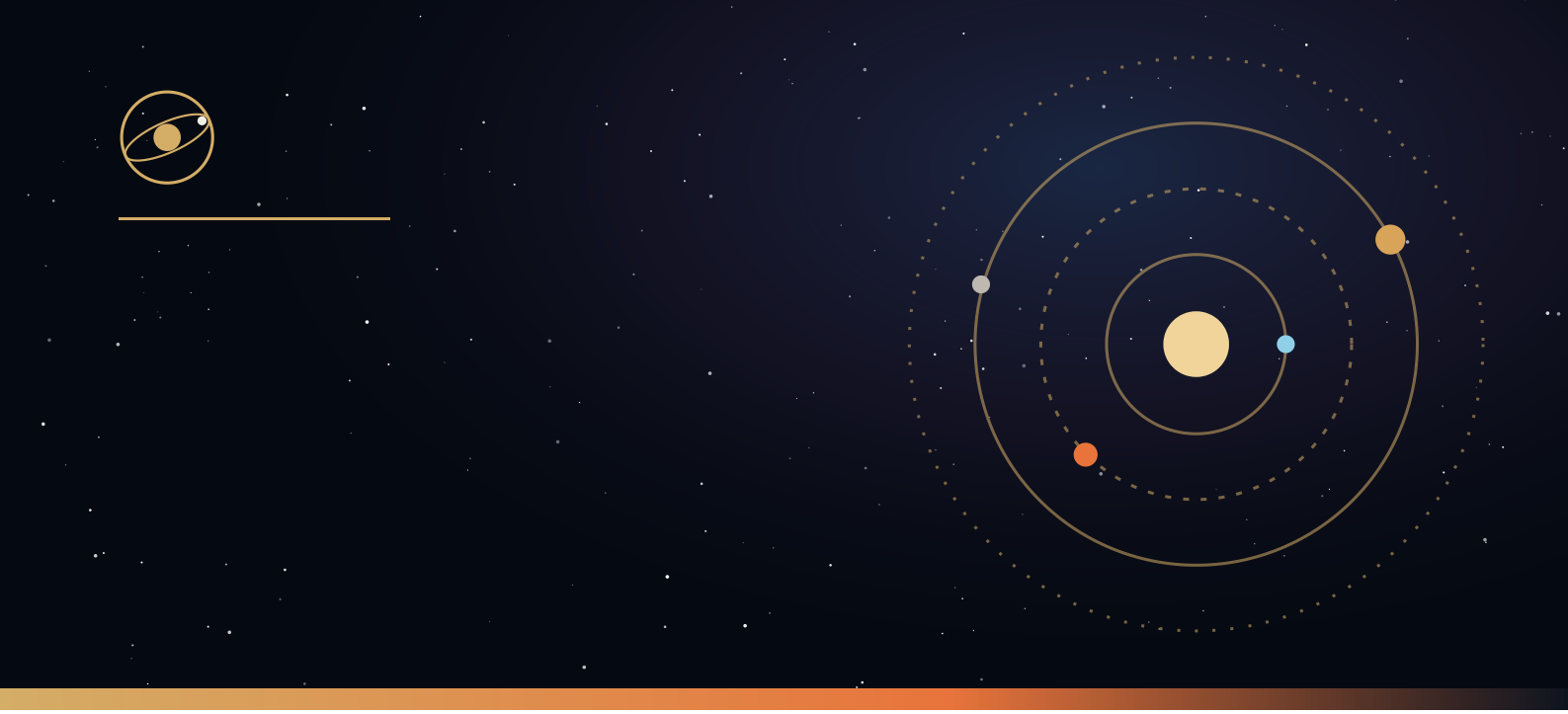


Booking Terms and Conditions

Pelorus Voyages · Version 7.2 · Effective for bookings made on or after 1 July 2042

About These Terms

These Booking Terms and Conditions set out the terms on which Pelorus Voyages accepts Bookings and carries Passengers on its expedition itineraries. They cover booking and payment, cancelling a Booking, the consequences of a launch Scrub, refund processing timelines, medical disqualification refunds, the two insurance products available to Passengers, and the general conditions that apply to every Booking. Read these terms before making a Booking, and in particular if you have any uncertainty about your ability to travel on your selected departure date.

In these terms, "Pelorus Voyages", "we", "us" and "our" mean Pelorus Voyages, the operator of the Perihelion Express. "You" and "your" mean each Passenger named on a Booking and, where the context requires, the Lead Passenger acting on behalf of the other Passengers. Words that begin with a capital letter have the meanings given to them under Definitions below.

