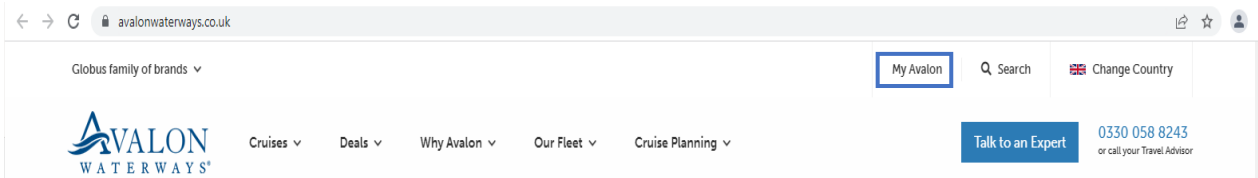


MyAvalon

Now that you have booked your cruise, it is time to start using MyAvalon!

1. First you must create a MyAvalon account. You can do this by going onto www.avalonwaterways.co.uk, selecting 'MyAvalon' at the top right-hand side of the page and then select 'Create Account'



WELCOME TO MYAVALON

MyAvalonSM allows you to personalise your cruise by choosing excursions and Celebration Packages. Plus, you can also pre-register for your river or small-ship cruise.

Avalon already includes so much in your cruise experience, such as on-shore sightseeing, complimentary local wines with dinner and amazing meals, but we do leave you opportunities to personalise your cruise further before you go.

In order to create an account through MyAvalonSM, you will need your reservation number. If you need assistance with MyAvalon, please contact admin@avaloncruises.co.uk or call 0330 0588 243.

Once you are booked, you can create an account to take advantage of the following services:

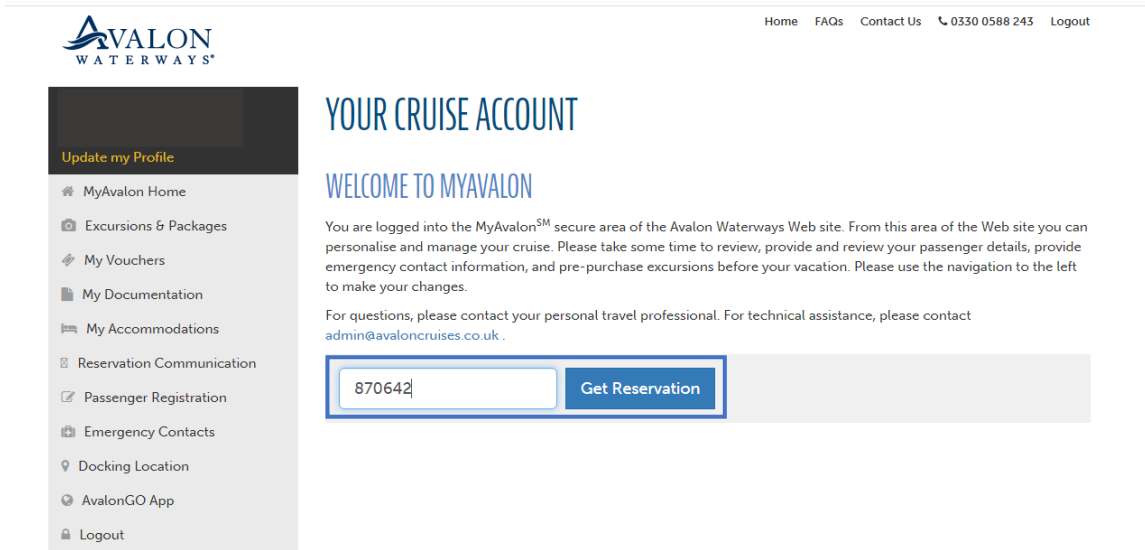
- Pre-register for your tour – this will save you time from filling out paperwork at the start of your vacation
- Submit emergency contact information, for peace of mind and ease of travel
- Select your stateroom bed configuration so your room is exactly as you want it once you step on-board.
- Preview and purchase optional excursions and activities
- On some cruises, you are offered a choice of included sightseeing – make your choice before you go!
- Pre-purchase Celebration Packages
- Access vacation destination information and personalised travel documents

Please note: we have upgraded our MyAvalon service to improve your travel documents, pre-departure information including docking information, and make it easier to book optional excursions. If you have an existing account, you may need to re-register. If you've any questions, please contact 0330 0588 243.

