclusions or exceptions to the availability of benefits at its absolute discretion.



- 3.11.2 Benefits are not available on any cruise holiday where another tour operator or third party has chartered a FOCL vessel.
- 3.11.3 Benefits are not available for any cruise booked as a concession, supernumerary or prize winner.
- 3.11.4 Benefits are personal to you and are non-transferable. Only you may claim benefits to which you are entitled. Benefits cannot be claimed for any other person, nor can anyone else claim points on your behalf. On board benefits can only be claimed using your own membership card.
- 3.11.5 No benefit can be claimed retrospectively.

## 4 Your membership card

- 4.1 After becoming a member of Oceans you will be issued a membership card. When you move to a new level you will be issued a new card. Please sign the back of it and keep it in a safe place. You must not allow your card to be used by another person.
- 4.2 Your membership card contains your membership number, which you should quote when making your cruise booking. Please ensure you bring your card with you when you cruise.
- 4.3 You must advise Oceans as soon as possible if:
  - Your membership card is stolen or is being misused
  - Your name is incorrectly spelt. Please note that your forename and surname will appear as they appear on your passport. We cannot issue cards with your preferred name
  - You change your address or mailing details
- 4.4 If you require a replacement membership card (or replacement luggage labels and are a Gold member) we will issue these free of charge. However, FOCL reserves the right to charge for the replacement, if it is felt that the request is unreasonable (i.e. frequent previous replacements). Please be advised that replacement items may take up to 28 days to be delivered.

## 5 Oceans

- 5.1 Please address all correspondence to: The Oceans Club Administrator, Fred. Olsen Cruise Lines, Fred. Olsen House, White House Road, Ipswich, Suffolk, IP1 5LL. Telephone: 01473 292 200, Fax: 01473 292 217, email: oceans@fredolsen.co.uk. (Office hours: Monday - Friday, 9.00am - 5.00pm.)
- 5.2 If you wish to enquire about availability, an existing booking, Shore Tours, to make a booking or to speak to the Oceans Club Administrator, please telephone 01473 746 160 and select the appropriate option from the menu. This is a priority telephone line exclusive to Oceans members.
- 5.3 Gold members have a dedicated telephone number to the Club Administrator. To preserve the exclusivity of this number, it is only printed on the letters that accompany Gold membership packs.

## 6 General

- 6.1 The Oceans Steering Committee is composed of nominated Oceans members and representatives of FOCL. The Committee meets at least three times a year to discuss aspects of membership and other issues relating to FOCL.
- 6.2 FOCL reserves the right to suspend membership without notice and without liability to you.
- 6.3 Entitlement to benefits is lost if your membership is cancelled.
- 6.4 If you do not wish to be a member of Oceans, or to receive any communications from FOCL, please write to the Club Administrator at the postal or email address provided in section five.
- 6.5 FOCL will not give or show any confidential information about you to any third party, unless it is necessary to be able to provide a product or service that you have requested or to fulfil the contract to supply your cruise holiday.
- 6.6 To help develop and improve our services to you and other members, we may also contact you by letter, email or telephone to give you information about products and services, including those offered by third parties, which may be of interest to you. Personal details will not be passed on to any third parties for marketing purposes without your express

permission. Marketing communications can be opted out of at any time by your contacting FOCL's Head Office in writing or by telephone using the details provided in point 5.1, or by email to [emailresponse@fredolsen.co.uk](mailto:emailresponse@fredolsen.co.uk).

- 6.7 With the exception of membership packs, all mailings to Oceans members will be sent one per household, and not one per member.
- 6.8 We are under no liability to you if, once sent, marketing literature or membership packs are not delivered or if you have failed to inform us of any changes to your details.
- 6.9 We will store and manage information regarding your membership on a computerised system.
- 6.10 FOCL cannot advise members at any time of any special promotions conducted by travel agents or charter operators involving cruises on board any of our ships.
- 6.11 No communication will be acknowledged or entered into regarding corporate policy.
- 6.12 These Membership Guidelines are in conjunction with the Terms and Conditions detailed in our current worldwide brochure and on the company's website. This information is correct at time of going to press, December 2011, and supersedes all previous versions of the Oceans Membership Guidelines. E & OE.



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