



SkyMiles Marketplace

Merchandise Return Policies & Process

All returns and exchanges must originate with your program returns center.

Merchandise prices include shipping and handling. Shipping and handling prices are determined at the time of selection and vary based on the ship to address and the items in your purchase.

Merchandise Return Policies & Process

Most new, unopened items returned within 30 days of shipment can be returned for either a replacement item or a refund of points. If you've received an incorrect or defective item you can choose to receive the correct functioning merchandise or a full refund of your points including shipping and handling. Restocking fees in addition to shipping and handling fees may be applied on items returned that are not damaged or the wrong item. This would be deducted from the amount of points refunded to your account for a return.

There are some exceptions where returns are not allowed:

- Hazardous items that are gas-powered or contain flammable liquids.
- Computer laptops and desktops more than 14 days after delivery.
- Any product missing the serial number or UPC
- Gift cards/certificates.
- Gourmet gift baskets.

Also, items that are opened, used or shipped more than 30 days ago may not be eligible for an exchange or refund.

Return Process:

1. Contact the Redemption Headquarters to initiate your request. Note: you will need to provide either your order confirmation email or shipping document which contains pertinent information such as order number, item number and item name. Providing all requested information will expedite processing.
2. Within three (3) business days you will receive notification validating if the item is eligible for return. If eligible, you will be provided with return shipping labels and any additional instructions.
3. Return Merchandise

- a. Return labels must be used for all exchange and refunds within the time frame designated (usually 10 calendar days); once the label expires the item is no longer eligible for return.
- b. Each return mailing label is coded for a specific shipment and specific items; please do not include items from other orders, or other items and/or shipment from the same order, in the same box, or you will not receive the correct refund.
- c. For special items that require a pick up by UPS, a “call-tag” will be issued. UPS will attempt a pickup at the address on the order during the next 3 business days. No specific time can be provided for the pick up as this is dependent upon the UPS route in the area.
- d. If specialty carrier is required for large items, the carrier will call the phone number on the order to arrange a pickup date and time.
- e. Return labels, call tags and carrier pickups are valid only for returns shipped within the U.S.

3. Receive Points within 4 weeks after merchandise is received by the rewards center.

- a. Eligible points will be deposited back to the participants account.

4. Replacement items are typically shipped within 4 weeks of the merchandise being received by the rewards center.

- a. If the item is unavailable, a refund of points will be created. Eligible points will be deposited back to the participants account.

Return Guidelines:

Some product lines have special restrictions or return policies. Review the table below to understand the returns policy for the various product lines.

Books Computer Games DVDs Electronics Music Videos Video Games Software	These items must be unopened and still in their plastic wrap unless the item is damaged or defective upon opening of the item’s packaging.
Large Screen TV delivered by freight carrier	Inspect your television carefully for damage while the shipper is still present. If you discover any damage, please refuse delivery and the shipper will remove the TV and your order will be worked for a refund. Do not sign the shipper’s release form unless you have inspected the TV for damages. All cabling or additional installation is your responsibility. Your signature on the carriers delivery

	receipt acknowledges that you understand the return policy. If you accept delivery and later find out that the television is not working properly, please review package enclosures to see if the problem is covered by a manufacturer's in-home service warranty. If you are unable to locate warranty information for a particular model, contact the manufacturer.
Outdoor Living Tools & Hardware Kitchen	These items must be unopened and still in their original packaging, unless the item is damaged or defective upon your opening of the item's packaging. For safety reasons, items that use flammable liquids or gases cannot be returned. Please contact the manufacturer directly for service, warranty, return, and refund information.
Apparel	These items must be unopened and still in their original packaging, unless the item is damaged or defective upon your opening of the item's packaging. It must be in its original condition with all tags and packaging intact.
Gourmet Food	We cannot accept returns on gourmet food items including candy, gift baskets, or any other food items.
Health & Personal Care	Items must be unopened and in new condition. We cannot accept returns of products that have special shipping restrictions imposed by the U.S. Department of Transportation.
Jewelry & Accessories	These items must be unopened and still in their original packaging, unless the item is damaged or defective upon your opening of the item's packaging.
Computers	Computers which have been opened are subject to a 15% restocking fee to be deducted from the total amount the customer is refunded. Computers may not be returned more than 14 days from the date of delivery.

Please Note:

- If you do not use the program returns center and choose to work directly with the merchant the program returns center will not be able to assist you.

- Merchant direct returns only allow exchanges or store credit; return for points will not be an option.

