

First Port Cruise Co. LLC

Client Terms & Conditions

Effective Date: September 14, 2026

These Client Terms & Conditions ("Terms") apply when you engage **First Port Cruise Co. LLC** ("First Port Cruise Co.," "we," "us," or "our") to assist with researching, planning, recommending, arranging, or booking travel.

By requesting our services, authorizing us to make or arrange a reservation, providing information for a booking, or otherwise proceeding with a travel arrangement through First Port Cruise Co., you acknowledge that you have read, understood, and agreed to these Terms.

1. Our Role as Your Travel Advisor

First Port Cruise Co. provides travel planning and advisory services, with a primary focus on cruises and cruise-related travel.

Our services may include researching travel options, making recommendations, arranging reservations, communicating with travel suppliers, assisting with itinerary planning, and helping you understand applicable supplier policies and travel requirements.

First Port Cruise Co. is a travel advisor and is not the provider, operator, owner, or insurer of the travel services you purchase.

Travel services may be provided by independent third-party suppliers, including cruise lines, hotels, resorts, airlines, tour operators, transportation companies, excursion providers, travel protection providers, and other travel-related businesses ("Travel Suppliers").

Your purchase of travel services is subject to the terms, conditions, policies, and restrictions of the applicable Travel Supplier in addition to these Terms.

2. Travel Supplier Terms Control Your Travel Purchase

Each Travel Supplier establishes its own terms and conditions regarding matters including, but not limited to:

- Pricing and availability
- Deposits and payment schedules
- Cancellation and change penalties

- Refunds and credits
- Itinerary changes
- Travel documentation
- Health and safety requirements
- Baggage restrictions
- Excursions and activities
- Transportation
- Boarding requirements
- Missed departures
- Travel insurance or protection products
- Passenger conduct
- Supplier liability limitations

You agree to review and comply with the applicable Travel Supplier's terms.

Where a Travel Supplier's terms conflict with these Terms concerning the actual provision of the travel service, the Travel Supplier's terms generally control that travel service.

Nothing in these Terms is intended to waive or eliminate any rights or protections that cannot legally be waived.

3. Payments

First Port Cruise Co. does **not currently charge a separate planning or travel-advisory fee** for our standard travel planning services.

Travel purchases are paid directly to the applicable Travel Supplier or the supplier's authorized payment processor. **First Port Cruise Co. does not receive, hold, or maintain client funds intended to pay for travel arrangements.**

Payment amounts, payment schedules, deposits, final-payment dates, cancellation penalties, and refund policies are determined by the applicable Travel Supplier.

You are responsible for making required payments by the deadlines established by the Travel Supplier.

Failure to make a required payment on time may result in cancellation, loss of deposits, penalties, or other consequences imposed by the Travel Supplier.

4. How First Port Cruise Co. Is Compensated

First Port Cruise Co. may receive commissions, overrides, or other compensation from Travel Suppliers for eligible bookings.

Any supplier compensation is generally paid by the Travel Supplier and does not ordinarily result in an additional charge to you for our standard planning services.

Our receipt of supplier compensation does not change our commitment to provide recommendations based on the information, preferences, and needs you communicate to us.

Travel recommendations may also be affected by factors including availability, pricing, itinerary, supplier policies, promotions, amenities, contractual relationships, and other circumstances that can change over time.

5. Pricing and Availability

Travel pricing and availability can change without notice and are controlled by the applicable Travel Supplier.

A quoted price, itinerary, cabin, room, fare, promotion, or other travel option is not guaranteed until the applicable Travel Supplier confirms the reservation and any required payment has been processed.

Errors or changes in supplier pricing, availability, taxes, fees, promotions, or other booking information may occur.

If we become aware of a material error before a reservation is finalized, we will make reasonable efforts to notify you and provide available options.

6. Client Information and Booking Accuracy

You are responsible for providing accurate and complete information required for your travel arrangements.

This includes, as applicable:

- Full legal names
- Dates of birth
- Contact information
- Passport or other identification information
- Loyalty program information
- Emergency contact information
- Special requests
- Dietary requirements
- Accessibility needs
- Travel preferences
- Payment information provided directly to the Travel Supplier

You are responsible for reviewing booking confirmations and other documents provided to you and promptly notifying us of any error.

First Port Cruise Co. is not responsible for consequences resulting from inaccurate, incomplete, outdated, or misunderstood information supplied by the client.

7. Travel Documents, Passports, Visas, and Entry Requirements

You are responsible for obtaining and maintaining all travel documents required for your trip, including passports, visas, identification, vaccination or health documentation, entry permits, transit requirements, and other documentation applicable to your itinerary.

We may assist by directing you to appropriate official resources or providing general travel information. However, travel requirements can change and may vary based on citizenship, destination, transit points, length of stay, and individual circumstances.

You are ultimately responsible for determining that you have the documents and permissions necessary to travel.

