

GROUPS

Sharing the discoveries offered by travel enriches any trip—especially when the trip is a luxury cruise aboard the m/s *Paul Gauguin*. When your clients organize a Group for a cruise with Paul Gauguin Cruises, they'll qualify for 5% savings, and between 10-15% on select sailings. That's *on top* of 50% savings off standard all-inclusive fares on all voyages *plus* included roundtrip airfare from Los Angeles.

Plus, all Groups earn a 1-for-9 Tour Conductor (TC) credit. That means the 10th guest sails FREE! You can keep the TC credit for yourself or pass the savings directly to your clients.



This brochure details terms and conditions for Groups. Please contact your regional Director of Sales for additional information.

Paul Gauguin
CRUISES

Group Savings

Standard Group savings are 5%-15% off the cruise-only fare. Paul Gauguin Society savings of 5% or more off final cruise fares also apply for past guests of Paul Gauguin Cruises. Group rates are guaranteed from the first booking up to the date of sailing. Third guest under 17 years of age sails free, guests 18 and older pay \$125 per night.

Number of Groups

To ensure the success of filling Group allocations and earning Tour Conductor (TC) Credits, PGC suggests limiting Group promotions to one Group per quarter (excluding back-to-back cruises).

Tour Conductor Credits

The earned TC value is calculated based on the average net cruise-only fare (after air allowance, discounts, and commission). You may apply the credit value to a booking, or it may be kept as commission. Unless otherwise noted, Groups will earn credit after nine full-fare guests, meaning the value is applied to the tenth guest. Only the first two passengers apply to passenger counts; when charged 200%, singles count as two. The TC credit is in lieu of a free cruise or tour travel. Unless otherwise noted, a maximum of 4 TC credits may be earned per sailing.

Sample Calculation

30 Air/Sea Passengers at \$5,795 Per Person Double Occupancy	\$173,850
Less Air Allowance of \$1,600 Per Person (\$1,600 x 30)	-48,000
SUBTOTAL	\$125,850
Less 10% Agency Commission (IATA or CLIA registered agents only)	-\$12,585
NET CRUISE-ONLY FARE	\$113,265
Divided by 30 passengers = average net cruise-only fare per passenger	\$3,775.50
1:9 Ratio with 30 passengers = 3 TC Credits earned	\$11,326.50

Stateroom Allocation

All staterooms sold are subject to availability at the time of booking. Allocation identified on the Group agreement is a projection of sales by the Group promoter. Space is guaranteed only by deposit. Certain stateroom categories may be ineligible for Group discounts. Allocation is based on double occupancy. Triples are capacity controlled and subject to availability in select staterooms. Stateroom assignment is provided at time of confirmation/deposit.

Group Dining Information

L' ETOILE • 6:30–9:00 pm (maximum capacity 204)

Reservations accepted only for Groups from 6:30 pm until 8:30 pm. We can accommodate guests at tables for:

- 2 x 22 tables
- 4 x 12 tables
- 6 x 8 tables
- 8 x 8 tables
- 10 x 1 table

LA VERANDA • 6:30–8:30 pm (maximum capacity 70)

At La Veranda, we are pleased to accept reservations for Groups, seating a maximum of 15 Group members at a time, every 15 to 30 minutes, from 6:30 pm until 8:00 pm. We are unable to accommodate more than 6 guests per table, at a maximum of 6 tables. La Veranda can accommodate Groups of 50 to 70 guests at a time, if the Group accepts a fixed menu. (Please note: a fixed menu cannot be offered to Groups numbering fewer than 40.) If the group prefers to keep the original a la carte menu, groups will be split into small parties, seating a maximum of 15 guests every 15 to 30 minutes.

In order to maximize the dining experience for all our guests, we limit Group seating to 15 at a time.

LE GRILL • 6:30–8:30 pm (maximum capacity 50)

Le Grill offers a wonderful dining alternative and can accommodate a Group of 40 to 50 guests at a time, if the Group will accept a fixed menu. (Please note: A fixed menu cannot be offered for groups numbering fewer than 40).

