

CONDITIONS OF PARTICIPATIONS

AMADEUS CRUISER CLUB

1) APPLICATION FOR MEMBERSHIP

The AMADEUS CRUISER CLUB is a bonus programme for customers of Lüftner Cruises and is therefore subject to the company's general terms and conditions of business. Anyone over 18 who has been on at least one river cruise aboard one of the AMADEUS fleet of vessels in the last 36 months may join the AMADEUS CRUISER CLUB. If you satisfy this requirement you can submit your application for membership to us in writing: Just return the application card (obtainable on all AMADEUS vessels and as an insert in the AMADEUS magazine) by post or fax, or apply using our online form on www.lueftner-cruises.com/club. In the case of two people who live together and would like to join the AMADEUS CRUISER CLUB, only one application form has to be filled in (in both their names) and submitted. After the membership application has come in and been checked, you will receive your membership card by mail. All the AMADEUS CRUISER CLUB benefits and services apply as soon as we have approved your application. There is no charge for joining and being a member of the AMADEUS CRUISER CLUB.

2) BONUS PROGRAMME AND MEMBERSHIP STATUS

Anyone who has already been on a river cruise on one of the AMADEUS fleet is entitled to join the AMADEUS CRUISER CLUB as an "AMADEUS" member. In addition, anyone who has taken already three or more AMADEUS river cruises becomes eligible to the membership status "AMADEUS STAR MEMBER". Anyone who has taken already seven or more AMADEUS river cruises becomes eligible to the membership status "AMADEUS GOLD MEMBER":

a.) AMADEUS membership

(eligible after the 1st cruise) involves:

- Welcome Bonus of €30 per person*
- Annual Bonus of €30 per person**
- Invitation to the exclusive ACC Cocktail Party with your cruise director

b.) AMADEUS STAR membership

(eligible after the 3rd cruise) involves:

- Welcome Bonus of €50 per person*
- Annual Bonus of €50 per person**
- Invitation to the exclusive ACC Cocktail Party with your cruise director
- Free cabin upgrade to the next category***
- Invitation to the Captain's Table during the Captain's Gala Dinner

c.) AMADEUS GOLD membership

(eligible after the 7th cruise) involves:

- Welcome Bonus of €100 per person*
- Annual Bonus of €100 per person**
- Invitation to the exclusive ACC Cocktail Party with your cruise director
- Free cabin upgrade to the next category***
- Invitation to the Captain's Table during the Captain's Gala Dinner
- Free Spa treatment (1 hour) on board
- Invitation to exclusive AMADEUS events

* Welcome Bonus: can only be used as credit on board; valid for 5 years from date of issue

** Annual bonus: can only be used as credit on board; valid for 1 year from date of issue

*** Subject to availability at commencement of journey

The exclusive services for club members are not transferable and cannot be redeemed for cash. The cabin upgrade for AMADEUS STAR and GOLD MEMBERS is dependent on the availability of cabins on the river cruise concerned and can only be granted if a cabin in a higher price category becomes available on that vessel at the time of boarding. So Lüftner Cruises does not guarantee that an upgrade is always possible.

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3) ENDING THE MEMBERSHIP / CHANGE TO THE CONDITIONS OF PARTICIPATION

Lüftner Cruises reserves the right to change the conditions for joining the club. If such changes take place, you are free to end your membership over the telephone or by giving notice to terminate it in writing. Apart from that you are anyway entitled to terminate your membership at any time. The right to give notice to terminate for a compelling reason remains unaffected. Lüftner Cruises, in particular, has the right to terminate the membership forthwith if there has been a serious breach of the membership conditions on the part of the customer. If that happens, the validity of the membership ceases immediately. At any time Lüftner Cruises has the right to terminate the membership by giving 4 weeks' notice to the end of the month.

4) DATA PROTECTION

Lüftner Cruises obtains, processes and applies your personal data for the purposes of your membership of the AMADEUS CRUISER CLUB. That involves, among other points, sending you details to the AMADEUS CRUISER CLUB and information on our AMADEUS products, administering your membership and the bonuses associated with it, contacting you on all questions relating to your club membership, and making you aware of special club offers. For this we need your surname, first name, address and your current E-Mail address (compulsory information); membership without these items of information is not possible. We request that you tell us immediately of any changes to your name and/or address; we would also be pleased to have amplifying details such as your tele-phone or fax number, or your date of birth (voluntary information). You may, at any time, revoke your consent in relation to the items of information you have volunteered to give.

Lüftner Cruises will not pass any of this information on to third parties. Excepted from that is passing the compulsory information on to service providers acting as our vicarious agents to allow them, for instance, to send out letters and make online offers on our behalf. If you are taking a cruise with Lüftner Cruises, then all the items of information needed to specify your membership - such as the date of the cruise, its itinerary and price - will be captured and saved along with your personal data. When your membership ends, your personal details will be deleted from the AMADEUS CRUISER CLUB register just as soon as they are no longer needed for administrative purposes. Please contact Lüftner Cruises directly if you have any questions regarding the law on data protection.

Conditions of Participations are valid from 01.01.2019.