First Port Cruise Co. does not guarantee admission to any country, port, vessel, or destination.

8. Travel Insurance and Travel Protection

Travel insurance or another appropriate travel protection plan is **strongly recommended** for most trips.

Travel protection may provide benefits relating to circumstances such as trip cancellation, interruption, delays, medical emergencies, baggage loss, emergency evacuation, or other covered events, depending on the specific policy purchased.

Coverage varies significantly by policy. You are responsible for reviewing the actual policy, exclusions, limitations, eligibility requirements, deadlines, and claim procedures before purchasing coverage.

If you decline travel insurance or travel protection offered or presented during the booking process, First Port Cruise Co. requires an affirmative acknowledgment of that decision before proceeding with payment of the travel reservation.

Declining travel insurance means that you accept the risk of losses or expenses that might otherwise have been covered by an applicable policy.

First Port Cruise Co. does not guarantee that travel insurance will cover any particular event or loss.

Unless separately licensed and authorized to do so, First Port Cruise Co. does not provide individualized insurance advice, determine whether a particular policy is suitable for you, interpret technical policy provisions for you, or act as your insurance representative. Questions regarding coverage, exclusions, eligibility, claims, or policy interpretation should be directed to the insurer or an appropriately licensed insurance professional.

9. Changes, Cancellations, and Refunds

Changes and cancellations are governed primarily by the applicable Travel Supplier's policies.

If you request a change or cancellation, First Port Cruise Co. will make reasonable efforts to assist you in communicating with the applicable Travel Supplier.

However, we do not control supplier cancellation policies, penalties, refund decisions, credits, waiver requests, or exceptions.

First Port Cruise Co. does not guarantee that a supplier will approve a refund, credit, waiver, rebooking, or exception.

Any refund or credit is generally issued by the applicable Travel Supplier rather than First Port Cruise Co.

Because First Port Cruise Co. does not hold client travel funds, we cannot independently refund money that has been paid to a Travel Supplier.

Supplier cancellation policies may result in forfeiture of deposits, cancellation fees, nonrefundable charges, or other penalties.

10. Supplier Changes, Delays, and Disruptions

Travel involves circumstances that may be outside the control of First Port Cruise Co.

Travel Suppliers may change or cancel itineraries, ports of call, schedules, transportation, accommodations, excursions, ships, cabins, flights, or other components of a trip.

Travel may also be affected by:

- Weather
- Hurricanes and other severe weather
- Mechanical problems
- Transportation delays
- Missed connections
- Strikes or labor disputes
- Government actions
- Border restrictions
- Civil unrest
- Acts of terrorism
- Public health emergencies
- Natural disasters
- Political events

- Port closures
- Airline or cruise disruptions
- Supplier insolvency or financial failure
- Other circumstances beyond our reasonable control

First Port Cruise Co. will make reasonable efforts to assist clients when we are able to do so.

However, we cannot guarantee that a Travel Supplier will operate according to the original itinerary or that replacement arrangements, refunds, credits, compensation, or other remedies will be available.

11. Activities and Excursions

Travel activities, shore excursions, tours, transportation, and other experiences may involve inherent risks.

When you purchase or participate in an activity provided by a Travel Supplier or independent operator, you are responsible for understanding and complying with that provider's rules, requirements, restrictions, and safety instructions.

First Port Cruise Co. does not operate or supervise these activities and cannot guarantee their safety, availability, quality, or continued operation.

12. Special Requests and Accessibility

We are happy to communicate reasonable special requests to Travel Suppliers, including requests relating to dietary needs, accessibility, accommodations, celebrations, seating, adjoining rooms or cabins, and other preferences.

A request is **not a guarantee** unless the applicable Travel Supplier confirms it.

You should verify important accessibility, medical, dietary, mobility, or other special requirements directly with the Travel Supplier when appropriate.

13. Health and Medical Considerations

You are responsible for determining whether you are medically and physically able to participate in your planned travel and activities.

Travel Suppliers may impose health, mobility, medical, vaccination, or other requirements.

First Port Cruise Co. does not provide medical advice and cannot determine whether travel or a particular activity is medically appropriate for you.

14. Our Responsibility and Limitations

First Port Cruise Co. will use reasonable care in providing travel-advisory and booking assistance.

However, we do not control the acts, omissions, policies, financial condition, personnel, equipment, schedules, safety practices, or performance of Travel Suppliers.

To the extent permitted by applicable law, First Port Cruise Co. is not responsible for losses, injuries, damages, delays, expenses, missed connections, cancellations, itinerary changes, lost or stolen property, illness, accidents, or other consequences arising from the acts or omissions of a Travel Supplier or other third party.

Nothing in these Terms excludes or limits liability to the extent such exclusion or limitation is prohibited by applicable law.

15. Errors and Corrections

We make reasonable efforts to provide accurate information.