Backordered Items

The program website is a "live" catalog which means items come in and out of stock. When an item is shown on the online catalog, it is in fact available, but by the time the order is processed with the supplier, it may be out of stock at that exact time. There is no way to confirm in advance if or when an item will become out of stock as it is a live catalog. Items which are no longer available (NLA) or on back ordered for more than thirty (30) days may be cancelled due to unavailability; a full refund of points will be processed for the item(s) cancelled.

Pricing

Due to the real-time nature of items and availability of items in this catalog, the latest, real-time pricing and availability will be updated when item is added to cart.

Travel Program Redemption Terms of Service

Welcome to the Travel Loyalty Redemption Program ("Program") website ("Site"). Your use of this Site or your redemption of loyalty miles and/or purchase of travel components constitutes your agreement to the following terms and conditions ("Terms"). If you do not agree with any of the Terms, you must not use the Site. In order to use this Site, you must be eighteen (18) years of age or older, have enrolled in a participating SkyMiles Program and have a valid email address. Membership in the Program is void if prohibited by law in any state or country where you have your residence. These Terms are subject to change at any time and such changes will take effect when the Terms are updated. Your continued use of the Site after the posting of any such changes is your agreement to the revised Terms.

General Terms and Conditions

1. Travel management services are provided by Aspire Loyalty Travel Solutions, LLC. and its affiliates ("Aspire"), a service provider to the Program. Aspire acts as a service bureau that provides value added service to retail travel agents and consumers.
2. In these Terms, "Travel Suppliers" means the hotels, car rental agencies, cruise lines, railroads, tour operators and other service providers whose products and services are made available through the Program ("Travel Services").
3. TRAVEL SERVICES ARE PROVIDED SOLELY BY THE TRAVEL SUPPLIERS. ASPIRE AND THE PROGRAM ARE NOT LIABLE FOR THE FAILURE OF THE TRAVEL SUPPLIERS TO PERFORM THE THE SERVICES OFFERED BY THE TRAVEL SUPPLIERS. TRAVEL SUPPLIERS ARE INDEPENDENT CONTRACTS AND NOT AGENTS OR EMPLOYEES OF THE PROGRAM OR ASPIRE. EXCEPT AS EXPRESSLY STATED HEREIN, THE PROGRAM AND/OR ASPIRE ASSUMES NO RESPONSIBILITY FOR ACTIONS RELATING TO TRAVEL SERVICES BEYOND THE CONTROL OF THE PROGRAM AND/OR ASPIRE OR THEIR RESPECTIVE EMPLOYEES. UNLESS PROHIBITED BY LAW, THE PROGRAM AND ASPIRE SHALL NOT BE LIABLE FOR ANY ACTS, FAILURE TO PERFORM, ERRORS, OMISSIONS, REPRESENTATIONS, WARRANTIES, BREACHES, NEGLIGENCE, GROSS NEGLIGENCE OR WILLFUL MISCONDUCT OF ANY SUCH TRAVEL SUPPLIERS, INCLUDING, BUT NOT LIMITED TO, ANY PERSONAL INJURIES, DEATH, PROPERTY DAMAGE OR LOSS, INCONVENIENCE, LOSS OF ENJOYMENT, MENTAL DISTRESS OR OTHER SIMILAR MATTER, DELAYED DEPARTURE, MISSED CONNECTION, SUBSTITUTION OF SERVICES OR

ACCOMODATIONS, TERMINATION OF SERVICE, OR CHANGES IN FARES AND RATES, AND/OR CANCELLATION OR DOUBLE BOOKING OF RESERVATIONS BY THE TRAVEL SUPPLIER. THE PROGRAM AND ASPIRE DO NOT GUARANTEE OR INSURE THE PERFORMANCE OF SERVICES BY THE TRAVEL SUPPLIERS, THE FINANCIAL POSITION OF THE TRAVEL SUPPLIERS OR REIMBURSEMENT TO YOU FROM ANY LOSS EXPERIENCED AS A RESULT OF AN ACT OR OMISSION OF THE TRAVEL SUPPLIERS.

