



SAIL WITH US

For you, for friends, for travellers.

FREQUENTLY ASKED QUESTIONS

Q: Is there a limit to the number of referrals a Venetian Society member can make?

A: Yes, Venetian Society members can refer up to five friends.

Q: Can Venetian Society members refer friends on the My.Silversea.com portal?

A: Yes, to make a referral members can visit My.Silversea.com and click "Referral". On the referral page they can select "Add New" to add a new referral. Remember that referrals must be new customers to Silversea.

Q: Is the Venetian Society member required to sail with their referral?

A: Venetian Society members and their referred guests are NOT required to sail on the same voyage

Q: Do the Venetian Society Referral Savings expire?

A: Yes, they do. Referral Savings must be redeemed [a booking is made] within 12 months of issuance of the savings.

Q: Where will the Venetian Society member see his/her referral savings?

A: Members can select their booking to redeem the referral savings after their friend's referral is processed, by logging in to their My.Silversea.com portal and clicking on "Referral". The referral savings will be reflected in that portal and will remain available to be used within 12 months of the issue date.

Q: Where can I find more details on the Sail With Us Promotion?

A: For additional details on the promotion and full terms and conditions, please visit silversea.com/sailwithus

Q: Can I refer a friend that is already in final payment of their booking?

A: No, referrals cannot be made when the friend's booking is on final payment, except, when this booking was made after 1 February, 2021 and paid in full with Early Booking Bonus. Referrals must be made within 21 days after booking creation in order to qualify.

Q: My booking is paid in full, but I just referred a friend, can I take advantage of the savings?

A: You can only take advantage of the savings if you paid in full with Early Booking Bonus ending on 31 August, 2021. Other paid in full bookings do not qualify.

Q. What happens to the Venetian Society member's savings when a new referral cancels their voyage?

A: If the referral cancels prior to full penalty, the Venetian Society member will lose the referral savings.

Q. What happens if a Venetian Society member's referral sails, however the Venetian Society member cancels the voyage?

A: If a new referral sails, however the Venetian Society member cancels their voyage where they were going to apply their benefit, the Venetian Society member is able to move the savings to another voyage within one calendar year. Savings can only be moved twice.

Q. If the Referral booking is cancelled in full penalty, can the Venetian Society member keep the Referral Savings?

A: Yes, because the referral booking is in full penalty.

Q. Can the Venetian Society members apply the Referral Savings to bookings paid with partial or full FCC?

A: Yes, as long as they are new bookings created after 17 December, 2020.



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ADDITIONAL DETAILS

- Referrer must have a valid Venetian Society ID
- Referred travellers must not have travelled with Silversea previously.
- Promotion is not applicable to Travel Agents, Tour Operators, Wholesalers, Preferred Representatives and Silversea employees even if they are Venetian Society members.
- Referrals must be made within 21 days of the referred's booking creation with a deposit.
- Referral promotion is valid on new bookings only made after 1 February 2021. Bookings made prior to this date do not qualify. The promotion is valid until 30 November 2021.
- Bookings that are paid in full do not qualify for the referred or Venetian Society member.
- Referred bookings from New to Silversea guests made using a partial or full Future Cruise Credit do not qualify for the referral savings.
- The 'Sail With Us' referral promotion replaces 'Friends of Venetian Society' referral incentive.
- Rewards are non-transferrable, non-refundable and cannot be redeemable for cash.
- If the referred person cancels their booking the full referral savings will be removed.
- Group bookings qualify for referral promotion.

**FOR FURTHER ASSISTANCE ON HOW TO REFER A FRIEND,
PLEASE CONTACT YOUR TRAVEL ADVISOR OR US AT SILVERSEA.**