[Login to Account](#) [Create Account](#) [Forgot Password](#)

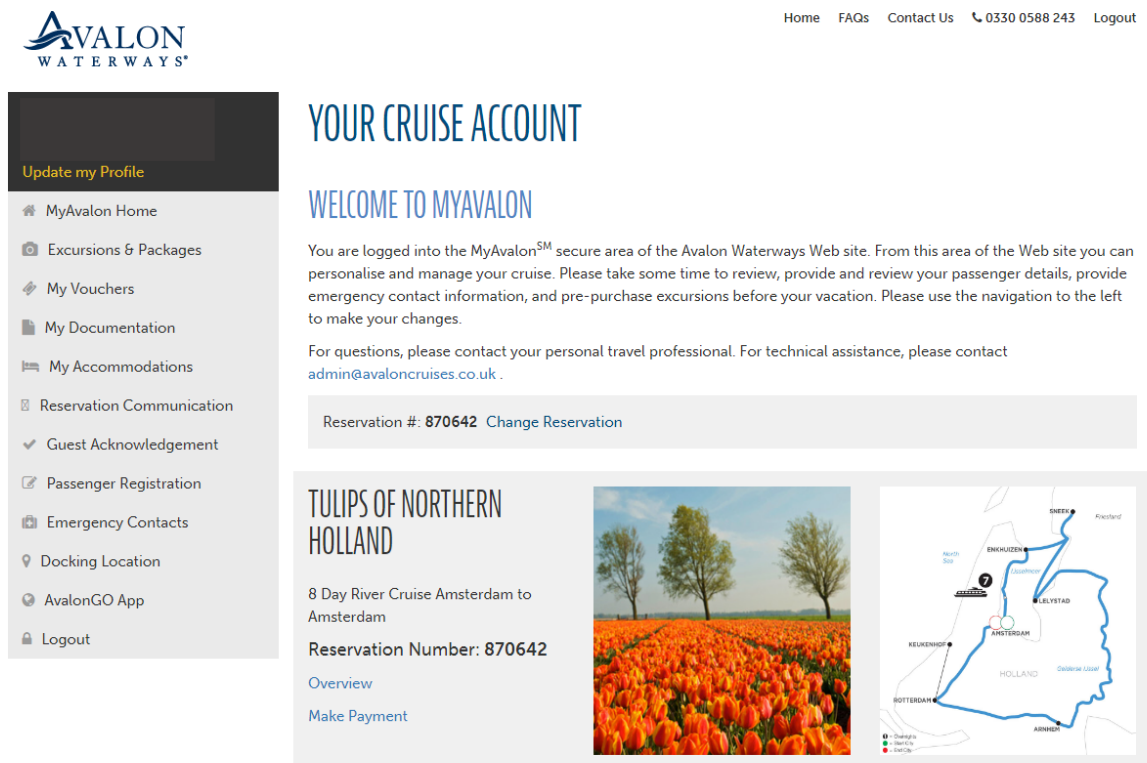
Please ensure that you are using our UK website and when you are creating an account you use the same name and email address as in your booking otherwise you will not be able to access your booking.

2. Once you have created your MyAvalon account, you will need to enter your booking reference number and select 'Get Reservation'.