These terms are to be read together with the Passenger Handbook, the Medical Clearance and Pre-Voyage Fitness Guide, the Departure Planning and Scheduling Guide and the Orbital Points Loyalty Programme and Account Guide, which contain operational detail that these terms refer to but do not repeat.

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Definitions

In these terms the following words have the meanings set out below. Words in the singular include the plural and the reverse, and the word "including" is used without limitation.

Add-on means any product or service purchased separately from the Voyage Package, including shore excursions that are not included in the Passenger's Cabin Class, the gondola descent at Venus, The Leap at Ceres, the Extraction Coverage add-on, and equipment rental credits above the Cabin Class allowance. Add-ons are subject to their own purchase deadlines and cancellation terms (see Section 1, Section 9 and the upgrade and add-on policy in the Passenger Handbook).

Booking means a reservation for one or more Passengers on a specified itinerary, departure date and Cabin Class, held under a single Pelorus Voyages booking reference and confirmed in accordance with Section 10.

Cabin Class means the class of accommodation booked: Pioneer (PCL), Navigator (NCL) or Pathfinder (PFL). Cabin Class determines the Passenger's berth, dining, personal mass allowance, excursion inclusions and Orbital Points multiplier. It does not change the itinerary or the destinations visited. Cabin Class is separate from, and must not be confused with, Loyalty Tier.

Departure Window means the period, 4 to 8 hours wide, within which the vessel departs from the Earth launch terminal or from a stop. A departure date refers to the opening of the Departure Window, not to a fixed clock time. Departure Windows are determined by orbital mechanics and do not shift for any reason, including late Passengers.

Extraction Coverage means the optional Add-on described in Section 9, which extends standard travel insurance to cover missed departures for any reason, including voluntary ones, subject to the caps set out in that Section. Extraction Coverage and standard travel insurance are separate products.

Force Majeure means an event or circumstance beyond the reasonable control of Pelorus Voyages, as further described in Section 15, including solar particle events, coronal mass ejection warnings and other space weather phenomena.

Group Booking means a Booking for four or more Passengers travelling together on the same itinerary and departure date, arranged through the Pelorus Voyages group reservations desk. Some group terms depend on the size of the group: the extended cancellation window in Section 2 applies to groups of eight or more Passengers, and the 5 percent group discount applies to Group Bookings of 10 or more Passengers.

Lead Passenger means the Passenger who makes a Booking and is named on it as the lead contact. For a Booking made under a corporate account, the responsibilities of the Lead Passenger under Section 10 are exercised by the corporate account administrator.

Loyalty Tier means a member's tier in the Orbital Points loyalty programme — Pioneer, Navigator or Pathfinder — determined by the Orbital Points earned in the preceding calendar year. Loyalty Tier and Cabin Class share the same names but are completely independent: booking a Pathfinder cabin does not grant Pathfinder Loyalty Tier, and holding Pathfinder Loyalty Tier does not guarantee Pathfinder cabin access.

Muster Deadline means the latest time by which a Passenger must present at the designated muster point at the Earth launch terminal or at a stop, expressed in minutes before the published Departure Window opening. Missing the Muster Deadline closes the manifest, and the vessel will not hold. The Muster Deadline for each stop is set out in the Departure Planning and Scheduling Guide and on the Check-in and Muster Deadlines card.

Orbital Credits means the stored-value payment account held within a Passenger's Pelorus Voyages account. Orbital Credits are a payment method and are distinct from Orbital Points in every way.

Orbital Points means the loyalty currency of the Pelorus Voyages frequent-traveller programme. Orbital Points are not a payment method. They may be applied only through the Points redemption function in the account portal, as described in the Orbital Points Loyalty Programme and Account Guide, and cannot be converted into Orbital Credits or cash.

Passenger means each person named on a Booking who is to travel, including the Lead Passenger and any child.

Scrub means a launch scrub as described in Section 3: the postponement or cancellation of a departure by Pelorus Voyages after Passengers have completed check-in at the Earth launch terminal, declared by the vessel captain or by Pelorus Voyages mission control.

Voyage Package means the base voyage on the booked itinerary in the booked Cabin Class, together with the shore excursions included in that Cabin Class, but excluding Add-ons. Cancellation fees under Section 1 are calculated on the total Voyage Package price per Passenger.

1. Standard Cancellation Policy

Pelorus Voyages provides a free cancellation window of 14 days from the date of booking for all itineraries and cabin classes. Cancellations submitted within 14 days of booking receive a full refund of any amounts paid, with no administrative fee.

