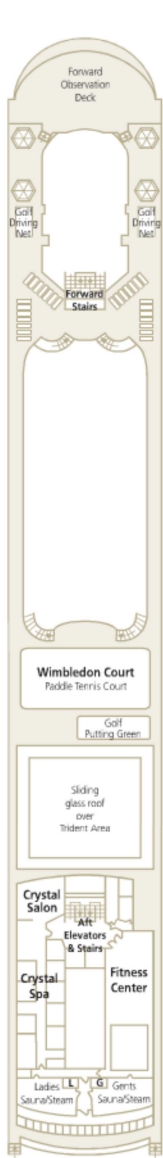


# Crystal Symphony Deck Plans

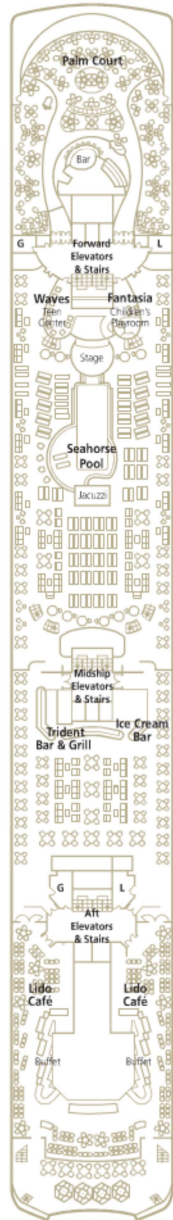
- CP Crystal Penthouse with Verandah and third berth
- PS Penthouse Suite with Verandah and third berth

- PH Penthouse with Verandah and third berth
- A B Deluxe Stateroom with Verandah

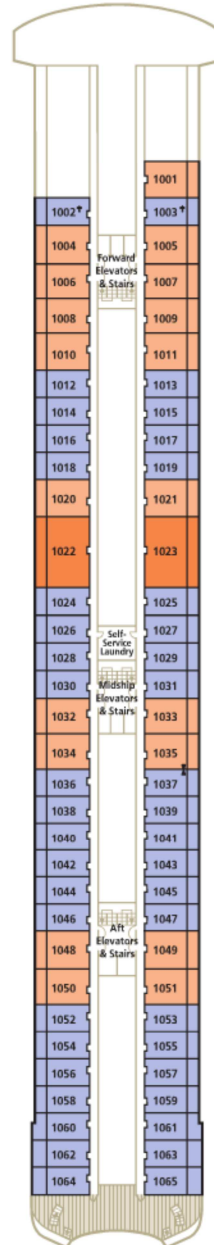
- C D Deluxe Stateroom with Large Picture Window
- E Deluxe Stateroom with Large Picture Window (limited or extremely limited view)



