

SAIL WITH US

VENETIAN SOCIETY REFERRAL PROGRAMME

Last Update 11 May 2023

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 (10) new-to-Silversea friends in a calendar year.

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: Is there a maximum amount of credits that can be applied to (1) booking when applying the referral savings?

A: Yes, there is a maximum of (4) referral savings which can be applied per booking.

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 who has an existing booking or is paid in full?

A: No, a Venetian Society member cannot refer another person who has an existing booking or is paid in full prior to the release of the promotion. However, if the booking is created within the promotional period (valid until 31 December 2023) and is paid in full, the guest will still qualify for the promotional offer. The referral savings does not qualify for bookings made using a partial or full Future Cruise Credit. Referrals must be made within 21 days of booking creation with a deposit in order to qualify for the savings.

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

A: No, you will have to make another booking to apply your referral savings.

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.



SAIL WITH US

VENETIAN SOCIETY REFERRAL PROGRAMME

FREQUENTLY ASKED QUESTIONS (CONTINUED)

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 was paid in full.

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

A: Yes.

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 made after 1 January 2023. The promotion is valid until 31 December 2023.
- Bookings that are paid in full do not qualify for the referred or Venetian Society member.
- Bookings made using a partial or full Future Cruise Credit do not qualify for 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.

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