

Crew Incentive and Service Charge Policy

船員獎勵及服務費政策

The “Crew Incentive” is a daily amount for each guest that will be automatically added to your onboard account for your convenience, to recognize the efforts of a wide variety of crewmembers who contribute to the experiences of all our guests. The crewmembers eligible to receive these funds work in various departments, many of whom rotate among different ships, throughout our fleet of ships. The amount of the Crew Incentive will be based on stateroom category, as set out below:

「船員獎勵」納入每位賓客的每日費用，為了方便起見，該金額將自動顯示於您的帳戶中，以表彰為我們所有賓客體驗做出貢獻與努力的廣大船員們有資格獲取這些獎勵。這些船員包含船上各部門的員工，其中許多船員亦在不同的船上輪調工作。船員獎勵金基於艙房類別而異，說明如下：

Interior, Oceanview and Balcony 內艙、海景外艙 與陽台艙	Mini-Suite and Club Class 迷你套房艙與 Club Class 高級迷你套房艙	Suite 標準套房艙
US \$14.50	US \$15.50	US \$16.50

註：上述說明為每晚的金額。

We pride ourselves on excellent guest satisfaction and our onboard team is available to immediately address any concerns you may have about your cruise. In the unlikely event you remain dissatisfied for any reason, the Crew Incentive is subject to adjustment, at your discretion, at any time during the cruise up to the time you settle your onboard account prior to disembarkation. If you do not choose to adjust this daily charge while on board, your payment becomes final and nonrefundable.

我們以出色的賓客滿意度自豪，我們的遊輪團隊可隨時為您解決有關您遊輪旅遊的任何疑問。您若出於任何原因對船上服務不甚滿意，乘船期間直至您結清船上帳戶下船前，船員獎勵金會根據您的意見調整。如果您在乘船期間未選擇調整此項每日費用，您的款項將成為最終付款金額並且不可退款。

A nonrefundable Service Charge of 17% - 18% of purchase will be automatically added to optional purchases of beverage packages, drinks, dining room and specialty dining, private group functions, and other elected products, services or amenities provided to guests that are not included in the Cruise Fare. The Service Charge amount is based upon the service/product purchased and is applied as follows:

賓客自由選購項目（含飲料套裝、飲品、餐廳、特色餐廳、私人團體活動、以及其他未包含在遊輪船票費用裡，供賓客自由選擇的產品、服務或設施）之購物金額上，將額外收取 17%-18% 不可退款的服務費。服務費金額是根據購買的服務/產品而定，適用方法如下：

Service/Product 服務/產品	Service Charge 服務費
Specialty Dining 特色餐廳	17% (included in total cover charge) 17% (已包含在訂位費之中)
Specialty Food Items 特色餐點	17% (included in total item charge) 17% (已包含在項目費之中)
Drink Packages 飲料套裝	18%
Drinks 飲品	18%
Corkage Fee 開瓶費	18% (included in total charge) 18% (已包含在項目費之中)
Private Group Functions 私人團體活動	18% (of total cost) 總費用的 18%
Spa Services* 水療服務	18%

* Service Charge payments for spa services are not pooled for the fleet.

*水療服務的服務費不計入船隊裡個別船舶間的共同基金。

If you pre-paid the Crew Incentive and/or Service Charge as part of an all-inclusive or other applicable package: (i) the payments are bundled into your fare; (ii) the payments are nonrefundable from the time of purchase, except as part of the cruise fare, which refund shall be provided in accordance with our cancelation policy; and (iii) no additional amount will be added to your onboard account for the Crew Incentive or for those Service Charges covered by such package.

如果您已在各類全包方案或任何適用的套裝方案下，預付了上開所述的船員獎勵金和/或服務費，則：(i) 該預付款將紀錄於您的船費中；(ii) 自購買之日起，該預付款將不予退還，但作為遊輪票價的一部分除外，該部分將根據我們的取消政策提供退款；(iii) 船員獎勵金或該套裝所包含的服務費不會額外增加到您的帳戶中。

All of the Crew Incentive and Service Charge payments made by all guests on all ships in our fleet are pooled, net of credit card transaction fees. The pooled funds are distributed throughout the year in the form of compensation, including bonuses, to crewmembers fleetwide who interact directly with guests and/or behind the scenes throughout every cruise, including those in the Bar, Dining, Entertainment, Housekeeping, Guest Services, Galley and Onboard Revenue areas.

賓客在我們船隊所有船舶上支付的船員獎勵金和服務費，於扣除信用卡交易費後將合併管理，全年以津貼包括獎勵金的形式分配給全船隊的船員（包括每次航程中直接與賓客互動和/或在幕後工作之酒吧、餐飲、娛樂場所、客房服務、賓客服務、廚房和遊輪商店等之船員）。