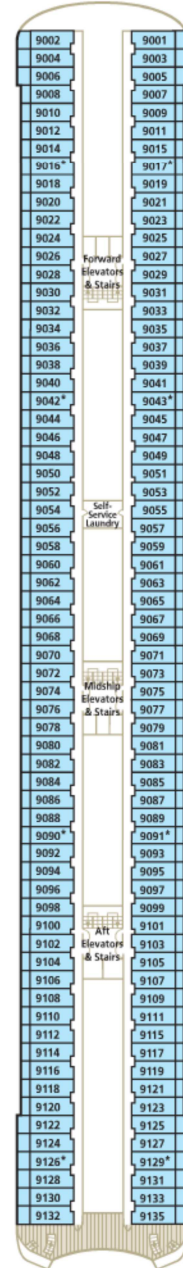
Sun Deck 12



Lido Deck 11



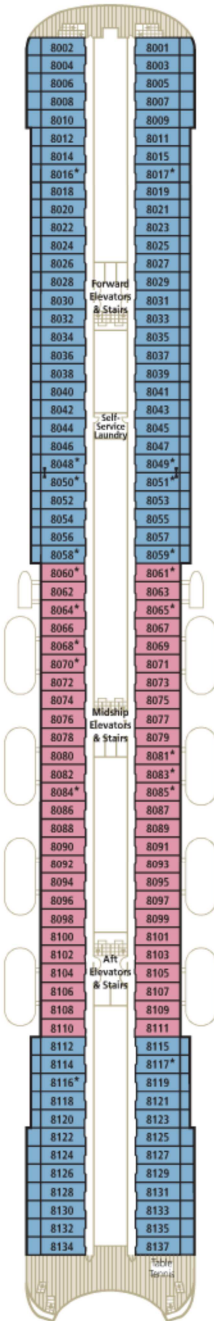
Penthouse Deck 10



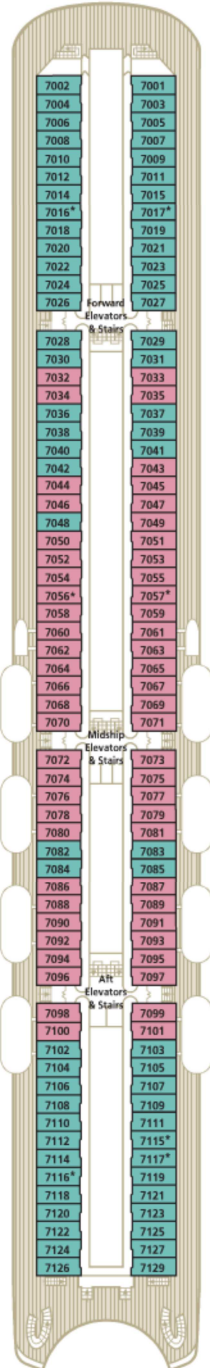
Seabreeze Deck 9

\* Third berth available; as well as in Penthouses (PS and PH) with the exception of those designed for guests with disabilities, 1002 and 1003. Note: Third berth waiver is required. See [crystalcruises.com](http://crystalcruises.com) for details.

† Staterooms for guests with disabilities  
 ▶ Connecting staterooms



Horizon Deck 8



Promenade Deck 7

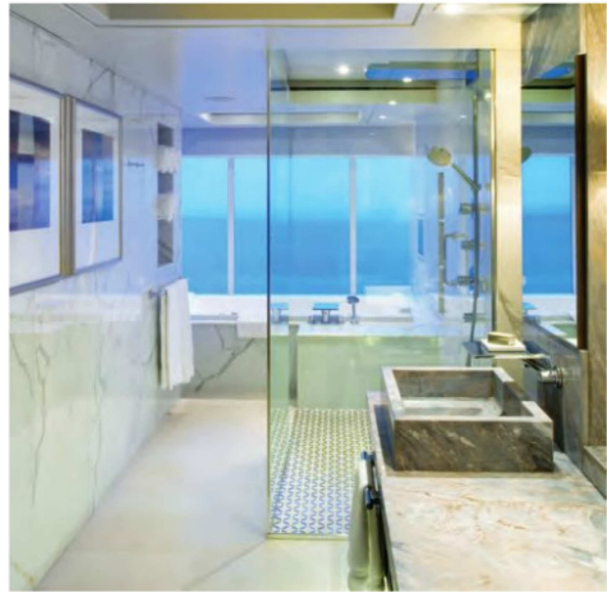


Tiffany Deck 6

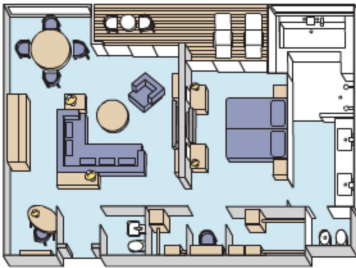


Crystal Deck 5

# Crystal Symphony Penthouses & Staterooms



**Crystal Penthouse with Verandah**  
982 sq. ft. (with verandah)



- Spacious living room with wool carpets, walnut floors, cabinetry and Swarovski chandelier
- Dining area with panoramic ocean views
- Custom entertainment center with Samsung flat-panel television, Blu-ray DVD/CD players and Bose surround sound
- Separate study
- Custom built-in bar
- Aquavision television in bathroom
- Large bedroom with queen-size bed or twins, plus his and hers walk-in closets and flat-panel television with Blu-ray DVD/CD players
- Master bath with Jacuzzi® ocean view, crystal sconces and heated Calacatta marble floors, separate shower and bidet
- Large private verandah with teak furniture
- Complimentary wine plus choice of spirits from set menu upon embarkation
- Complimentary soft drinks, beer and bottled water in room
- Complimentary newspaper of your choice once daily
- Complimentary pressing service
- Personal butler service
- Cordless phone
- Wireless Internet access
- Guest bathroom
- Third berth (optional)
- Refrigerator
- Security safe
- A total of two private car/minivan transfers per voyage from/to the designated airport in the port city for embarkation and disembarkation or transfers to/from other locations within 100 miles of the port city for embarkation/disembarkation\*

Please note: Penthouse and stateroom photos and layouts shown are examples of what is available and do not necessarily reflect all rooms or latest refurbishments, including but not limited to staterooms for guests with disabilities. Penthouses specially designed for guests with disabilities do not feature third berth. \*Restrictions apply. Services are non-transferable. There are no credits given for forfeited services. Note: car/minivan will be arranged according to the number of pieces of luggage.