4. IN NO EVENT SHALL THE PROGRAM, ASPIRE, THE TRAVEL SUPPLIERS AND/OR THEIR AFFILIATES BE LIABLE FOR ANY DIRECT, INDIRECT, PUNITIVE, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES ARISING OUT OF, OR IN CONNECTION WITH, THE USE OF ANY INFORMATION, PRODUCTS, AND SERVICES OBTAINED FROM TRAVEL SERVICES THROUGH A WEBSITE, A CALL CENTER, OR OTHERWISE, WHETHER BASED ON CONTRACT, TORT, STRICT LIABILITY, OR OTHERWISE, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF DAMAGES. BECAUSE SOME STATES/JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, THE ABOVE LIMITATION MAY NOT APPLY TO YOU.
5. In those situations in which a Travel Supplier defaults prior to providing services, you may pursue any recourse against the Travel Supplier for refund, which may be permitted by law or statute.
6. Travel reservations are subject to the rules of the applicable Travel Supplier on your itinerary. A reservation is not complete until confirmed/ticketed. The passenger ticket(s) when issued, or electronic reservation shall constitute a contract between the Travel Supplier and the ticketed party. Some reservations cannot be cancelled or changed, other reservations may incur Travel Supplier fees to cancel or change.
7. You acknowledge the reward portion of your transaction will be paid for with loyalty points from the Program.
8. Charges in excess of the loyalty points from the Program will be charged to your payment card. If applicable, any fees or redemption associated charges from the Travel Supplier will appear on your monthly card statement.
9. Travel Supplier, the Program and/or Aspire each have the right to cancel the booking in the event of non-payment or payment dispute.
10. All refund requests may be initiated by calling the Travel Rewards Center 1-866-209-1201 and you must follow any instructions given to you to provide backup documentations or to return negotiable documents (i.e. redeemable certificates or vouchers, etc.) issued which must be returned prior to processing any refund. All refund claims must be made within 30 days after the scheduled departure date.
11. Because many different Travel Suppliers may be used for each aspect of travel (i.e., for hotel and car rentals), IF YOU WISH TO MAKE CANCELLATIONS OR CHANGES TO YOUR TRAVEL, YOU MUST MAKE SUCH REQUESTS FOR EACH ASPECT OF YOUR TRAVEL. For example, if you change your travel dates, that request will not result in any changes to your hotel dates. Neither the Program nor Aspire are responsible for any credit or voucher issued by any Travel Supplier.
12. If a payment card was used in conjunction or solely for a travel redemption and/or transaction, and a refund is processed to the payment card, the timing of when the funds will be available on your payment card account is dependent upon the individual financial institution which issued your payment card, and may take up to 1 to 2 billing cycles or up to 90 days.
13. All offers, prices, and conditions of sale may be subject to, change without notice, advance purchase, eligibility, seating, or other limitations, travel days, dates, minimum or maximum stays, holidays, seasons, blackout dates, stopovers, and/or waitlisting restrictions, reservation validation limitations of up to one year (if any extension permitted, penalties/restrictions may apply); and/or other conditions/restrictions.

General Travel Information.

1. At all times throughout your trip, a government issued photo ID is required for security checks at hotels and car rental locations and may be required for attractions and other products as deemed necessary by the relevant Travel Suppliers and must match the name on the reservation. In addition to the required government issued ID, proof of citizenship (Passport) is required for international travel (for countries outside of the United States) and may require a visa and satisfaction of health requirements. Passports for international travel must be valid for a period of at least six (6) months from the return date. Please note that it is your sole responsibility to ensure that you meet the passport, visa, and/or health requirements of the countries you wish to visit, including any layover or stopovers and return entry into the United States. Many countries require that your passport be valid for a minimum period from the date of arrival into that country. For any questions regarding what the applicable minimum period is and any other conditions or passport/visa requirements for travel, you should contact the corresponding local consulate of the countries to which you are travelling. Visa policies vary by country <http://www.travel.state.gov/content/visas/en.html> should be obtained prior to departure, and are the sole responsibility of the traveler.
2. The Program and Aspire do not have any special knowledge regarding (i) the suitability for disabled persons for any travel itinerary or (ii) unsafe conditions, health hazards, weather hazards, or climate extremes at locations to which you may travel.
3. For information concerning possible dangers at international destinations, we recommend contacting the Travel Advisory Section of the U.S. State Department at 202-647-5225 or <http://travel.state.gov>.
4. For medical information, we recommend contacting the Centers for Disease Control and Prevention at 800-232-4636. For foreign health requirements and dangers, go to <http://www.cdc.gov/travel>.
5. Minors under the age of 18 who are traveling alone or with only one parent may be required to have additional documentation.
6. If your itinerary involves an ultimate destination or stop in a country other than the country of departure, the provisions of a treaty known as the Warsaw Convention or the Montreal Convention, may be applicable to your entire trip, including any portion entirely within the country of origin or destination. These Conventions govern and may limit the liability of certain carriers for death of or personal injury to passengers and/or loss of or damage to baggage.
7. Special requests made to a Travel Supplier are requests only and cannot be guaranteed. Fees, taxes and charges may apply depending upon the service request.
8. Certain rate types do not permit credit for hotel or car loyalty programs.
9. When traveling with a minor and both parents/legal guardians are not traveling, it is strongly recommended to bring an original signed letter from the absent parent/legal guardian authorizing the minor to travel with you. This will expedite processing by the Department of Homeland Security.