After the 14-day free window closes, cancellation fees apply based on how far in advance of the departure date the cancellation is submitted:

- **30 or more days before departure** — 25 percent fee; 75 percent refunded
- **7 to 29 days before departure** — 50 percent fee; 50 percent refunded
- **48 hours to 6 days before departure** — 75 percent fee; 25 percent refunded
- **Within 48 hours of departure window** — non-refundable; full voyage price is forfeited

These fees are calculated on the total voyage package price per passenger. The fee schedule applies to the base voyage and cabin class; excursion add-ons purchased separately are subject to their own cancellation terms (see the upgrade and add-on policy in the Passenger Handbook for the 48-hour add-on cutoff).

Cancellations must be submitted in writing through the Pelorus Voyages account portal or by contacting bookings support directly. Cancellation is effective from the date and time the written request is received and logged, not from the date the passenger decided to cancel. Verbal cancellations are not accepted.

Important: the standard cancellation policy does not apply to launch scrubs or medical disqualifications. If your voyage is scrubbed by Pelorus Voyages, or if your physician withdraws your medical clearance, do not process a standard cancellation — contact bookings support to initiate the appropriate claim. Processing a standard cancellation in either situation may result in fees being applied that then complicate your entitlement to a full refund.

2. Group Booking Cancellations

Groups of eight or more passengers travelling under a single group booking reference are subject to a modified policy with an extended free cancellation window of 21 days from the booking date (compared to 14 days for individuals and smaller groups).

Cancellation of the entire group booking within the 21-day window: full refund for all passengers, no fee. After the 21-day window, the standard tiered fee schedule applies to the group booking, calculated on the total group fare.

Partial cancellations — where some passengers in a group cancel while others continue — are assessed individually. Each departing passenger's refund is calculated based on when their individual cancellation is submitted relative to the departure date, using the standard tiered fee schedule. The group benefits of the remaining passengers are not affected unless the cancellation reduces the group below the eight-passenger threshold. A group that falls below eight loses priority berth assignment, the group dining table, and the private briefing session for the rest of the voyage. Medical disqualifications count toward this shrinkage in the same way as cancellations.

The extended 21-day window is a property of the group booking, not of individual passengers within it. A single passenger from a group of 10 cannot invoke the group's extended window as a personal benefit to cancel without fees once the 21-day period has passed.

Group bookings of 10 or more passengers receive a 5 percent group discount. If cancellations take a group below 10, the 5 percent discount is lost going forward for the remaining passengers; discount already applied to amounts paid is not clawed back.

All group booking changes, including partial or full cancellations, must go through the Pelorus Voyages group reservations desk, not through standard bookings support.

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3. Launch Scrub Policy

A launch scrub occurs when Pelorus Voyages postpones or cancels a departure after passengers have completed check-in at the Earth launch terminal. Scrubs are declared by the vessel captain or Pelorus Voyages mission control and may result from vessel technical issues, adverse space weather, regulatory holds, or conditions at a destination stop that make safe transit impractical.

When a scrub is declared, passengers have two options:

Option 1 — Full refund. All amounts paid are refunded, including any non-refundable deposits. No cancellation fee applies regardless of when the scrub is called. Refund processing follows the standard timeline for the passenger's payment method (see Section 6).

Option 2 — 110 percent voyage credit. A voyage credit equal to 110 percent of the total amount paid is applied to the passenger's Pelorus Voyages account. The additional 10 percent is Pelorus Voyages's acknowledgment of the inconvenience of a scrub. The credit is valid for 24 months from the scrub date and can be applied to any future Pelorus Voyages voyage. It cannot be converted to Orbital Points, Orbital Credits, or cash.

Passengers must elect their preferred option within 14 days of receiving the scrub notification. If no election is made within 14 days, a full refund is processed automatically.

Orbital Points and scrubs — Points earned on the scrubbed voyage are held in the loyalty account for 90 days from the scrub date. If the passenger rebooks within that 90-day period, the held Points are transferred to the new booking. After 90 days without a rebooking, the Points are released to the general Orbital Points balance and remain usable as standard loyalty currency.

A scrub affects a single departure date; Pelorus Voyages will reschedule the scrubbed voyage for the next available alignment window. A full cancellation of an itinerary (where Pelorus Voyages permanently discontinues the voyage) is a different situation and is communicated directly to affected passengers with separate compensation terms.

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4. Rebooking After a Scrub

Passengers who choose the voyage credit option following a scrub may rebook on any available future departure on the same or a different itinerary. Passengers who take the refund have no special rebooking relationship with Pelorus Voyages and book afresh at current pricing.