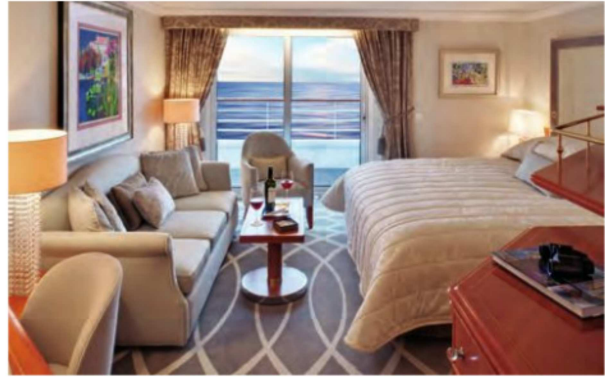
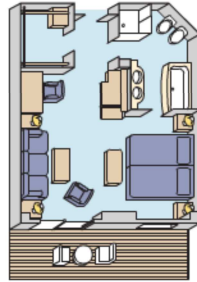


PS

**Penthouse Suite with Verandah**

491 sq. ft. (with verandah)

- Spacious living area • Private verandah
- Complimentary wine plus choice of spirits from set menu upon embarkation
- Complimentary soft drinks, beer and bottled water in room • Complimentary pressing service • Personal butler service
- Two flat-panel televisions with DVD/CD player • Queen-size bed or twin beds, and third berth • Full Jacuzzi bathtub
- Separate shower • Bidet • Walk-in closet
- Refrigerator • Security safe

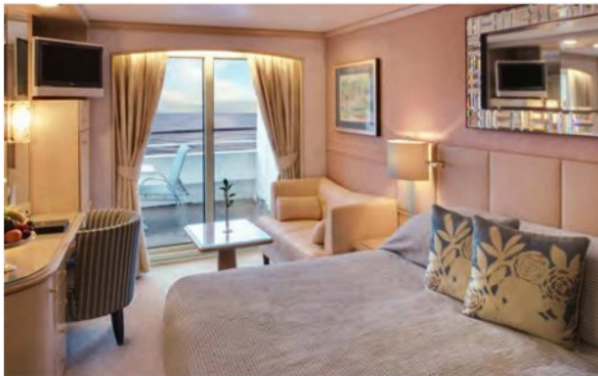
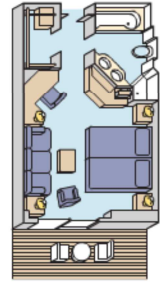


PH

**Penthouse with Verandah**

367 sq. ft. (with verandah)

- Sizeable living area • Private verandah
- Complimentary wine plus choice of spirits from set menu upon embarkation
- Complimentary soft drinks, beer and bottled water in room • Complimentary pressing service • Personal butler service
- Flat-panel television with DVD/CD player
- Queen-size bed or twin beds, and third berth • Full Jacuzzi bathtub • Separate shower • Walk-in closet • Refrigerator
- Security safe



A B

**Deluxe Stateroom with Verandah**

246 sq. ft. (with verandah)

- Leather sofa in seating area • Private verandah • Seating area • Queen-size bed or twin beds • Complimentary soft drinks and bottled water in room • Flat-panel television with DVD/CD player • Full bathtub/shower combination • Refrigerator • Security safe



C D E

**Deluxe Stateroom with Large Picture Window**

202 sq. ft.