Hotel Terms and Conditions:

1. Hotel rooms are PREPAID AND ARE NON-REFUNDABLE AND NON-CHANGEABLE unless permitted by the terms of the room/rate description. Hotel rooms must be booked at least twenty-four (24) hours prior to arrival. Hotel cancellation policies are displayed on the Program for each room type. Due to various hotel rules, date restrictions over high-demand periods, and other special circumstances, hotel cancellation terms are subject to change at any time prior to purchase. For more information on individual room types and amenities based on room type selections, please contact the hotel Travel Supplier directly.
2. No shows are non-refundable and will result in a total forfeiture of settlement and points and without credit due.

3. You must contact Aspire for all cancellation or modification requests. Cancellations or modifications handled by the hotel directly may result in no refund. Hotels can only be canceled in full, and not just a portion of the reservation. If you desire to shorten your length of stay, you will need to cancel the entire reservation and rebook a new reservation.
4. In the event of an involuntary cancellation due to weather, war, terrorism, epidemic outbreak, natural disaster, acts of civil unrest or other acts of God, cancellation fees may be waived at the discretion of the hotel.
5. Policies for children vary by hotel. Child benefits may be extended should a hotel offer them.
6. Any charges for incidentals that you incur while traveling are not included in your reservation rate and must be paid directly to the hotel. These include but are not limited to resort fees, hotel energy surcharges, parking fees, baby sitting, room service, telephone fees, internet usage fees, in-room movies, mini-bar charges, gratuities, and other incidentals. Please check with the hotel for additional information on incidental charges.
7. Special requests, such as bed type, smoking preferences or room amenities made to hotel properties are on a request only basis and cannot be guaranteed. Fees and charges may apply, depending on the service request.
8. At check-in, you must furnish a valid government-issued photo ID and a credit card for incidentals. Minimum age for booking a hotel is 18 years of age at time of stay, but some hotels have different age requirements for booking.
9. Reservations do not include services not specified in the reservation confirmation.
10. Travel Suppliers will attempt to notify guests of hotel renovation or refurbishment as reasonably soon as Travel Suppliers are notified by the hotel; however, we and the Travel Suppliers are not liable if the hotel has failed to notify Travel Suppliers in advance.
11. Due to hotel Travel Supplier policies applicable to certain preferred rates, your name may not be provided to the hotel Travel Supplier until 24 hours prior to your arrival.
12. Reservations are restricted to a maximum of 21 days. If you need stay for more than 21 days, you will need to make another reservation.
13. Reservations are restricted to a maximum of 330 days in advance. Your check-out date must be within the 330 days.
14. For additional hotel Travel Supplier policies, please visit: <http://developer.ean.com/terms/en/>.

Hotel Taxes and Fees for Non-Point Transactions:

1. In connection with facilitating your hotel transaction, the charge to your payment card will include a charge for Taxes and Fees. This charge includes an estimated amount to recover the amount paid to the hotel in connection with your reservation for taxes owed by the hotel including, without limitation, sales and use tax, occupancy tax, room tax, excise tax, value-added tax and/or other similar taxes. In certain locations, the tax amount may also include government imposed service fees or other fees not paid directly to the taxing authorities but required by law to be collected by the hotel.
2. The amount paid to the hotel in connection with your reservation for taxes may vary from the amount estimated and included in the charge to you. The balance of the charge for Taxes and Fees is a fee retained as part of the compensation for services and to cover the costs of processing your reservation. The charge for Taxes and Fees varies based on a number of factors including, without limitation, the amount paid to the hotel and the location of the hotel where you will be staying, and may include profit.
3. For transactions involving hotels located within certain jurisdictions, the charge to your payment card for Taxes and Fees includes a payment of tax required to be collected and remitted to the applicable jurisdiction for tax owed on amounts retained as compensation for services.

4. Please note that the Program, Aspire and the Travel Suppliers are unable to facilitate a refund of Canadian Goods and Services Tax ("GST") for passengers booking Canadian hotel accommodations.