If we discover an error in information we have provided, we will make reasonable efforts to correct it and notify you when appropriate.

Travel information, supplier policies, pricing, availability, schedules, and requirements may change after information is provided.

The applicable Travel Supplier's confirmation and current terms ultimately govern the travel reservation.

16. Communication

You authorize First Port Cruise Co. to communicate with you regarding your travel arrangements using the contact information you provide.

This may include email, telephone calls, text messages, and other electronic communications.

You are responsible for monitoring communications related to your trip, particularly communications concerning payment deadlines, changes, cancellations, travel documents, and other time-sensitive matters.

17. Client Reviews, Testimonials, and Photos

First Port Cruise Co. may occasionally ask clients to provide a review, testimonial, photograph, or other feedback about their travel experience.

We will **not assume permission** to use your name, photograph, testimonial, social-media post, or other personally identifiable content for marketing merely because you provide it to us or post it publicly.

If we would like to use a particular testimonial, quotation, photograph, or social-media post for marketing purposes, we will request your permission before doing so and will identify how we intend to use it.

18. Privacy and Personal Information

We may collect and use personal information necessary to research, arrange, administer, and service your travel arrangements.

Information may be shared with Travel Suppliers and other service providers when reasonably necessary to arrange or administer your travel.

Travel Suppliers may have their own privacy policies and practices.

You should review the applicable supplier's privacy policy before providing information directly to that supplier.

19. Third-Party Websites and Services

First Port Cruise Co. may provide links to websites or services operated by third parties, including cruise lines, hotels, airlines, travel protection providers, government agencies, and other Travel Suppliers.

We do not control those websites or services and are not responsible for their content, availability, privacy practices, security, or policies.

20. No Guarantee of Travel Outcome

Travel planning involves variables that cannot be controlled by First Port Cruise Co.

We do not guarantee that:

- A particular travel experience will meet your expectations;
- A supplier will operate exactly as advertised;
- An itinerary will remain unchanged;
- A special request will be honored;
- A particular excursion or activity will operate;
- A supplier will approve a refund or credit;
- You will be admitted to a destination or country; or
- A travel insurance claim will be approved.

Our role is to provide travel-advisory and booking assistance and to communicate with Travel Suppliers on your behalf when appropriate.

21. Events Beyond Our Control

Neither First Port Cruise Co. nor the client will be considered in breach of these Terms to the extent performance is prevented or materially affected by circumstances beyond the affected party's reasonable control.

For travel purposes, such circumstances may include severe weather, natural disasters, acts of government, war, terrorism, civil unrest, labor disputes, transportation failures, public health emergencies, supplier failures, or other extraordinary events.

This provision does not eliminate any rights or remedies that a client may have against a Travel Supplier under the supplier's contract or applicable law.

22. Dispute Resolution and Governing Law

These Terms are governed by the laws of the State of Georgia, except to the extent that applicable law requires another jurisdiction's law to apply.

Before filing a legal claim, the parties agree to make a good-faith effort to resolve the dispute informally.

Nothing in this section prevents a party from pursuing a claim or remedy that cannot legally be waived or restricted by contract.

If a dispute cannot be resolved informally, any court proceeding shall be brought in a court of competent jurisdiction, subject to applicable law concerning venue, jurisdiction, and consumer rights.

23. Severability

If any provision of these Terms is determined to be invalid, unlawful, or unenforceable, that provision will be modified or limited to the minimum extent necessary to make it enforceable, if permitted by law.

The remaining provisions will continue in effect.

24. Changes to These Terms

First Port Cruise Co. may update these Terms from time to time.

The version of these Terms accepted by a client at the time the client engages First Port Cruise Co. will generally apply to that engagement, unless a later written agreement or applicable law provides otherwise.

25. Entire Agreement

These Terms, together with any written booking-specific terms or disclosures provided by First Port Cruise Co. and the applicable Travel Supplier's terms and conditions, constitute the agreement governing the relationship between First Port Cruise Co. and the client concerning the applicable travel services.

If a specific written agreement between First Port Cruise Co. and the client expressly conflicts with these Terms, the specific written agreement will control that conflict.

26. Client Acknowledgment

By engaging First Port Cruise Co. LLC for travel planning or booking services, you acknowledge that:

1. You have read and agree to these Client Terms & Conditions.
2. You understand that First Port Cruise Co. is a travel advisor and not the provider of the travel services being purchased.
3. You understand that Travel Supplier terms and conditions apply to your booking.
4. You understand that travel prices, availability, schedules, and itineraries may change.
5. You understand that travel insurance is strongly recommended.
6. If you decline travel insurance or travel protection, you acknowledge that you are accepting the risks of doing so.
7. You understand that First Port Cruise Co. does not hold client funds for travel purchases.
8. You are responsible for providing accurate traveler information and maintaining required travel documents.

First Port Cruise Co. LLC

Georgia, USA