- Leather sofa in seating area • Large picture window • Queen-size bed or twin beds
- Complimentary soft drinks and bottled water in room • Flat-panel television with DVD/CD player
- Full bathtub/shower combination • C & D have sweeping views, E has a view that is limited or extremely limited • Refrigerator • Security safe



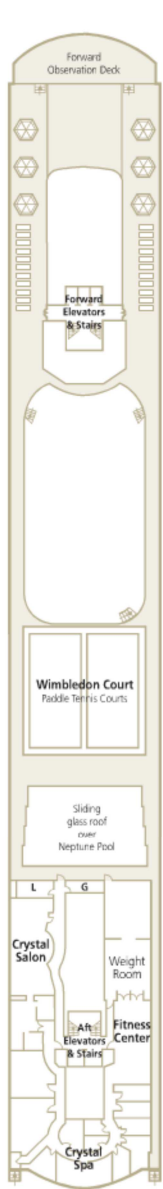


# Crystal Serenity Deck Plans

- CP**  
Crystal Penthouse with Verandah and third berth
- PS**  
Penthouse Suite with Verandah and third berth

- PH**  
Penthouse with Verandah and third berth
- AA**  
Deluxe Stateroom with Verandah

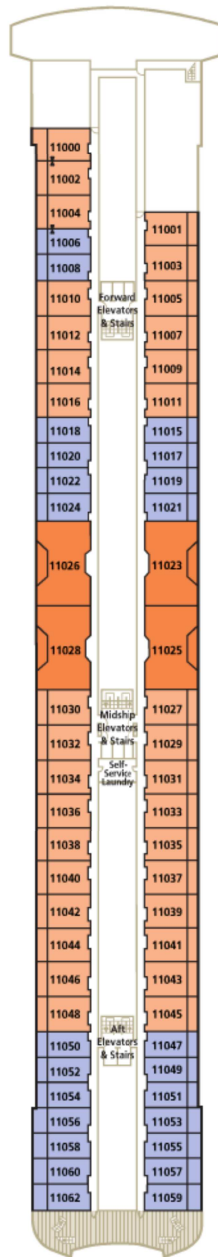
- A B**  
Deluxe Stateroom with Verandah
- C**  
Deluxe Stateroom with Large Picture Window



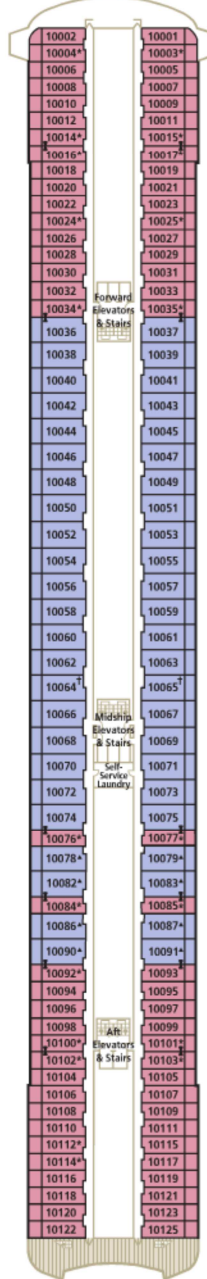
Sun Deck 13



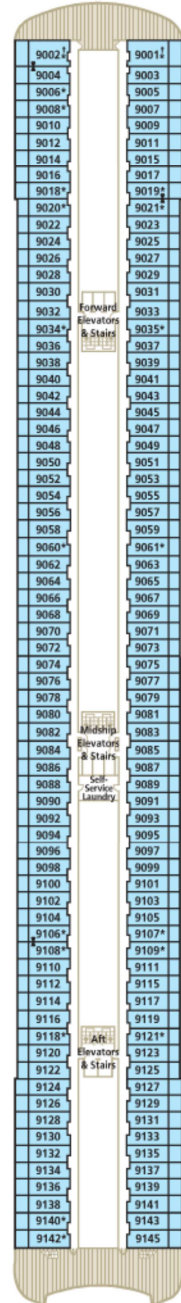
Lido Deck 12



Penthouse Deck 11



Penthouse Deck 10



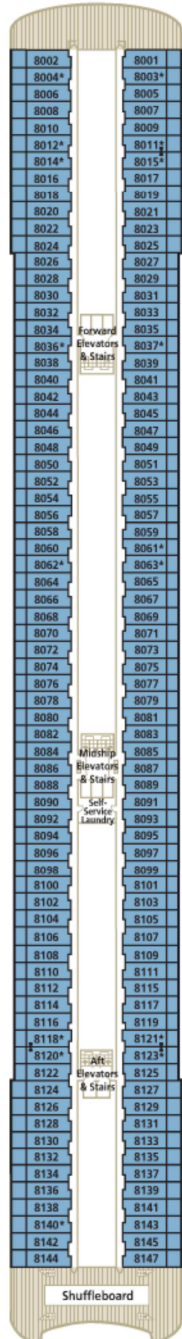
Seabreeze Deck 9

\* Third berth available; as well as in all Penthouses (CP, PS and PH) with the exception of those designed for guests with disabilities, 10064 and 10065. Note: Third berth waiver required. See [crystalcruises.com](http://crystalcruises.com) for details.