Car Rental Terms and Conditions:

1. You must contact Aspire for all cancellation or modification requests and are subject to the applicable Travel Supplier's policies. Change or cancellation fees may apply.
2. Car rentals must be booked at least twenty-four (24) hours prior to rental. Cancellations or modifications handled by the rental car agency directly may result in no refund. Car rentals can only be canceled in full, and not just a portion of the reservation. If desiring to shorten or extend your length of rental, you will need to cancel the existing reservation and book a new reservation.
3. A valid driver's license and credit card is required at the time of pick-up of the vehicle. The driver's license and credit card must be in the name of the individual that reserved the vehicle for his/her use. Debit cards may not be accepted by a car rental company.
4. Advance purchase rental rates in the United States usually include unlimited mileage, and most taxes and fees although some local taxes/fees may be collected at the counter by the car rental agency. Car rental rates outside of the United States may not include unlimited mileage, taxes and fees and these will be determined by the car rental agency and must be paid directly to the car rental agency.
5. Charges for optional services such as insurance waivers, fuel, additional or underage drivers, and special equipment charges, are not included in your rental and must be paid directly to the car rental agency.
6. Program, Aspire and the Travel Suppliers do not guarantee a specific make, model or color of vehicle no matter what vehicle is reserved.
7. Geographic and cross border restrictions may apply. One way rentals may not be permitted by all Travel Suppliers.
8. No shows are non-refundable and will result in a total forfeiture of settlement and points and without credit due.
9. Cancellation fees, rental terms, and any additional fees are subject to change without notice and may vary by location.
10. Rental rates are based on 24 hour periods and may be subject to additional fees depending on time of return, including but not limited to hourly rental charges which will be billed directly to you by the car rental company.
11. Personal accident insurance, liability insurance and loss damage waiver are not included in your rental, but may be available for an additional charge, and must be paid directly to the rental car company.
12. For domestic rentals, renters must be 25 years of age and have a valid driver's license, major credit card and good driving record. Rentals outside of the US may require an international driver's license or compliance with other local requirements.
13. Car rental redemptions may not be available for all locations and destinations.
14. Special requests made to car rental companies are on a request only basis and cannot be guaranteed.
15. Car rental companies reserve the right to deny rental for any reason, including, due to past driving record.
16. Reservations are restricted to a maximum of 20 consecutive days.
17. Advance reservations are restricted to a maximum of 330 days, your return date must be within the 330 days.

Activity Terms and Conditions:

1. All activities are completely NON-REFUNDABLE once booked unless canceled by the activity Travel Supplier. Activities must be booked at least twenty-four (24) hours prior to activity commencement.
2. Activity vouchers (when provided) should be printed and provided to the activity provider when used.
3. No shows are non-refundable and will result in a total forfeiture of settlement and points and without credit due.
4. Activity Travel Supplier reserves the right to change, cancel, or modify the date, length, or inclusions of activity booked without notice. You should reconfirm the activity booked at least 72 hours prior to the activity date.
5. Advance bookings are restricted to a maximum of 180 days.
6. Some activities may require fuel surcharges and other fees depending on the activity selected. These fees are payable directly to the Travel Supplier at the time of check-in.
7. Some activities may have age, physical capabilities or other restrictions.
8. Pick up locations for some activities may be subject to limitations.
9. Information on fuel surcharges and other fees that are associated with an activity can be found in the activity detail section for the specific activity.
10. Prices do not include gratuities.
11. Surcharges and other fees required by the Travel Supplier are subject to change.

Cruises Terms and Conditions:

1. Rates quoted are per person/double occupancy unless specified otherwise. Cruises must be booked at least seven (7) days prior to cruise departure. Upgrades must be requested at time of booking. Pre-payment of tips is not a service offered at this time.
2. The passenger's ticket may not be assigned, sold or otherwise transferred by the passenger or any other person. Among other things, this means that the passenger cannot sell or transfer the ticket to someone else, and the cruise line shall not be liable to the passenger or any other person in possession of a ticket for honoring or refunding such ticket when presented by such other person.
3. Cruise line cancellation policies vary, based on the type of cruise, length of cruise and time of year. Please refer to the individual cruise line website for additional information, frequently asked questions (FAQs) and full terms and conditions and cancellation policies. A list of cruise line websites is located below.
4. A valid passport (with appropriate expiration date, visa, and other requirements) is required at the time of disembarkation for each passenger. It is the responsibility of the passenger to ensure they have the proper identification, passport, visa and all other valid documentation available. Please check with your embassy or consulate for updated information.
5. If you cancel your reservation after a specific date, you may be subject to cancellation charges. The cancellation time period and any associated charges are dependent upon the cruise line.
6. The cruise line 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 the cruise line's sole discretion, to both existing and new bookings. This varies based upon the cruise line company. You will be responsible for paying this supplemental charge directly to the cruise line.
7. Rules and restrictions apply for promotional rates. Promotional rates may require specific documentation be provided in order to qualify for the promotional rate. Please review the requirements and provide all documentation required within the specified time to avoid cancellation of your booking and forfeiture of your deposit.