Credit validity and application — voyage credits issued after a scrub are valid for 24 months from the scrub date. They can be applied to any Pelorus Voyages voyage of equal or higher value. If the new booking is more expensive than the credit, the passenger pays the difference using any accepted payment method. If the new booking is less expensive, the unused credit remainder is retained in the account for the remainder of the 24-month validity. Voyage credits do not accrue interest.

The 10 percent bonus — the additional 10 percent of a scrub credit is applied at checkout on the next booking. It cannot be taken as cash or transferred. A passenger who takes the refund instead of the credit receives the original amount paid only, not 110 percent.

Priority rebooking window — for 14 days after the scrub notification, scrub passengers have priority booking access to any future departure with remaining capacity. This allows scrub passengers to secure berths before the general booking public. After the 14-day priority window closes, rebooking proceeds at standard availability.

Passengers with scrubbed group bookings should contact the group reservations desk during the 14-day priority window to coordinate group rebooking. The group benefits associated with the original booking — priority berth access, group dining table, private briefing — are re-established on the rebooked voyage provided the group size still qualifies.

If a preferred future departure is full, passengers can be added to a waitlist. Cancellations frequently open berths in the weeks before departure; waitlist passengers are notified of availability as it arises.

5. Medical Disqualification Refunds

If a passenger's physician withdraws medical clearance after a booking has been made, the passenger is entitled to a full refund of all amounts paid to Pelorus Voyages, regardless of how close to the departure date the withdrawal occurs. This provision applies at any point from the date of booking up to and including the day before the departure window opens.

A withdrawal submitted on departure day itself — after the pre-departure health check has been completed and boarding has commenced — does not qualify for the medical disqualification refund. At that point the voyage is considered commenced, and the standard cancellation policy applies to any unused portion.

A passenger who is not cleared to board at the pre-departure health check on departure day, before boarding has commenced, is not a withdrawal after commencement. The standard cancellation policy applies unless the passenger's physician documents the condition, in which case the medical disqualification refund in this section applies (see the Medical Clearance and Pre-Voyage Fitness Guide, Section 9).

Initiating a medical disqualification claim — contact bookings support and provide:

- A written statement from the certifying physician explicitly withdrawing the previously issued clearance
- The physician's contact details for verification
- The original clearance document reference number
- Your Pelorus Voyages booking reference

Pelorus Voyages will verify the withdrawal with the physician's office, which typically takes three to five business days. The refund is processed after verification is complete.

Travel companions on the same booking — the medical disqualification of one passenger does not automatically entitle companions on the same booking to a refund. Companions who choose not to travel may request a refund under the standard cancellation policy, with fees calculated based on how far before departure the cancellation is requested. In cases where the disqualified passenger is the primary traveller and the companion's participation only made sense in relation to them, contact bookings support to discuss the situation; compassionate cancellation consideration may be available.

Scope of refund — the medical disqualification refund covers amounts paid to Pelorus Voyages only. Third-party costs incurred in preparation for the voyage — flights to the launch terminal, accommodation, training materials from third-party providers, independent travel insurance premiums — are outside the scope of the Pelorus Voyages refund and may be addressed through the passenger's travel insurance.

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6. Refund Processing Timelines

Refund timelines begin from the date the refund is approved and initiated by Pelorus Voyages — not from the date the cancellation or claim was submitted. Claims requiring review (medical disqualification, scrub credits, complex group situations) take additional time before reaching the approval stage; approval timing is separate from the processing timelines below.

Payment method	Refund timeline	Notes
Credit card	5–10 business days	Timeline is from Pelorus Voyages approval to card statement posting. Card network processing adds 2–5 days after Pelorus Voyages sends the refund. Your card issuer's statement cycle may delay visibility further.
Debit card	5–10 business days	Same as credit card. Some debit card networks are slower; allow 10 business days before querying.
Bank transfer (Earth-based account)	10–14 business days	SWIFT and IBAN transfers to Earth-based accounts. Pelorus Voyages initiates the transfer within 3 business days of approval; bank processing accounts for the remainder.
Bank transfer (non-Earth account)	12–20 business days	Interplanetary routing via the Cislunar Financial Relay adds 2–5 business days to standard bank transfer timelines. Mars Colonial Bank and Lunar Credit Union accounts are the most common; allow the full 20 days before escalating.