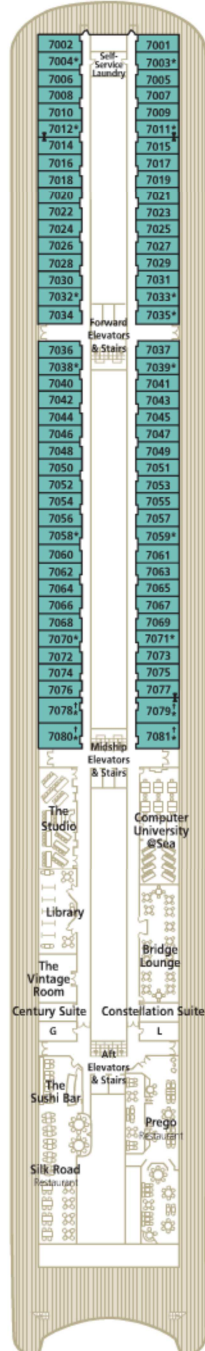
† Staterooms for guests with disabilities

▶ Connecting staterooms

▲ Queen-bed configuration only



Horizon Deck 8



Promenade Deck 7



Tiffany Deck 6



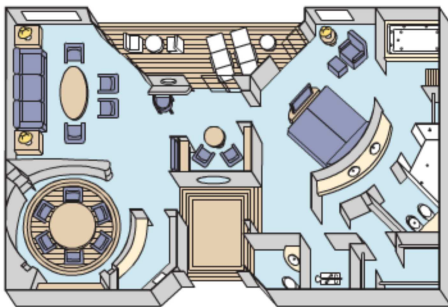
Crystal Deck 5

# Crystal Serenity Penthouses & Staterooms



CP

**Crystal Penthouse with Verandah**  
1,345 sq. ft. (with verandah)

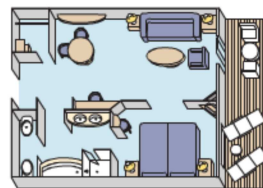


- Spacious living room
  - Dining area
  - Large private verandah
  - Complimentary wine plus choice of spirits from set menu upon embarkation
  - Complimentary soft drinks, beer and bottled water in room
  - Personal butler service
  - Complimentary pressing service
  - State-of-the-art Bang & Olufsen® sound system
  - Data port for laptop computer hook-up and wireless Internet access
  - Large flat-screen televisions in bedroom, living room and bathroom
  - Cordless phone
  - Pantry and library
  - Large bedroom with queen-size bed or twin beds, and third berth
  - Master bath with Jacuzzi and ocean view
  - Separate shower and bidet
  - Refrigerator
  - A total of two private car/minivan transfers per voyage from/to the designated airport in the port city of embarkation and disembarkation or transfers to/from other locations within 100 miles of the port city of embarkation and disembarkation\*
- Guest bathroom
  - Private workout area
  - Walk-in closet
  - Security safe



PS

**Newly redesigned Penthouse Suite with Verandah**  
538 sq. ft. (with verandah)



- Spacious living area
- Dining area
- Private verandah
- Complimentary wine plus choice of spirits from set menu upon embarkation
- Complimentary soft drinks, beer and bottled water in room
- Personal butler service
- Complimentary pressing service
- Two flat-panel televisions and Blu-ray DVD/CD players
- Data port for laptop computer hook-up and wireless Internet access
- Separate bedroom area
- Vanity in bedroom
- Queen-size bed or twin beds, and third berth
- Picture window in bedroom
- Full Jacuzzi bathtub
- Separate shower
- Bidet
- Walk-in closet
- Refrigerator
- Security safe



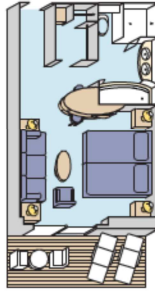


PH

**Newly redesigned Penthouse with Verandah**

403 sq. ft. (with verandah)