8. Some cruises have a minimum age requirement. Please review age requirements for the selected cruise.. Anyone traveling that does not meet the minimum age requirements will be denied boarding and will forfeit all fees.
9. Military promotions may be available to members of the United States Military and Canadian Department of National Defense. Please contact the applicable cruise line for Military Terms & Conditions for eligibility and documentation requirements and the timeline for submitting the required documentation.
10. Reservations are restricted to one cabin per redemption. If you require more than one cabin, you will need to make another redemption.
11. Reservations are restricted to a maximum 24 months in advance. Your cruise return date must be within the 24 month period.
12. List of Cruise lines and important links:

Azamara Cruise

[Azamara Cruise](#)
[Azamara Cruise Ticket Contract](#)

Carnival Cruises

[Carnival Cruise](#)
[Carnival Cruises Frequently Asked Questions](#)
[Carnival Cruise Ticket Contract Terms & Cancellation/Itinerary Change Policy](#)

Celebrity

[Celebrity Cruises](#)
[Celebrity Cruises Frequently Asked Questions](#)
[Celebrity Cruises Cancellation Policy](#)

Cunard

[Cunard](#)
[Cunard Frequently Asked Questions](#)
[Cunard Passage Contract & Cancellation Policy](#)

Disney

[Disney Cruise Line](#)
[Disney Contracts, Terms & Safety](#)
[Disney Frequently Asked Questions](#)

Holland America Cruises

[Holland America](#)
[Holland America Frequently Asked Questions](#)
[Holland America Cancellations](#)

MSC Cruises

MSC [Passenger Bill of Rights](#)
MSC [Terms and Conditions](#)

Norwegian

[Norwegian Cruise Line](#)
[NCL Guest Ticket Contract & Cancellation Policy](#)

Oceania Cruises

[Oceania Cruises](#)
[Oceania Cruises Frequently Asked Questions](#)
[Oceania Cruises Guest Ticket Contract & Terms and Conditions](#)

Princess

[Princess Cruises](#)
[Princess Frequently Asked Questions](#)
[Princess Passage Contract & Cancellation Policy](#)

Royal Caribbean

[Royal Caribbean](#)

[Royal Caribbean Frequently Asked Questions](#)

Seabourn

[Seabourn](#)

[Seabourn Frequently Asked Questions](#)

Silversea

[Silversea](#)

[Silversea Passage Contract & Cancellation](#)

[Policy](#)

Destination Taxes

Airport departure or entry taxes may not be included in ticket taxes. The traveler should be prepared to pay these taxes in cash, local currency, on location.

Disclaimers and Limitation of Liability

The Program and Aspire act only as an agent for the passenger in regards to booking travel, whether by automobile, ship, or any other conveyance, and assumes no liability for injury, damage, loss, accident, delay or irregularity which may be caused due to a defect in any vehicle, acts of God, war, riots, or by any company or person involved in conveying the passenger or in carrying out arrangements of the tour. We do not accept any responsibility for losses or additional expenses due to delay or changes in schedules or other causes, such as strikes. All such losses will be the responsibility of the passenger. We reserve the right to make minor adjustments in the passenger's travel itinerary and to cancel any trip prior to departure. In the event of trip cancellation, a full refund will constitute a full settlement of all liability. We are not responsible for any lost or damaged luggage before, during or after travel. The issuance of vouchers or tickets shall be deemed to be your consent to the above terms. All rates published in any venue are based on exchange rates and tariffs and are subject to change. All taxes, gratuities and portage charges are subject to deletions, additions or changes without notice. These items are not under our control since changes in government regulations and labor agreements cannot always be anticipated. We are not responsible for any changes initiated by the passenger after departure. We are not responsible for any errors and/or omissions in the advertising of any travel components or activities. We will not be liable for any loss or damage caused by the acts or omissions of any third party in connection with the services provided hereunder.

THE PROGRAM, ASPIRE AND THEIR AFFILIATES DO NOT GUARANTEE THE ACCURACY OF, AND DISCLAIM LIABILITY FOR INACCURACIES RELATING TO, THE INFORMATION AND DESCRIPTION PROVIDED FOR HOTEL, CRUISE, CAR AND OTHER TRAVEL PRODUCTS (INCLUDING, WITHOUT LIMITATION, PHOTOGRAPHS, LOGOS/ICONS, LISTS OF HOTEL AMENITIES, GENERAL PRODUCT DESCRIPTIONS, ETC.), WHICH INFORMATION IS PROVIDED BY THE RESPECTIVE TRAVEL SUPPLIERS. HOTEL RATINGS ARE INTENDED AS ONLY GENERAL GUIDELINES.