If your Group prefers the original Le Grill menu, they will be split into small parties, seating a maximum of 10 guests every 15 to 30 minutes. In order to maximize the dining experience for all our guests, we limit Group seating to 10 per seating.

Air/Sea Program

The Air/Sea program aboard the m/s *Paul Gauguin* is based on economy class service. Airline tickets must be issued in the traveler's name as it appears on his or her passport. Passports must be valid for 6 months beyond the final date of travel. PGC reserves the right to change air flights or complimentary hotel overnights. PGC also reserves the right to select the carrier, routing, departure airport, and class of service on Air/Sea packages. Preliminary flight schedules will be available 120 days prior to departure. Final flight schedule will be included with final cruise documents. Airline seat assignments may be requested through Paul Gauguin Cruises, however, seats cannot be guaranteed and are subject to change under the terms of air carrier. Please contact Paul Gauguin Cruises to add Air Tahiti Nui frequent flyer numbers to air records as well as Global Entry Membership Numbers. At time of final payment, 90 days prior to sailing, all air records must be finalized with: traveler's name as it appears on his or her passport, date of birth, and gender. Our Air/Sea program requires that we issue airline tickets 75 days prior to the travel date. If PGC does not have this information at the time of final payment (90 days before departure), guests could be liable for obtaining their own flight arrangements and subsequently be responsible for the cost of their air travel.

Air Deviations

Requests for air deviations/custom air should be submitted by fax to our Air/Sea department no later than 90 days prior to sailing. If request requires a different air carrier, routing, or class of service, any additional air cost will be the responsibility of the guest. When deviating from our standard Air/Sea program, guest will forfeit any transfers, hospitality services, and overnight stays that may be included in the standard Air/Sea or land programs. A \$100 per-person non-refundable administrative fee will be assessed for air deviations/custom air requests. This fee will be added to the cruise booking; guests will also be responsible for payment of any air differential fees as a result of the request.

Deposit, Final Payment, Cancellation

Standard policies apply as outlined in your Group agreement and following the timeline in the right-hand column of this page for the Group Promoter checklist.

Credit Card Payments

Credit cards are processed through the PG Cruise Line Ltd Euro-Zone credit-card processor. Please be advised that some impose a "Foreign Transaction Fee" on credit-card transactions processed outside the U.S., even if the transaction is denominated in U.S. dollars. This is a fee imposed by the card-issuing bank and is solely for its benefit. Paul Gauguin Cruises derives no benefit, monetary or otherwise, from the assessment of these fees.

Overcharges are allowed on a limited basis and must receive prior approval by Paul Gauguin Cruises when entering into a Group agreement.

- All overcharges are subject to a 3% finance charge by PGC.
- The maximum overcharge allowed per booking is \$200 per person, unless otherwise approved by PGC.
- Travel Agent is required to sign PGC's overcharge acknowledgement form and agrees to accept full responsibility to reimburse Paul Gauguin Cruises fully for any overcharges in the event a credit-card dispute is filed by the cardholder.
- Overcharges will be paid to the Travel Agency at the time commission payments are processed.
- The 3% finance fee is to be charged on the full amount of the overpayment and applies to all booking types, Group and FIT. Any overcharge for any reason is subject to the 3% finance fee.

Final Documents

Final cruise documents will be released 30 days prior to sailing if final payment has been received on all Group bookings and if the required guest information has been received on all bookings. For Groups outside the U.S. and Canada and for bookings made within 30 days of sailing, guests will only have the option of electronic documents. A \$15 per-booking processing fee will apply to requests for paper documents within 30 days of sailing. Additional fees may apply for express mail or requests for expedited early documents.

Rebating

Paul Gauguin Cruises is committed to maintaining the integrity of rates for its cruises. To ensure that rebating is not occurring, the company has implemented a formal policy.

Paul Gauguin Cruises Travel Protection Plan

We want to ensure that your Paul Gauguin Cruise vacation is exceptional. We recommend an Allianz Global Assistance Travel Protection Plan to **our U.S. guests** to help protect your travel investment, your belongings and most importantly, you! For more information on the the Allianz Global Assistance Travel Protection Plan, please visit: www.allianzworldwidepartners.com.

