



CRUISECO PTY LTD. STATEMENT OF BUSINESS PRACTICE

CruiseCo Pty. Ltd. is the provider of cruise holidays to the public through our member travel agencies.

Many of these holidays are uniquely designed and require us to charter ships or divert ships from their planned itinerary. Even when we are not chartering ships we often take large blocks of cabins on cruises so that our member travel agencies have enough cabins for their passengers.

This requires us to place large and irrevocable payments with cruise lines and other travel suppliers.

Our normal marketing policy - which changes from time to time - is to offer an 'Earlybird' discount to passengers to encourage them to book early. This discount is steadily reduced and/or eliminated up to the time of sailing. This process happens on more than 80% of the holidays that we offer.

Occasionally, we have late cancellations or we still have a small amount of cabins left close to the time of sailing. As we are irrevocably committed to pay for these cabins, regardless of whether they are occupied or not, it is sometimes necessary for us to offer last minute discounts that may or may not be more than the discount offered at the time of initially offering the holiday.

This promotional procedure is not specific to CruiseCo holidays and is normal for most travel providers in the cruise, airline and accommodation industries where the massive cost of infrastructure requires very high utilisation.

All of our agencies are obligated under our agreement to draw to your attention that you have every right to book your holiday early, secure a fair rate and the cabin of your choice. You equally have the right to wait and see if a larger discount is offered later, although this only happens in less than 20% of our holidays and is always restricted in cabin types and locations. If possible, but without obligation, it is our policy to only offer last minute discounts in the least attractive of cabins in each meta-category (inside/outside/balcony). None of our member agencies are authorised to give an opinion as to whether a later or larger discount will or may be offered.

We recommend early booking so that you have broader access to the cabin of your choice and are able to look forward to your cruise holiday with confidence and anticipation. You must understand, however, that this fixes the price and value of your holiday and that no later price or value change (increase or decrease) will be afforded to you. This excludes situations where significant fluctuations in foreign currencies may affect the overall cost of your cruise holiday, if the cruise or other services are purchased in currencies other than Australian dollars.

If this statement is not clear, please ask your travel agent for further clarification.