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Customer Release and Indemnification

You hereby release, and agree to defend and indemnify, the Program, Aspire and our affiliates, and/or suppliers of the foregoing, and any of the officers, directors, employees and agents of the foregoing from and against any claims, causes of action, demands, recoveries, losses, damages, fines, penalties or other costs or expenses of any kind or nature including, but not limited to, reasonable legal and accounting fees, brought by:

(A) you or on your behalf in excess of the liability described above; or

(B) by third parties as a result of:

1. your breach of these Terms;
2. your violation of any law or the rights of a third party; or
3. your use of this Site.

Acceptable Use

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1. access, monitor or copy any content or information of this Site using any robot, spider, scraper or other automated means or any manual process for any purpose without our express written permission;
2. violate the restrictions in any robot exclusion headers on this Site or bypass or circumvent other measures employed to prevent or limit access to this Site;
3. take any action that imposes, or may impose, in our discretion, an unreasonable or disproportionately large load on the Site infrastructure; or
4. deep-link to any portion of this Site (including, without limitation, the purchase path for any travel services) for any purpose without our express written permission.

You may only use this Site to make legitimate reservations, purchases or requests to purchase the products or services offered (each, a "Request") and shall not use this Site to make any speculative, false or fraudulent Requests or any Requests in anticipation of demand. You represent that you are of sufficient legal age to create binding legal obligations for any liability you may incur as a result of your use of this Site. You agree to promptly update your information in order to keep your information current, complete and accurate. It is a violation of law to place a Request in a false name or with an invalid method of payment. Please be aware that even if you do not give us your real name, your web browser transmits a unique Internet address to us that can be used by law enforcement officials to identify you. Fraudulent users will be prosecuted to the fullest extent of the law.

Links to Third-Party Sites

This Site may contain hyperlinks to websites operated by third party parties. Such hyperlinks are provided for your reference only. We do not control such websites and are not responsible for their contents or your use of them. Our inclusion of hyperlinks to such websites does not imply any endorsement of the material on such websites or any association with their operators.

No Unlawful or Prohibited Use

As a condition of your use of this Site, you warrant that you will not use this Site for any purpose that is unlawful or prohibited by the Terms and any other terms, conditions and notices.

Modification of these Terms and Conditions

We reserve the right to change the terms, conditions, and notices under which this Site is offered, at any time, without notice. We reserve the right, in our sole discretion, and without liability, to terminate your access to all or part of the Site, with or without notice, for any reason or no reason.

Personal Information

We seek to use reasonable organizational, technical, and administrative measures to protect your personal information. Unfortunately, no data transmission or storage system can be guaranteed to be 100% secure. If you have reason to believe that your interaction with us is no longer secure (for example, if you feel that the security of your account has been compromised), please immediately notify Aspire at 1-866-209-1201.

SELLER OF TRAVEL INFORMATION.

Aspire Loyalty Travel Solutions complies with the laws in the states that require registration in order for an agency to sell or offer to sell travel services:

California* (2122200-50)

Florida (ST39969)

Iowa (1253)

Washington (603527613)

*Registration as a seller of travel does not constitute approval by the State of California. Aspire is not a participant in the California Travel Consumer Restitution Fund.

Governing Law

These Terms and any action or proceeding relating to these Terms or any activity arising from the use of the Program and/or Site, whether whether in contract or tort, law or equity, shall be governed by, construed and enforced in accordance with the laws of the State of Delaware, USA as they are applied to agreements entered into and to be performed entirely within such state.

Privacy Policy

As user of the Site, you are in control of all your travel-planning. We know you want to remain in control of your personal information, as well.

The Program and Aspire are committed to protecting your personal information. This Privacy Policy (the "Policy") explains how personal information you provide to the Site is collected and used, as well as offline when communicating with our call center operators. This Policy does not cover Travel Suppliers, third party providers, distributors, or suppliers, which may or may not be subject to their own privacy policies.

You should read this Policy before you submit any personal information to us. By using the Site, you consent to the collection and use of your personal information as outlined in this Policy. If you do not agree with the content of this Policy, you should refrain from using the Site.

Personal Information We Collect and How it is Used

In General. We may collect and store any personal information you enter on the Site or provide to us in some other manner. Personal information is data that identifies you, and includes (but is not limited to) your name, business or personal email address, physical address, direct telephone number. You are not obligated to provide us with any personal information, unless or until you choose to purchase a reservation or engage in other transactions on the Site. We strive to limit the type of personal information that we collect to information that helps us accomplish our goal of providing a high level of service for the benefit of our existing and prospective customers.