Orbital Credits (stored-value)	1–2 business days	Refunds to your Pelorus Voyages Orbital Credits account are processed internally and typically visible within 48 hours of approval. Orbital Credits can be applied to future bookings immediately.
Corporate account billing	14–21 business days	Corporate refunds are processed via the quarterly billing reconciliation cycle unless a priority refund is requested by the account administrator. Corporate customers can ask their corporate travel coordinator for priority processing.
Partial Orbital Points redemption	Points restored within 1–2 business days; cash portion by payment method	If a booking included both Points redemption and a cash payment, the cash portion refunds by the payment method used; Points are restored to the loyalty account separately and typically faster.

If a refund has not appeared after the maximum timeline, contact Pelorus Voyages bookings support with your booking reference and the refund approval confirmation number. Do not contact your card issuer or bank before the maximum timeline has elapsed — bank investigations initiated before the standard processing window typically slow rather than accelerate the refund.

Refund amounts are issued in the currency of the original payment. Pelorus Voyages does not absorb foreign exchange losses on refunds to non-Earth accounts; exchange-rate movement can change the Earth-currency value of the amount received.

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7. Standard Travel Insurance — What Is Covered

Pelorus Voyages standard travel insurance covers the following categories of loss or interruption. This summary is for general reference; passengers should review the full policy document for precise definitions, sub-limits, and claim procedures.

Trip interruption — medical emergency. When a passenger is unable to continue the voyage due to a documented medical event occurring during travel, the policy covers: medical evacuation to the nearest appropriate facility, the unused portion of the voyage package (calculated on a per-day basis for remaining stops), and reasonable additional accommodation and transport costs during recovery. The medical event must be assessed and documented by a licensed physician or the vessel medical officer.

Medical expenses. Treatment costs for illness or injury occurring during the voyage, including treatment aboard the vessel in the medical bay and at destination medical facilities. Coverage extends to prescription medications required directly as a result of the in-voyage illness or injury. Pre-existing conditions are covered only if they were declared at the time of insurance purchase and a physician confirmed fitness to travel.

Baggage loss or damage. Replacement value of personal belongings lost, stolen, or damaged during the voyage, subject to a per-item cap and an overall trip cap. Baggage must have been checked and logged with Pelorus Voyages at departure. Electronic equipment is covered at 50 percent of the per-item cap.

Journey delay. Additional accommodation and meal costs when travel is delayed by more than 12 hours due to a launch scrub or vessel mechanical issue. Applies to delays caused by Pelorus Voyages operations only; delays caused by the passenger's own travel to the Earth launch terminal are not covered.

Launch scrub out-of-pocket costs. Documented costs for accommodation and transport incurred by the passenger after arriving at the Earth launch terminal for a voyage that is subsequently scrubbed. This is separate from the voyage refund or credit the passenger receives from Pelorus Voyages for the voyage itself. Standard insurance covers scrubs caused by vessel technical issues and regulatory holds; solar weather scrubs are excluded (see Section 8). The Extraction Coverage add-on does not change scrub coverage.

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8. Standard Travel Insurance — Exclusions

The following are not covered by standard Pelorus Voyages travel insurance:

Voluntary missed departures. Any situation in which the passenger was physically capable of returning to the vessel by the muster deadline but did not do so. This includes excursion overruns, personal decisions to extend a surface stay, failure to monitor time, and equipment delays within the passenger's control. Charter extraction costs, next-itinerary pickup fares, and all other costs arising from a voluntary missed departure are excluded.

Solar weather scrubs. Scrubs caused by solar particle events, coronal mass ejection warnings, or other space weather phenomena are classified as acts of nature and excluded from standard policy.

Undeclared pre-existing conditions. A condition is pre-existing if the passenger received a diagnosis, treatment, or medical advice related to it in the 12 months before the insurance purchase date. Conditions declared at purchase and cleared by a physician are covered.

Change of mind. Trip cancellation due to a change of mind is not covered. The standard cancellation fees in Section 1 apply as normal.

Voluntary mission abort. Choosing to leave the voyage mid-itinerary for reasons other than a documented medical emergency — personal preference, family circumstances, dissatisfaction — is not covered. Return transport and unused voyage days are not reimbursable.

Non-Pelorus excursions. Activities conducted outside of Pelorus Voyages-operated or Pelorus Voyages-approved excursions. Passengers who arrange independent surface activities at any stop do so at their own risk.

Heritage site violations. Loss or damage caused by failure to follow Pelorus Voyages safety instructions, crew directives, or heritage site preservation rules. This includes fines or penalties imposed by planetary heritage authorities — including the Lunar Heritage Authority — for violations at protected sites such as Tranquility Base Heritage Site and the Shepard Shot Marker at Fra Mauro.

