



## Viking Referral Rewards Program

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### ELIGIBILITY

- Referrer must have a Viking customer ID number and have previously traveled with Viking, or currently have a reservation with a paid deposit and completed Personal Information Form (PIF).
- When making a reservation for their first trip with Viking, referred traveler provides the name and customer number of the person who referred them.
- Referred travelers must not have traveled with Viking before.
- For referred travelers sharing a stateroom with the person who referred them, rewards apply only if the referrer is a Past Guest of Viking Cruises.
- To qualify for the Free Cruise reward, one must refer 13 people who all travel within a calendar year.
- Program is not applicable to tour operators, wholesalers, partial charter, charter, groups, third-party resellers, GSA, Viking employees, travel agents or other travel partners.
- Travel Agents, their immediate family and household members, or travel companions sharing their stateroom, are not eligible to make referrals or be referred.
- Advertising of customer name or ID number in public forums such as on the internet, social media or published newsletter is considered misuse of Vikings referral rewards program. Rewards earned will be voided without notice.

### RESTRICTIONS

- Referral Rewards Credits and Free Cruise vouchers may be used at the same time—they are combinable.
- There is no refund or credit issued for partially used Referral Rewards credits.
- Referral Rewards Credits and Free Cruise vouchers cannot be combined with Viking's Group Travel Program.
- Referral Rewards Credits and Free Cruise vouchers are non-transferable and have no cash value.
- Referral Rewards Credits may be combined with most offers and promotions; see individual offer restrictions.
- Value of the Free Cruise may not exceed \$3,300. Reward does not include any port charges, fuel surcharges or hotel costs. Customer is responsible for these costs. Free Cruise not combinable with air offers through Viking Cruises.
- Referral Rewards Credits are issued electronically and monthly statements are emailed to guests with the amounts redeemed and outstanding. This statement reflects activity from the first to the last day of the prior month. (Statement will be mailed if guest does not have an email address available.)
- Redeemed Credits can be re-used if the Referrer cancels their reservation. The Credit will be re-activated and passenger can use it by the original expiration date.

### PROGRAM TIMELINES

- Referral Rewards Credits must be redeemed no later than 45 days prior departure.
- Referral Rewards Credits will be generated daily and guest files will be updated within the Viking reservation system to reflect credits earned.
- Monthly statements will be emailed to guests and will reflect activity from the first to the last day of the prior month.
- Referral Rewards Credits and Free Cruise vouchers are good for 12 months after date of issue. Referrer must

make a reservation within that time period in order to redeem rewards.

- Free Cruise vouchers are sent once a year at end of cruise year and are applicable on your next cruise. Referral Rewards Credits are accumulated over a calendar year.
- Free Cruise vouchers must be mailed back to Viking Cruises for credit to be applied to reservation.

## Referral Rewards Q&A

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### **If I refer my friends, when will I receive my rewards?**

When your friends book their trip, they must mention your name and customer number. Once they have completed their Passenger Information Form (PIF), your credits will be available.

### **How do I make sure to receive Referral Rewards Credit when I refer someone?**

The person you refer must mention your name and customer number when they call to make their reservation. This procedure ensures that you will get Referral Rewards Credit for the booking.

### **Does it matter if the friend I refer reserves a river or ocean cruise?**

No, any new booking for a cruise with Viking is eligible for the program, whether it be on the rivers or oceans, as long as the friend you refer has not traveled with Viking Cruises before.

### **I have some vouchers from the previous referral program—are they still good?**

Yes, as long as they are still valid, they can be applied to your upcoming travel with Viking. Paper vouchers issued prior to August 1, 2012 must be returned to Viking Cruises by mail—as stated on the voucher—in order for the savings to be applied.

### **Can I apply Referral Rewards Credit to an existing booking?**

Yes, if you redeem your rewards at least 45 days prior to departure. If you earn Referral Rewards Credit within 45 days of departure you will be able to apply that credit on a future cruise.

### **I referred a friend who will share my stateroom on our upcoming cruise. Does she count as a referral?**

If you have previously traveled with Viking then yes, your traveling companion does count as a referral. If this is also your first trip with Viking, then no. Guests sharing a stateroom with a Travel Agent are not eligible to make referrals or be referred.

### **We are a married couple. Can we both refer travelers? Do we both get the rewards?**

Every customer can refer friends and family; once you have made a deposit on a booking or completed a trip with Viking, your Referral Rewards Credit will be issued. However, Referral Rewards Credit only applies to one referrer per stateroom.

### **Can I use some of my rewards for my traveling companion?**

No, the Referral Rewards are nontransferable.

### **Can I use all of my rewards together?**

Yes, the \$100 Referral Rewards Credits and the free cruise may be combined.

### **Can I use my rewards on an extension?**

Yes, you may, but since Referral Rewards are nontransferable they can only be applied to your extension and not that of your traveling companion.

### **Do the rewards cover everything?**

The rewards may be used for everything *except* travel protection coverage, taxes on airfare purchased through Viking and onboard purchases.

### **How long are the rewards valid?**

Your \$100 credit and free cruise are good for 12 months from issue date. You do not need to travel within the 12 months, but you do need to book the trip you will be using them for before the expiration date.

### **Does the free cruise cover both cruise and land portions of cruisetours (e.g., China trips)?**

The free cruise only covers the cruise portion, not land/hotel. Port charges are also not included.

**What if the free cruise I want to take is less than \$3,300—can I receive the difference in cash or travel credits?**

No, we are not able to issue cash or credit for the difference.

**What if the free cruise I want to take is more than \$3,300? Can I pay cash or use my travel credits for the difference?**

Yes, you may supplement the cost of your trip using either cash or additional Referral Rewards Credits.

**If I redeem my credits and then have to cancel my reservation, can I later re-use the credits?**

Yes, Referral Rewards Credits electronically issued after August 1, 2012 can be re-activated in the case of a cancellation. They must still be redeemed by their original expiration date.

**I am a travel agent but I have booked a cruise at a full, undiscounted fare. Can I earn or use Referral Rewards?**

No, unfortunately travel agents are not eligible for the Referral Rewards program. Any credits that may be issued to you in error will be considered invalid.

**I was referred by a passenger who posted their name and customer ID on a social media form, is this considered a valid referral?**

No, in this case your refer vouchers would be voided and any discount applied would be removed.