

Riverboat Twilight Cruise Terms and Conditions

River Cruises reserves the right to cancel any cruise, change schedules or routes and substitute vessel without prior notice.

River Cruises reserves the right to substitute the overnight accommodations in Dubuque from the Grand Harbor Hotel to a property of a similar or better quality when necessary.

Cruises may be abbreviated, altered or canceled, if in the judgment of the Captain, conditions are not conducive to the safe operations. Passengers, who by their actions, endanger themselves, other passengers, crew members, or the vessel, will be subject to arrest.

The Riverboat Twilight will make every accommodation possible to stay on schedule, however, will not be responsible for cruise delays that are beyond Riverboat Twilight staff's control.

Reservation Cancellation Policy

Riverboat Twilight Two-day cruises: Less than 30 days' notice of cancellation: \$100/person not refunded. – Less than 72 hours: 50% refund. – Less than 24 hours' notice, no shows or late arrivals no refunds. If your plans change prior to 72 hours before departure River Cruises will allow you to reschedule, based upon availability. An inconvenience fee of up to 50% of the cruise value will be charged for passengers who fail to show up for their scheduled cruise.

Passenger Requests for Special Dietary Accommodations aboard the Riverboat Twilight

Quad-City Plus 60 Club passengers are requested to please mark an "X" in the box for "Dietary" on the Club's 2-Day October Cruise Reservation Form if special dietary accommodations are desired while aboard the Riverboat Twilight for the 2-day river cruise. The Club will note your request on its group passenger list provided to the River Cruises office. In September, no later than Friday, September 15th (at least two weeks before the October weekend of the trip's departure) be sure to contact the River Cruises office directly by calling toll-free 800-331-1467 to discuss your dietary needs.

> Riverboat Twilight Special Dietary Request Policy <

We are best prepared when you notify us in advance (at least 14 days) of any special dietary needs.

We cannot guarantee the availability of certain foods once the boat has left the dock. Our Chef can often substitute different ingredients and offer other food options for those with special dietary requirements. Some of the special dietary requirements and/or lifestyle choices that are easily accommodated on board our vessel include: diabetic, vegetarian, or vegan meals.

We can also accommodate the following common food allergies: Lactose/dairy, peanuts, shellfish, eggs, soy and fish. Our kitchen staff will do their best to accommodate guest dietary requirements and/or lifestyle choices but cannot guarantee that they will be able to meet all requests.

We will use reasonable efforts to prevent the introduction of allergens of concern into the prepared meals, however, River Cruises cannot guarantee that allergens may not have been introduced during another stage of the food chain process, or even inadvertently, during

preparation. We do not have separate kitchens to prepare allergen-free items or separate dining areas for passengers with allergies or intolerances.

Passengers with requests associated with the list below should speak with a Reservation Specialist at the River Cruises office:

- Gluten Allergy (as opposed to intolerance)
- Gluten and Dairy Free
- Oxalate free
- A single guest with multiple allergies/intolerances or multiple guests with allergies/intolerances within the same party.
- Any other food intolerance or allergy not already addressed.

A surcharge may be applied for special food items that are not easily obtainable, that need to be brand specific or that cannot be utilized in their entirety due to a short shelf life or other. If a passenger requests special meals or desserts, we cannot guarantee that “regular” meals or desserts will be available should they decide that the special meal is no longer desired.

Passengers with food allergies or intolerances are allowed to bring a small cooler of food items or snacks with them. Refrigeration of essential items is not guaranteed. River Cruises or its crew members will not be responsible for the safe consumption of any outside food items brought onto our property. Crew members are prohibited from preparing, cooking or reheating any food item brought onto our property by our passengers.

Please direct questions to a River Cruises Reservation Specialist at **800-331-1467** or e-mail the River Cruises office at **info@riverboattwilight.com** for dietary accommodations assistance.