Purchases. In order to purchase travel and related services through the Site, you may provide us with certain personal information such as your name, your credit card number and expiration date, your credit card billing address, your telephone number, your e-mail address and the name or names of the person(s) traveling (if not you). We may also ask you for other personal information, such as your frequent traveler numbers. We require this information so that we can process, fulfill and confirm your reservations and transactions and keep you informed of each transaction's status. If you are making a reservation for one or more travelers other than yourself, you will need to make sure that each of these other travelers agrees, in advance, that you may disclose their personal information to us. For your convenience, we make certain information about your reservation available to you or other persons authorized by you to receive such information. For example, if you forget your flight number, you or another person authorized by you may retrieve that information from us after providing information sufficient to confirm your identity or that such other person is authorized by you to receive that information.

Information Collected Automatically. When you visit the Site, we automatically log generic information about your computer and your computer's connection to the Internet. This information may consist of things such as device information, IP address, operating system and browser software information, and the activities conducted by the user while on the Site. An IP address is a number that allows computers attached to the Internet, such as our web servers, to know where to send data back to the user, such as the pages of the Website the user wishes to view. We collect this information because it helps us analyze such things as what items visitors are likely to click on most, the way visitors are clicking through the site, how many visitors are surfing to various pages on the site, how long visitors to the site are staying and how often they are visiting. It also helps us diagnose problems with our servers and lets us better administer our systems. It is possible to determine from an IP address a visitor's Internet Service Provider (ISP) and the approximate geographic location of his or her point of connectivity. We may also use some of this information, such as the pages you visited on our site, to send you e-mail messages focused on destinations that you may be interested in, unless you had previously opted out of receiving such messages. We also use session data to help prevent fraud or unauthorized use of our site.

Use of cookies. Cookies are pieces of information, usually a small text file that a site transfers to your computer's hard drive and resides there for record keeping purposes. Cookies can make the Web more useful by storing information about your preferences on a particular site. Cookies are only read by the server that placed them, and are unable to do such things as run programs on your computer, plant viruses or harvest your personal information. The use of cookies is an industry standard and very common on the Internet. Cookies allow us to serve you better and more efficiently by retrieving information previously entered by the user, such as e-mail addresses and zip codes thereby personalizing your experience at the Website. Cookies in and of themselves do not personally identify users, although they do identify a user's computer.

The blocking of Website cookies may disable certain features on the Website and may make it impossible to purchase or use certain services available on the Website. Please note that it is possible to block cookie activity from certain web sites while permitting cookies from sites you trust.

Disclosure of Personal Information

When you reserve or purchase travel services through the Site, we provide to the hotel, car-rental agency, travel agency or other involved third party provider, distributor, or supplier only that portion of your personal information that is needed for the successful fulfillment of your travel arrangements. We book most of our travel services through the GDS (Global Distribution System), and in doing so must provide certain of your personal information to them (as we would with any other GDS we now use or may use in the future). We use non-personally identifiable information in aggregate form to build higher quality, more useful online services by performing statistical analyses of the collective characteristics and behavior of our customers and visitors, and by measuring demographics and interests regarding specific areas of our site. We may provide anonymous statistical information based on this data to suppliers, advertisers, affiliates and other current and potential business partners. We may also use such aggregate data to inform these third parties as to the number of people who have seen and clicked on links to their web sites. Occasionally, the travel provider will hire a third party to act on our behalf for projects such as market-research surveys and contest-entry processing, or, generally, to process personal information on our behalf. When we do so, the travel provider requires that these third parties implement adequate technological and organizational security measures before they can receive any personal information from us. In such cases, the travel provider will provide information to these third parties specifically for use in connection with these projects. The information we provide to such third parties is protected by a confidentiality agreement and is to be used solely for completing the specific project.

We may also share your personal information with other companies or individuals in the following instances:

- In response to subpoenas, court orders, or other legal process; to establish or exercise our legal rights; to defend against legal claims; or as otherwise required by law. In such cases we reserve the right to raise or waive any legal objection or right available to us.
- When we believe it is appropriate to investigate, prevent, or take action regarding illegal or suspected illegal activities; to protect and defend the rights, property, or safety of the travel provider, our customers, or others; and in connection with our Terms and Conditions and other agreements.
- In connection with a corporate transaction, such as a divestiture, merger, consolidation, or asset sale, or in the unlikely event of bankruptcy.

International Transfers of Personal Information

The Site is operated in the United States and, depending on your country of residence, the submission of personal information to the Site may involve some transfer of personal information to the United States. You should be aware that privacy laws in the United States may not provide protections equivalent to those of your country of residence. We have taken steps to ensure that appropriate levels of protection necessary to maintain the security and quality of your personal information are in place and that any transferred data is processed only in accordance with this Policy.