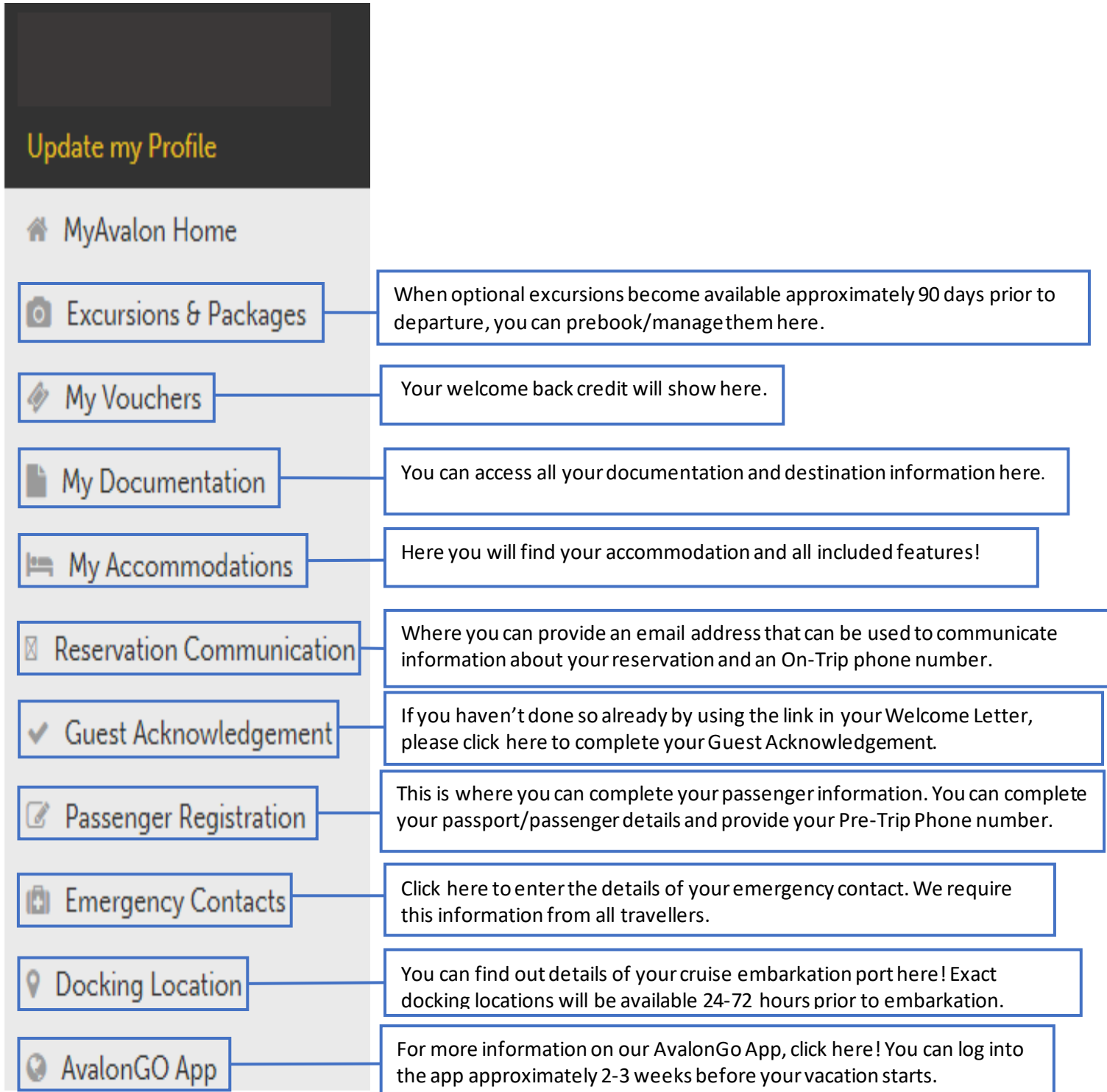
The screenshot shows the 'YOUR CRUISE ACCOUNT' page. On the left is a navigation menu with options like 'Update my Profile', 'MyAvalon Home', 'Excursions & Packages', etc. The main content area says 'WELCOME TO MYAVALON' and provides instructions on how to use the account. At the bottom, there is a search bar with the number '870642' entered and a 'Get Reservation' button.

The details of your booking will appear like below.



The screenshot shows the 'YOUR CRUISE ACCOUNT' page with booking details. The navigation menu is on the left. The main content area says 'WELCOME TO MYAVALON' and provides instructions. Below this, it shows 'Reservation #: 870642' with a 'Change Reservation' link. The main heading is 'TULIPS OF NORTHERN HOLLAND' with a sub-heading '8 Day River Cruise Amsterdam to Amsterdam'. Below this are links for 'Overview' and 'Make Payment'. There are two images: a photograph of a tulip field and a map of the cruise route in the Netherlands, showing cities like Amsterdam, Rotterdam, and Ankeren.

From here you can personalise and manage your vacation. MyAvalon allows you to register your passenger details, provide emergency contact information and pre-purchase excursions before you travel.