GROUP PROMOTER CHECK-LIST

- ❑ **PGC DOES NOT GUARANTEE SPACE WITHOUT A NAME AND A DEPOSIT**—A deposit of 25% of the per-person fare is required within 72 hours of booking to confirm a reservation. Please be prepared to provide names as they appear in the passport and date of birth for each guest at time of deposit.
- ❑ **ONCE YOU HAVE MADE A DEPOSIT, PLEASE REVIEW THE INVOICE FOR ACCURACY**—Verify that the spelling of all names and the bedding type noted for the stateroom are correct and that the commission rate is accurate.
- ❑ **FLIGHT CONFIRMATIONS**—Flights are booked within 48 hours of deposit (if inside 300 days and schedules are published). At time of deposit, all air records must be finalized with: traveler's name as it appears on his or her passport, date of birth and gender. PGC Air/Sea program includes all transfers and dayroom accommodations when applicable. If dayroom accommodations are required, PGC will attempt to keep all group members together at the same hotel, but is unable to guarantee due to the limited number of transient rooms available at the various properties.
- ❑ **PURCHASE A TRAVEL PROTECTION PLAN THROUGH ALLIANZ GLOBAL ASSISTANCE**
We recommend an Allianz Global Assistance Travel Protection Plan to our U.S. guests to help protect your travel investment, your belongings and most importantly, you! For more information on the Allianz Global Assistance Travel Protection Plan, please visit: www.allianzworldwidepartners.com
- ❑ **CANCELLATION POLICY**—Outside 121 days, \$100 per-person administrative fee; 120-91 days, 25% of full fare, per person; 90-61 days, 50% of full fare, per person; 60-31 days, 75% of full fare, per person; and 30 days or less, 100% penalty.
- ❑ **90 DAYS PRIOR TO DEPARTURE**
 - Guest Information must be completed. Missing information may result in delayed documents.
 - Final payment is due. It is important to note that airline tickets will not be issued, and in fact may cancel, if final payment is delayed.
- ❑ **60 DAYS PRIOR TO DEPARTURE**
 - All special Group requests must be submitted. Butler forms for category B and higher must be submitted.
 - Any alternate addresses for documents need to be requested by this time. Please let us know if you prefer electronic documents.
 - Shore excursions are available to pre-reserve.
- ❑ **30 DAYS PRIOR TO DEPARTURE**
 - Documents will be sent in Group batch to you. It is important to note that non-revenue, reduced-rate, and some international accounts will receive e-documents.
 - TC calculated and added as commission unless prior arrangements have been made.
- ❑ **CREDIT CARD PAYMENTS**—Credit cards are processed through the PG Cruises Line Ltd Euro-Zone credit-card processor. Please be advised that some Visa and MasterCard issuing banks impose a "Foreign Transaction Fee" on credit card transactions processed outside of the U.S., even if the transaction is denominated in U.S. dollars. This is a fee imposed by the card-issuing bank and is solely for their benefit. Paul Gauguin Cruises derives no benefit, monetary or otherwise, from the assessment of these fees.
- ❑ **PROMOTE**—Use the assets we've provided in our Travel Advisor Center (pgcruises.com/tacenter) to promote your sailing!

Promotional Assistance

Looking for creative assets to assist in the promotion of Paul Gauguin Cruises?

Download images, logos, deck plans, flyers, and email templates—or order inventory, on our online Travel Advisor Center. All files on the site are for the promotion of Paul Gauguin Cruises only, and by using any of these assets, you agree to those terms. Simply register using your IATA information at pgcruises.com/tacenter.

No public advertising of discounted rates below the lowest Paul Gauguin Cruises published rate is permitted.

Paul Gauguin Cruises Group Services will be pleased to assist with the arrangement of meeting space, Group dining, and other special requests you may have along the way. Please consult with your Group Coordinator.

Please contact your regional Director of Sales for more information or to set up a Group.

To contact our Groups Department, email
pgcgroups@pgcruises.com or call **877-495-0859**