- Sizeable living area • Private verandah
- Complimentary wine plus choice of spirits from set menu upon embarkation
- Complimentary soft drinks, beer and bottled water in room • Personal butler service
- Complimentary pressing service • Queen-size bed or twin beds, and third berth • Vanity in dressing area • Flat-panel television & Blu-ray DVD/CD player • Data port for laptop computer hook-up and wireless Internet access
- Full Jacuzzi bathtub • Separate shower
- Walk-in closet • Refrigerator • Security safe

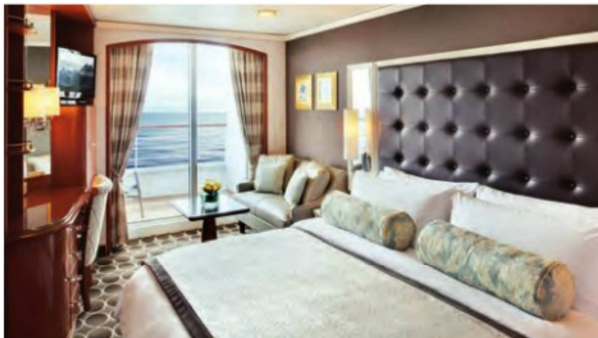
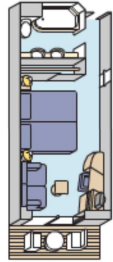


AA

**Newly redesigned Deluxe Stateroom with Verandah (located on Penthouse Deck)**

269 sq. ft. (with verandah)

- Private verandah • Seating area • Queen-size bed or twin beds • Complimentary soft drinks and bottled water in room • Flat-panel television and Blu-ray DVD/CD player • Data port for laptop computer hook-up and wireless Internet access • Full bathtub/shower combination
- Refrigerator • Security safe



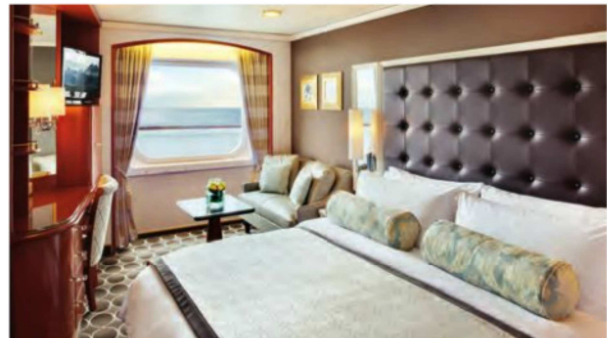
A

B

**Newly redesigned Deluxe Stateroom with Verandah**

269 sq. ft. (with verandah)

- Private verandah • Seating area • Queen-size bed or twin beds • Complimentary soft drinks and bottled water in room • Flat-panel television and Blu-ray DVD/CD player • Data port for laptop computer hook-up and wireless Internet access • Full bathtub/shower combination
- Refrigerator • Security safe

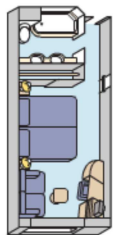


C

**Newly redesigned Deluxe Stateroom with Large Picture Window**

226 sq. ft.

- Large picture window • Seating area • Queen-size bed or twin beds • Complimentary soft drinks and bottled water in room • Flat-panel television and Blu-ray DVD/CD player • Data port for laptop computer hook-up and wireless Internet access • Full bathtub/shower combination • Refrigerator • Security safe



Please note: Penthouse and stateroom photos, renderings and layouts shown are examples of what is available and do not necessarily reflect all rooms or latest refurbishments, including but not limited to staterooms for guests with disabilities. Penthouses specially designed for guests with disabilities do not feature third berth. \*Restrictions apply. Services are non-transferable. There are no credits given for forfeited services. Note: car/minivan will be arranged according to the number of pieces of luggage.

# Crystal Adventures Hotel Programs

Crystal Cruises takes great pride in its “Classic” and “Classic-Plus” Hotel Programs. Each property is carefully selected for its location, level of service, ambiance and attention to detail. The programs are designed to provide you with the opportunity to enjoy the embarkation and disembarkation cities as exciting destinations rather than simply transfer points, and enhance your overall cruise experience.