Update my Profile

- MyAvalon Home**
- Excursions & Packages**: When optional excursions become available approximately 90 days prior to departure, you can prebook/manage them here.
- My Vouchers**: Your welcome back credit will show here.
- My Documentation**: You can access all your documentation and destination information here.
- My Accommodations**: Here you will find your accommodation and all included features!
- Reservation Communication**: Where you can provide an email address that can be used to communicate information about your reservation and an On-Trip phone number.
- Guest Acknowledgement**: If you haven't done so already by using the link in your Welcome Letter, please click here to complete your Guest Acknowledgement.
- Passenger Registration**: This is where you can complete your passenger information. You can complete your passport/passenger details and provide your Pre-Trip Phone number.
- Emergency Contacts**: Click here to enter the details of your emergency contact. We require this information from all travellers.
- Docking Location**: You can find out details of your cruise embarkation port here! Exact docking locations will be available 24-72 hours prior to embarkation.
- AvalonGO App**: For more information on our AvalonGo App, click here! You can log into the app approximately 2-3 weeks before your vacation starts.

RESERVATION COMMUNICATION

Once you have selected 'Reservation Communication', enter an email address and an On-Trip Emergency phone number for the Primary Contact. **The On-Trip Emergency phone number will be used by our Cruise Director in case they need to reach you whilst on your holiday so ideally needs to be a mobile number.** Click 'Save' and then click 'Next' to add a secondary email address and On-Trip Emergency phone number.

Miss

Miss

(Primary Contact)

EMAIL ADDRESS

ON-TRIP EMERGENCY PHONE NUMBER

United Kingdom

v

Save

Next

If you do not have or wish to provide a secondary email address/phone number, please ensure that you tick the boxes to use the Primary Contact's email address and phone number for communication. Then click 'Save'.

Miss

Miss

Miss

EMAIL ADDRESS

Use Primary Contact's email address for communication

ON-TRIP EMERGENCY PHONE NUMBER

Use Primary Contact's phone number for communication

Save

Previous

GUEST ACKNOWLEDGEMENT

As mentioned in your documentation, you need to complete our online Guest Acknowledgement for your reservation. If you haven't done so already, click 'Guest Acknowledgement' and follow the steps. First enter your reservation number and last name and select 'Find Reservation'.

Ensure that both passengers are selected and click 'Continue'

You must then verify guests' names. Make sure that names shown match your passports. Once you are happy that the names are correct, tick each passenger to verify and ensure that your Reservation Communication information is correct.

You must take the time to read and agree to our Travel Terms & Conditions and Health & Safety Waiver-COVID-19.

Please note that you need to use the arrow to scroll through to the bottom of our Terms before you can tick the box shown below.

Travel Terms & Conditions and Health & Safety Waiver - COVID-19

Please read and agree to the following Travel Terms & Conditions and Health & Safety Waiver - COVID-19. By agreeing to these Travel Terms & Conditions and Health & Safety Waiver - COVID-19, you are consenting for all guests on this reservation.

HEALTH & SAFETY ADVICE AND INSTRUCTIONS COVID-19

This Health and Safety advice and instructions form part of your contract with The Company and is entered into between the Participants on the reservation ("I", "You") and the Company from which you purchased your vacation tour or cruise ("The Company"). In all cases, the person e-signing this document represents and warrants that all participants selected at time of reservation check-in have consented to, accepted, and agreed to be bound by all clauses below.

ASSUMPTION OF RISK

- You are aware of the COVID-19 pandemic and related government laws, regulations, orders, directives, and guidelines (collectively "directives") including directives for frequent and thorough hand washing with soap and water, social distancing, and use of facemasks in public locations. You are aware that participation in your tour/cruise activities is occurring in public locations, which may be or may have been affected by the COVID-19 pandemic.
- You are aware that COVID-19 is a highly contagious and dangerous disease that is believed to spread mainly from person-to-person contact, and that contact with the virus that causes COVID-19 may result in significant personal injury or death.
- You are aware that you could encounter others, including but not limited to others traveling with The Company, who have COVID-19 or other infectious diseases, or who are infected with the virus that causes COVID-19 or other viruses but who exhibit no symptoms of infection or an infectious disease, which could result in your having serious medical conditions requiring medical treatment in a hospital, quarantine in a government-appointed location, and could possibly lead to death.
- You are aware that some diseases may not produce symptoms during the actual trip, but may after the trip.
- You are aware The Company requires all participants to adhere to all local, state, federal, national, and international directives regarding social distancing, facemasks, and other public health requirements.
- You are aware The Company must abide by the laws and regulations of local, state, federal, and other national and international governments regarding the safety and the spread of communicable diseases, which may include quarantine in a foreign location, at your expense, without physical access to family and friends and could result in trip interruption or cancellation.