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9. Extraction Coverage Add-On

Standard travel insurance and the Extraction Coverage add-on are separate products with different scopes. Purchasing one does not provide the other, and they are frequently confused.

What Extraction Coverage adds — the add-on extends standard insurance to cover missed departures for any reason, including voluntary ones. It covers charter extraction costs up to a cap that varies by the location of the missed departure:

- **Inner System stops** (Moon Base 7, Mars Colony 1, The Aphrodite at Venus): cap is 2× the original voyage package price
- **Outer System stops** (Ceres Waystation, Saturn Ring Transit, Titan Ice Flats, Enceladus Geyser Flyover): cap is 4× the original voyage package price

Charter extraction costs above the applicable cap remain at the passenger's expense. The higher cap for outer system stops reflects the substantially greater cost of charter extraction at those distances.

Pricing — the Extraction Coverage add-on is priced at 8 percent of the voyage package price for Inner Planets Survey (IPS) itineraries, and 12 percent for Outer Reaches Tour (ORT) and Grand Solar Tour (GST) itineraries. The higher ORT and GST rate reflects the outer system extraction risk for those itineraries.

Purchase deadline — Extraction Coverage must be purchased before departure from Earth. It cannot be added after the voyage has commenced and cannot be purchased retroactively after a missed departure has occurred. It is available through the account portal under add-ons up to 48 hours before departure, the same deadline as other add-ons (see the Passenger Handbook).

If a missed departure occurs — contact the Pelorus Voyages expedition coordinator at the stop and provide your booking reference. The coordinator will initiate the extraction claim and arrange charter options subject to the applicable cap. If charter costs will exceed the cap, the coordinator will provide a written cost estimate before proceeding; the passenger must authorise any overage amount in writing before extraction proceeds.

To confirm which insurance products are on your booking, log into the account portal and view your voyage confirmation. All purchased add-ons are listed on the confirmation. If Extraction Coverage is not listed and your voyage has not yet departed, contact bookings to add it.

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10. Formation of the Contract and the Lead Passenger's Responsibilities

10.1 **Making a Booking.** Individual Bookings are made through the Pelorus Voyages account portal. Group Bookings must be arranged through the group reservations desk; the standard online portal does not support group reservations. Without the deposit, a provisional hold on a berth expires after 72 hours and the space is released. A provisional hold is not a Booking.

10.2 **Confirmation.** A Booking is confirmed, and a contract between Pelorus Voyages and each Passenger named on it comes into existence, when the deposit of 25 percent of the total Voyage Package price is paid (or the full voyage price, where Clause 11.2 requires it). Where payment is made by bank transfer, the Booking is not confirmed until the transfer is received. All purchased Add-ons are listed on the voyage confirmation in the account portal.

10.3 **The Lead Passenger.** The Lead Passenger must be at least 18 years of age and, by making a Booking, confirms that they are authorised to accept these terms on behalf of every Passenger named on it. The Lead Passenger is responsible for ensuring that every Passenger's details are complete and

accurate, that payments are made when due, and that every Passenger receives these terms and the pre-voyage communications sent by Pelorus Voyages.

10.4 **Individual obligations remain.** The Lead Passenger's responsibilities do not relieve any other Passenger of their own obligations under Section 12. Each Passenger remains individually responsible for their own medical clearance, pre-voyage training and Muster Deadlines.

10.5 **Children.** The minimum passenger age is 5 years, measured at the departure date, and cannot be waived. Passengers under 18 must be accompanied by a parent or legal guardian who is a co-passenger on the same Booking. See Section 7 of the Passenger Handbook.

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11. Price, Payment and Price Changes

11.1 **Price confirmed at booking.** The price of the Voyage Package and of any Add-on is the price confirmed at the time of booking. Subject to Clause 11.4, Pelorus Voyages will not increase the price of a confirmed Booking.

11.2 **Payment.** Payment follows the three-stage schedule in Section 4 of the Passenger Handbook: a 25 percent deposit at booking, a second payment of 50 percent due 90 days before the scheduled departure date, and a final balance of 25 percent due 30 days before the scheduled departure date. Passengers booking within 30 days of departure must pay the full voyage price at the time of booking. If the second payment is not received by the 90-day mark, Pelorus Voyages may cancel the Booking and apply cancellation fees to any refund of the deposit already paid.

11.3 **Payment methods.** All payments are made through the account portal. Orbital Points cannot be used to pay deposits or voyage balances directly; they may be applied only through the Points redemption function, as described in the Orbital Points Loyalty Programme and Account Guide.

