



Viking Referral Rewards Program

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 River Cruises.
- 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 are not eligible to make referrals or be referred.

RESTRICTIONS

- Referral Rewards credit and Free Cruise, issued in the form of voucher certificates, are combinable.
- There is no refund or credit issued for partially used Referral Rewards credit vouchers.
- Referral Rewards credit vouchers and Free Cruise vouchers cannot be combined with Viking's Group Travel Program.
- Referral Rewards credit vouchers and Free Cruise are nontransferable and have no cash value.
- Referral Rewards credit vouchers 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. Free Cruise not combinable with air offers through Viking River Cruises.

PROGRAM TIMELINES

- Referral Rewards credit vouchers will be generated and mailed within 60 days of Viking receiving the referred traveler's completed Personal Information Form (PIF).
- If your referred person is making a reservation less than 120 days prior to your departure, we will make every effort to deliver your voucher in time to apply it to your upcoming trip, but we cannot guarantee you will receive it in time.
- Referral Rewards Credit vouchers must be submitted to Viking River Cruises for redemption no later than 60 days before departure. Vouchers received within 60 days of departure will be returned for use on a future cruise.
- Referral Rewards credit and Free Cruise vouchers must be mailed back to Viking River Cruises for credit to be applied to reservation.
- Free Cruise vouchers are sent once a year at the end of the cruise year and are applicable on your next cruise.
- Referral Rewards credit and Free Cruise vouchers are good for 12 months after date of issue. Traveler must make a reservation within that time period in order to redeem rewards.

See next page for Referral Rewards Q&A

Referral Rewards Q&A

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), vouchers will be approved; the vouchers are then printed and mailed within 60 days. You may use your vouchers immediately, even for an upcoming booked journey if 60 days remain before your departure.

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 credit for the booking.

Can you apply Referral Rewards credit right away when my referred person books? Can I deduct the credit amount from my final payment?

No, you must wait to receive your voucher. When you use the voucher, you will need to mail it in so that it can be applied to your booking.

What happens if my vouchers do not arrive as expected?

Referral Rewards travel credit vouchers are issued 60 days *after* completion of all Passenger Information Forms (PIFs). If you do not receive your vouchers in a timely manner, please contact Viking so that we may look into it. Once we have investigated, we will make a follow-up call to you.

What if I misplace my voucher certificates? Can they be reissued?

Yes. If you call us with your customer number and details of your referrals, we can void your lost vouchers and issue replacements.

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.

Can I apply a Referral Rewards voucher to an existing booking?

Yes, if you receive the voucher and can return it to Viking at least 60 days prior to departure. Vouchers received within 60 days of departure will be returned to the customer for use 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.

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 vouchers will be issued. However, Referral Rewards vouchers only apply 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 vouchers 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 vouchers 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 berth 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 \$100 Referral Rewards vouchers.

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. Vouchers issued to you in error will be considered invalid and destroyed.