For more information on the arbitration scheme available to you if you have a complaint, contact ABTA, 30 Park Street, London SE1 9EQ. Tel: 020 3117 0500 or abta.com You can also access the European Commission's online Dispute Resolution (ODR) platform at ec.europa.eu/consumers/odr/ This ODR platform is a means of registering your complaint with us; it will not determine how your complaint should be resolved.

Trade Names

Avalon Waterways

AVALON WATERWAYS, and other AVALON formative marks, are trademarks and service marks owned and/or applied for and/or registered by Avalon Waterways, Inc., in the European Union Intellectual Property Office and in other global jurisdictions. Cosmos Tours Limited, is an authorised user of the trademark and service mark AVALON WATERWAYS and other AVALON formative marks, owned by Avalon Waterways, Inc.

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Monograms

MONOGRAMS is a trademark owned and/or applied for and/or registered by Globus Gateway Ltd. Inc., in the U.S. Patent & Trade Mark Office and in other global jurisdictions. Group Voyagers, Inc., is an authorized user of the trademark and service mark MONOGRAMS, owned by Globus Gateway Ltd. Inc.

Revision Date: 13-JUL-2021

I have read and accept the Travel Terms & Conditions and Health & Safety Waiver - COVID-19.

You must then select your name and a signature will auto populate for you. Then click 'Sign & Complete Form'

Signature

By selecting your name, you are electronically signing that you read and are agreeing to the Travel Terms & Conditions and Health & Safety Waiver – COVID-19 for all guests on this reservation. Only one person is required to complete the Guest Acknowledgement process for a reservation for the entire travel party and only traveling guests listed on the reservation are allowed to complete this process for one another.

 E1

E1

SIGN & COMPLETE FORM

PASSENGER REGISTRATION

It is required that we collect passport information from all passengers, so we encourage you to complete this as soon as possible. We respect your privacy and will not share this information, however passengers on the same reservation will be able to view one another's personal information. Once you have selected 'Passenger Registration', please check that names and dates of birth are correct.

Once you are happy that these details are correct, scroll down and complete the requested information. You will need to provide your passport details, home address and a Pre-Trip Phone Number. **The Pre-Trip phone number will be used by us in case we need to reach you before your holiday so can be a landline or a mobile number.**

EMERGENCY CONTACTS

We require you to provide your emergency contact information in case we need to reach someone while you're on vacation. Do not list yourself or people who are traveling with you on this vacation. We require this information from all travellers.

Once you have selected 'Emergency Contacts', simply fill in the details of the first passenger's emergency contact.

If you have different emergency contact details – Once you have completed the emergency contact details for the first passenger, click 'Save The Passenger's Contacts' and then 'Next Passenger'. You can then complete the details for the second passenger's emergency contact and click 'Save' once you are done.

If you have the same emergency contact details – Once you have completed the emergency contact details for the first passenger, ensure that you tick the box 'Copy Contacts (except Relationship) to All Passengers' then click 'Save This Passenger's Contacts'.

Save This Passenger's Contacts

Next Passenger

Copy Contacts (except Relationship) to All Passengers

Once saved, you will see a pop up to advise you that you need to enter and save the 'Relationship' for all other passengers.

Emergency Contact info has been copied to all passengers, except for Relationship. To complete, please enter and save 'Relationship' for all other passengers. ×

To do this, click 'Next Passenger' and fill in the relationship then click 'Save This Passenger's Contacts'. Please note that you must do this even if the relationship of your emergency contact is the same.

We're so happy that you've chosen Avalon Waterways to turn your travel dream into reality!

Best Regards,