11.4 **Taxes and levies.** If a government, a planetary authority or the operator of a destination installation introduces or increases a tax, levy or charge after a Booking is confirmed, and it applies to that Booking, Pelorus Voyages may pass the amount on at cost. Pelorus Voyages will notify the Lead Passenger in writing before the amount becomes payable. Pelorus Voyages does not otherwise add surcharges to a confirmed Booking.

11.5 **Changes and later offers.** Changes requested by the Passenger, including cabin class upgrades and changes of itinerary, are priced at the current rate, as set out in Section 5 of the Passenger Handbook. A price reduction or offer introduced after a Booking is confirmed does not entitle the Passenger to a refund of the difference.

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12. Passenger Obligations

12.1 **Medical clearance and training.** Each Passenger must obtain a valid physician-issued medical clearance covering the booked itinerary, complete the online pre-voyage training programme at least 14 days before the Departure Window opens, and attend the pre-departure health check at Earth Launch

Terminal 7, Medical Suite B. Passengers who have not completed the training programme by the deadline are not permitted to board. See the Medical Clearance and Pre-Voyage Fitness Guide.

12.2 **Accurate declarations.** Each Passenger must declare their medical conditions, medications and, where relevant, pregnancy accurately in the account portal and to their certifying physician, and must update the declaration if their circumstances change before departure.

12.3 **Muster Deadlines.** Each Passenger must present at the muster point by the Muster Deadline at the Earth launch terminal and at every stop. The vessel will not hold, and no exceptions are made for late Passengers for any reason. The consequences of a missed departure are set out in the Departure Planning and Scheduling Guide and in Sections 8 and 9.

12.4 **Crew directives and conduct.** Each Passenger must comply with the safety instructions and directives of the captain, the crew and Pelorus Voyages excursion guides, and must not act in a way that endangers the vessel or any person. Where a Passenger's conduct endangers safety, the captain may require the Passenger to disembark at the next stop at the Passenger's own expense, with no refund for the unused portion of the voyage.

12.5 **Baggage and heritage sites.** Each Passenger must keep within their personal mass allowance and must not bring aboard any prohibited item listed in the Packing and Baggage Guide. At protected sites, including Tranquility Base Heritage Site and the Fra Mauro zone, each Passenger must observe the heritage site rules enforced under the Outer Space Heritage Preservation Act of 2041. Pelorus Voyages is legally required to report violations to the Lunar Heritage Authority and has no discretion to decline reporting. Fines and penalties imposed by heritage authorities are the Passenger's own responsibility (see Section 8).

12.6 **Refusal of boarding.** Unless another Section of these terms provides otherwise, a refusal of boarding caused by a Passenger's failure to meet the obligations in this Section is treated as a cancellation by the Passenger under Section 1.

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13. Changes by Pelorus Voyages

13.1 **Our right to alter the itinerary.** Schedules are determined by orbital mechanics, and each leg depends on the one before it. Pelorus Voyages may alter the sequence, timing or duration of any stop, or shorten or omit a stop, where this is required by orbital alignment, safety, a regulatory requirement, conditions at a destination, a medical diversion or Force Majeure. Passengers will be told of any such change as soon as reasonably practicable.

13.2 **Changes before departure.** A postponement or cancellation of a departure after check-in is a Scrub and is governed by Sections 3 and 4. If Pelorus Voyages moves a departure to a different date before check-in, the Passenger may accept the new date or cancel the Booking without the cancellation fees in Section 1. A permanent discontinuance of an itinerary is handled as stated at the end of Section 3.

13.3 **Changes during the voyage.** Where a stop is omitted during the voyage, Pelorus Voyages will refund the price of any Add-on purchased for that stop that could not be provided. Otherwise, no compensation is payable for a change made under Clause 13.1.

13.4 **Missed departures.** A Passenger who misses a Muster Deadline is not the subject of a change by Pelorus Voyages. The options available to that Passenger are set out in Section 3 of the Departure Planning and Scheduling Guide.

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14. Liability and Its Limits

14.1 **Liability not limited.** Nothing in these terms excludes or limits the liability of Pelorus Voyages for death or personal injury caused by its negligence, for fraud, or for any liability that cannot be excluded or limited by law.

14.2 **Carriage.** Where the Interplanetary Carriage Convention applies, the liability of Pelorus Voyages for death, injury, delay, and loss of or damage to baggage in the course of carriage is subject to the conditions and limits of that Convention.

14.3 **Overall limit.** Subject to Clauses 14.1 and 14.2, the total liability of Pelorus Voyages to a Passenger in connection with a Booking is limited to the price paid by or for that Passenger for the Booking.

