

2022-23 & 2023-24 SEASONS
Contingency Plan for Quark’s Antarctic Express (8- and 11-Day Itineraries)

See Full Terms and Conditions for further terms and information

16.0 All Antarctic Express, & Bespoke Fly/Cruises

Due to the nature of **QEI’s Antarctic Express, & Bespoke Fly/Cruises** weather conditions may delay or require a cancellation of the remaining itinerary after 4 to 6 days (depending on the Expedition in question) of attempts to operate flights: **IN THESE CIRCUMSTANCES QEI WILL OFFER PASSENGERS A FULL REFUND ON THE CRUISE FARE IN THE EVENT OF TRIP INTERRUPTION IF THE CHARTER FLIGHT IS NOT ABLE TO TAKE OFF BY THE END OF THE DAY OF THE FINAL DAY OF ATTEMPTS. QEI WILL HAVE NO FURTHER LIABILITY WHATSOEVER.**

The interruption policy for **QEI’s Antarctic Express** programs are set forth in the Contingency Plan below.

16.1 Contingency Plan: QEI’s Antarctic Express (8 and 11 Day Itineraries)

QEI will make every effort to ensure the Antarctic programs take place, but due to weather conditions, flying in this region can be difficult and is beyond the control of QEI. The following table illustrates the last itinerary day on which an attempt will be made to fly:

ITINERARY NAME	ITINERARY DAYS	DAY 1	LAST ITINERARY DAY FOR FLIGHT
Antarctic Express: Fly the Drake	8 Days	Arrival in Punta Arenas	Day 4
Antarctic Express: Crossing the Circle	11 Days	Arrival in Punta Arenas	Day 6

International airfare, domestic airfare, any additional services purchased or change fees, will not be refunded by QEI. QEI will provide a trip interruption letter to be submitted by the passenger to their insurance company for airfare, change fees, and other expenses incurred due to the trip interruption.

QEI will issue the cruise fare refund back in the same form/medium in which payment was received.

16.2 Contingency Plan Itinerary

Day 1

QEI reserves the right to send passengers on the charter plane the evening prior to the scheduled day. This may happen when we see a weather system that could cause a delay on subsequent days. It is for this reason that we request all passengers to arrive in Punta Arenas (PUQ) no later than 3:00pm on Day 1. There will be no refunds for passengers who miss the charter plane departure due to an arrival in Punta Arenas airport (PUQ) after 3:00pm.

Day 2, 3, 4, 5, 6

For each day of the itinerary after Day 1, if there is a delay, all guests will be briefed by the QEI ground staff on the flight status. Often we are waiting for a weather window to depart and could be required to leave with very little notice. All guests and staff will be on stand-by until notified by the QEI ground staff.

During the stand-by period, you must be at the airport, or at another location designated by the QEI ground staff to be ready to go if and when a suitably long weather window becomes available. If an opportunity to fly does not present itself, you will be returned back to your respective hotels. QEI will provide additional night(s) hotel accommodation and meals.

QEI reserves the right to make exceptions to the timing guidelines outlined in this section.

16.3 Priority of Flight Departure (Antarctica)

In some cases, there are instances where more than one operator is waiting for a weather window to fly passengers to King George Island using the same charter planes. In these cases, the priority is given to the passengers who were first delayed.

16.4 Last Itinerary Day for Flight Attempts

In the event that the charter flight is unable to fly on the final itinerary attempt day for any reason. With such final day being:

- Day 4 for the Antarctic Express: Fly the Drake 8-day itinerary
- Day 6 for the Antarctic Express: Crossing the Circle 11-day

QEI will officially interrupt the Expedition and offer to rebook passengers on an alternative future Expedition. **If an alternative future Expedition is not suitable, then QEI will issue a full refund for the full cruise fare and unused Adventure Options without any further obligation or liability on the part of QEI.**

In order for passengers to obtain reimbursement for their airfare and potentially other costs to change flights, QEI will provide trip interruption letters for all clients to submit to their travel insurance providers under the trip delay/interruption and cancellation clause (provided passengers have included airfare to be covered in their travel protection plan). QEI will provide one final additional night hotel accommodation for those guests on the day of cancellation. Any additional hotel nights and meals will be the responsibility of the guests. QEI reserves the right to make exceptions to the timing guidelines outlined in this section.

16.5 Returning Passengers

Passengers on board the Vessel during these delays will remain on board at no additional cost until the time in which the charter flight is able to arrange transport. Full board and all excursions are included. QEI advises all clients to book changeable airlines tickets along with cancellation and interruption insurance to assist with additional airline change fees. We advise all passengers to have flexible travel arrangements upon disembarkation of the Expedition if delays arise. QEI will not be held responsible for any change/cancellation fees due to weather related delays or any other delays arising from force majeure. No refund will be issued for any reason whatsoever. At the discretion of QEI, the Vessel's Master and/or QEI's Expedition Leader reserve the right to sail the Drake passage to a port of call for any reason whatsoever including, but not limited to, any Force Majeure Event.

FOR CANCELLATION DUE TO ALL OTHER EVENTS OF FORCE MAJEURE, THE STANDARD NON-CONTINGENCY PLAN TERMS AND CONDITIONS OF QEI SHALL APPLY.