

Greetings from Quark Expeditions!

We are excited to inform you that our permanent Terms and Conditions will be changing as of September 7th, 2022, giving our customers more flexibility on future bookings. As trusted partners, we wanted to inform you of these changes first.

Below is a summary of the changes going into effect on September 7th, 2022. These changes apply to bookings made on or after September 7th, 2022, and all existing bookings will retain their original booking terms.

Flexible Cancellation Fees:

Cancellation Period	Cancellation Fee (per person)	Flexible Cancellation Fees Cancellation Fees are eligible to be applied to a future voyage booked within 1 year of cancellation date
0 to 15 days after booking confirmation	Free Cancellation	All payments refunded
15 days to 180 or more days prior to Day 1	\$500 USD AU\$650, £400, €450, CA\$600	Yes
179 to 120 days prior to Day 1	Loss of Deposit	Yes
119 to 90 days prior to Day 1	50%	Yes
89 to 60 days prior to Day 1	75%	Yes
59 to 0 days prior to Day 1	100%	No

Summary of changes:

New 15 Day Free Cancellation Period: Now allowing clients to cancel with no penalty within 15 days of making a reservation, subject to time of booking.

100% Cancellation Fees now within 60 days with additional cancellation tiers from 120 days to 60 days.

Flexible Cancellation Fees: Cancellation fees incurred up to 60 days prior to the voyage can be applied to your new voyage when booked within 1 year of cancellation.

Deposits will now be 25% on the booking price after all discounts: Deposits are increasing from 20% on the undiscounted cruise fare, to 25% on the total booking after all discounts.

No surcharges - ever. For peace of mind, Quark Expeditions will not apply any surcharges—for any reason—to a booking once it is confirmed. The price you book, is the price you pay.

Please let us know should you have any questions.

Sincerely,

Your Quark Expeditions Team