14.4 **Exclusions.** Pelorus Voyages is not liable for loss caused by a Passenger's failure to meet their obligations under Section 12, by a voluntary missed departure, by independent third-party transport or activities arranged by the Passenger, by Force Majeure, or by the acts or rules of the authorities that operate destination installations. Pelorus Voyages is not liable for indirect or consequential loss, or for third-party costs such as flights to the launch terminal and accommodation, which may be addressed through the Passenger's travel insurance (see Sections 7 and 8).

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15. Events Outside Our Control

15.1 **Force Majeure.** In addition to space weather, Force Majeure includes natural events at a destination; acts, orders or regulatory holds of any government, planetary authority or operator of a destination installation; hostilities or civil disturbance; and epidemic or quarantine requirements. A vessel technical issue is not in itself Force Majeure. Pelorus Voyages is not liable for any failure or delay caused by Force Majeure, and will always put the safety of Passengers and crew first.

15.2 **Scrubs caused by Force Majeure.** A Scrub declared because of adverse space weather or any other Force Majeure event remains a Scrub. Sections 3 and 4 apply in full, and the Passenger's choice between a full refund and a 110 percent voyage credit is unaffected.

15.3 **Insurance treatment is separate.** Whether an event is Force Majeure under these terms does not decide whether it is insured. Standard travel insurance classifies solar weather scrubs as acts of nature and excludes them (see Sections 7 and 8).

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16. Complaints

16.1 **During the voyage.** Passengers should raise any problem at the time, so that it can be put right aboard. Complaints aboard the vessel should be made at the purser's desk on Deck 2; at a stop, to the Pelorus Voyages expedition coordinator.

16.2 **After the voyage.** A complaint not resolved during the voyage should be submitted in writing through the account portal to the customer experience team within 28 days after Earth arrival, with the booking reference and any supporting documents. A complaint received later will still be considered, but may be harder to investigate.

16.3 **Claims are not complaints.** Medical disqualification claims (Section 5), Scrub elections (Section 3), extraction claims (Section 9) and insurance claims follow their own procedures.

17. Personal Data

17.1 **Use of personal data.** Pelorus Voyages uses personal data, including medical information, to manage Bookings, verify fitness to travel, protect the safety of Passengers and crew, and meet legal obligations. Medical information is processed with the Passenger's explicit consent, given when it is submitted, and access to it is restricted to those who need it.

17.2 **Medical records.** The result of the pre-departure health check is transmitted directly to the vessel's flight surgeon. Medical bay consultation records are held confidentially and are not shared with Pelorus Voyages administration without the Passenger's written consent, except in cases of communicable disease or immediate safety risk. By submitting a medical disqualification claim, the Passenger authorises Pelorus Voyages to verify the withdrawal with the physician's office.

17.3 **Sharing and retention.** Personal data is shared only where needed, including with destination authorities, insurers, emergency contacts and, where legally required, heritage authorities. It is kept only for as long as needed for the Booking, any claim or complaint, and legal requirements. Passengers may ask to see or correct their personal data through the account portal.

18. Governing Law and Disputes

18.1 These terms are governed by the laws of the Cislunar Commercial Zone, and the courts of the Cislunar Commercial Zone have non-exclusive jurisdiction over any dispute arising from them.

18.2 Where the Interplanetary Carriage Convention applies to the carriage of a Passenger or their baggage, it prevails over these terms to the extent of any inconsistency. Nothing in these terms affects rights under the Outer Space Transport Compact of 2038 or any mandatory consumer protection law.

18.3 Any dispute should first be raised through the complaints procedure in Section 16.

19. General

19.1 **Entire agreement.** These terms, the voyage confirmation and the documents referred to in them form the entire agreement for a Booking. Insurance products are also governed by their full policy documents.

19.2 **Which version applies.** The version of these terms in force on the date of booking applies to that booking.

19.3 **Notices.** Pelorus Voyages may issue notices that amend specific terms. A notice applies to bookings made after the notice date, or from any later date stated in the notice, and does not change an existing Booking. Until the affected guides are updated, a notice takes precedence over them for the bookings to which it applies.

19.4 **Severability.** If any provision of these terms is found invalid or unenforceable, the remaining provisions continue in full force.

19.5 **Transfer.** A Booking is personal to the Passengers named on it and may not be transferred to another person without the agreement of Pelorus Voyages.

Pelorus Voyages Passenger Services. Questions about these terms can be raised through the account portal. The version of these terms in force on the date of booking applies to that booking.

