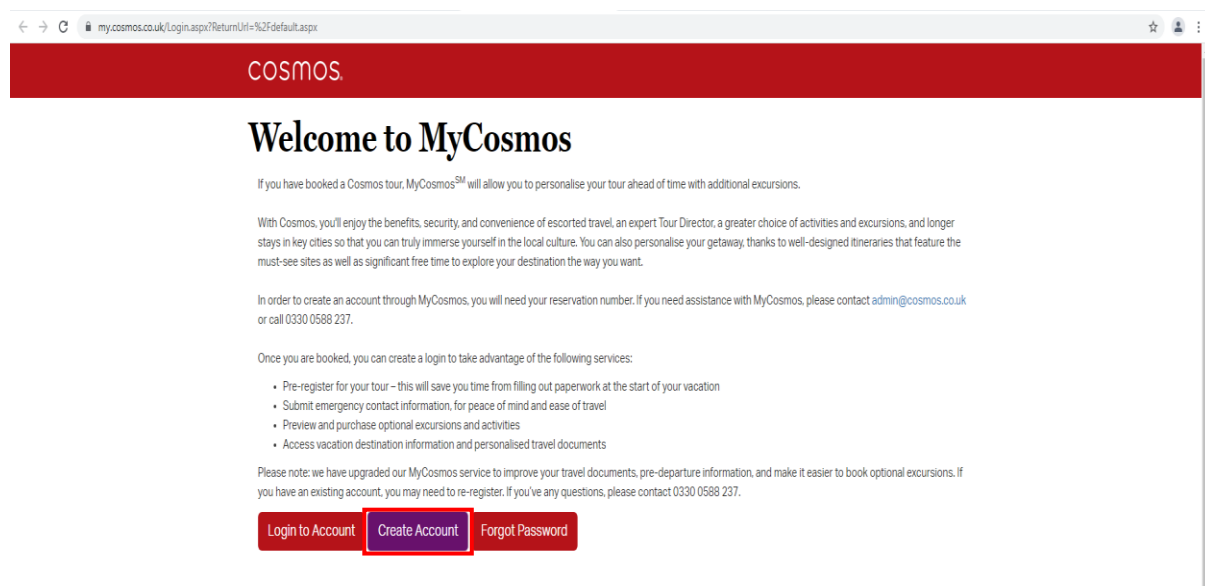
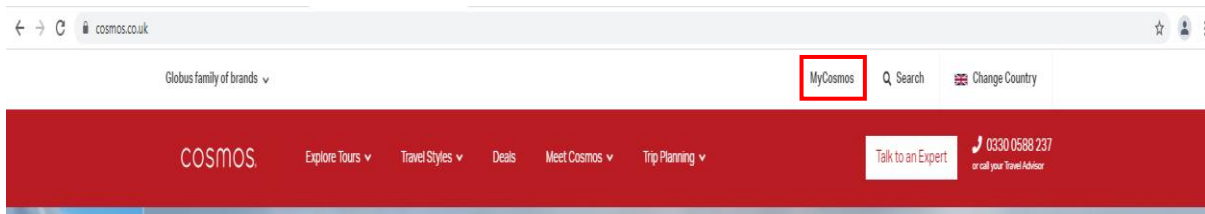


## MyCosmos

**Now that you have booked your vacation, it is time to start using MyCosmos!**

- 1.** First you must create a MyCosmos account. You can do this by going onto [www.cosmos.co.uk](http://www.cosmos.co.uk), selecting 'MyCosmos' at the top right-hand side of the page and then select 'Create Account'



**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 MyCosmos account, you will need to enter your booking reference number and select 'Get Reservation'.

COSMOS. Home FAQs Contact Us 0330 0588 237 Logout

## Welcome to MyCosmos

You are logged into the MyCosmos<sup>SM</sup> secure area of the Cosmos site. From here you can personalise and manage your vacation. Please take some time to review, register your passenger details, provide emergency contact information, and pre-purchase excursions before your vacation.

For any questions or assistance, please contact [admin@cosmos.co.uk](mailto:admin@cosmos.co.uk) or call 0330 0588 237.

878750 [Get Reservation](#)

- Update my Profile
- MyCosmos Home
- My Excursions
- My Documentation
- My Hotels
- Reservation Communication
- Passenger Registration
- Emergency Contacts
- CosmosGO App
- Logout

The details of your booking will appear like below.

COSMOS. Home FAQs Contact Us 0330 0588 237 Logout

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For any questions or assistance, please contact [admin@cosmos.co.uk](mailto:admin@cosmos.co.uk) or call 0330 0588 237.

Reservation #: **878750** [Change Reservation](#)

### SOUTHERN SOUNDS

8 days from New Orleans to Nashville  
Reservation Number: **878750**

[Overview](#)  
[Make Payment](#)



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

The image shows a vertical menu of options in the MyCosmos interface. Each option is highlighted with a red box, and a red line connects it to a corresponding text box on the right. The options and their descriptions are as follows:

- Update my Profile**: A dark grey button with yellow text.
- MyExcursions**: A button with a camera icon. Description: "When optional excursions become available approximately 90 days prior to departure, you can prebook/manage your excursions here."
- My Documentation**: A button with a document icon. Description: "You can access all your documentation and destination information here."
- My Hotels**: A button with a bed icon. Description: "Here you will find the hotels we plan to use on your tour and all included amenities."
- Reservation Communication**: A button with a checkmark icon. Description: "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**: A button with a checkmark icon. Description: "If you haven't done so already by using the link in your Welcome Letter, please click here to complete your online Guest Acknowledgement."
- Passenger Registration**: A button with a document icon. Description: "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**: A button with a first aid kit icon. Description: "Click here to enter the details of your emergency contact. We require this information for all travellers."
- CosmosGO App**: A button with a smartphone icon. Description: "For more information on our CosmosGo 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 Tour 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.

(Primary Contact)

**Email Address**

**On-Trip Emergency Phone Number**

United Kingdom ▼

If you do not have or wish to provide a secondary email address/contact 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

**Email Address**

Use Primary Contact's email address for communication

**On-Trip Emergency Phone Number**

<--Please Select One--> ▼

Use Primary Contact's phone number for communication

## 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 show 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

information about ABTA, the Code of Conduct and 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

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##### Cosmos

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##### Globus

GLOBUS is a trademark and service mark owned and/or applied for and/or registered by Globus Gateway Ltd., 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 GLOBUS owned by Globus Gateway Ltd., Inc.

##### 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.

Ei

*Ei*

**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 Cosmos to turn your travel dream into reality!**

**Best Regards,**

COSMOS®