## Crystal “Classic” Hotel Program

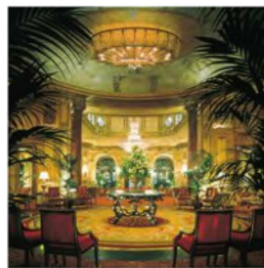
Whether you wish to begin your cruise experience in grand style or complete your ocean journey exploring a fascinating city, the Crystal “Classic” Hotel Program is the perfect choice. Before you board, our travel experts take care of all the arrangements—meeting and assisting you at the airport, transferring you by motor coach to your hotel, then escorting you to the ship when it’s time to embark. Our pre-cruise packages also offer you protection against flight delays on the day of sailing that could cause you to miss the ship. At the end of your cruise, we are waiting to transfer you effortlessly from the ship to the luxurious atmosphere of your deluxe hotel. From there you may explore the world’s great cities. A Crystal representative at the Hospitality Desk will assist you in every aspect of planning your adventures, from arranging sightseeing tours to finding the perfect restaurant.

### Crystal “Classic” Hotel Program Includes:

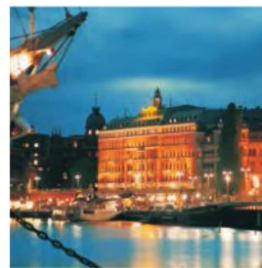
- Luxurious hotel accommodations
- Meet & Assist arrangements at the airport
- Group transfer by motor coach between airport and hotel, or hotel and airport
- Direct transfer by motor coach between hotel and ship, or ship and hotel
- Priority embarkation for pre-cruise guests
- Hotel tax and portage
- Hospitality Desk offering local advice and optional sightseeing



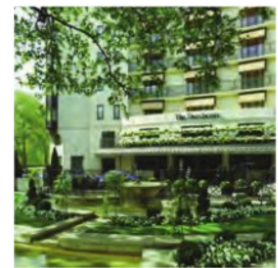
W Hotel, Barcelona



St. Regis Grand Hotel, Rome



The Grand Hotel, Stockholm



The Dorchester, London

## Crystal “Classic-Plus” Hotel Program

For the ultimate hotel experience, we offer the Crystal “Classic-Plus” Hotel Program. Upon arrival at the airport, a personal chauffeur awaits to assist you with your luggage and escort you via private car to your deluxe hotel. Here you are greeted in grand style. After starting each day with breakfast, take advantage of the resources of a Crystal representative at the Hospitality Desk to discover tips on sightseeing, shopping, dining and other local insider information. Whether you are joining the ship or lengthening your journey, we see to every detail, leaving you free to savor the excitement of your remarkable surroundings.

### Crystal “Classic-Plus” Hotel Program Includes:

- Upgraded hotel accommodations
- Breakfast daily
- Personal Meet & Assist arrangements at the airport
- Private car/minivan transfer between airport and hotel, or hotel and airport
- Direct transfer by motor coach between hotel and ship, or ship and hotel
- Priority embarkation for pre-cruise guests
- Hotel tax and portage
- Hospitality Desk offering local advice and optional sightseeing

The Crystal Cruises “Classic” and “Classic-Plus” Hotel Programs are grouped into our standard three-, two- and one-night pre- and post-cruise packages and are only valid for consecutive dates immediately before and after your cruise. Due to limited availability, requests for extended customized or personalized pre- or post-cruise hotel programs will no longer be accepted. Hotel Programs are sold on a first-come, first-served basis. Private car/minivan will be arranged according to the number of pieces of luggage.

2012 Hotel Program Rates (Double)		Crystal "Classic"		Crystal "Classic-Plus"	
City	Hotel	First Night	Each Add'l Night	First Night	Each Add'l Night
Athens (Piraeus)	Athenaeum InterContinental Hotel	\$295	\$155	\$385	\$240
	Hotel Grande Bretagne	—	—	440 <sup>6</sup>	295
Barcelona	W Hotel Barcelona (December)	295	165	450 <sup>2,7</sup>	295
	W Hotel Barcelona (All other months)	335	205	470 <sup>2,7</sup>	315
Copenhagen	Radisson BLU Royal Hotel	365	195	450 <sup>4</sup>	250
Hamburg	● Fairmont Hotel Vier Jahreszeiten	385	215	515 <sup>2</sup>	285
Istanbul	The Ritz-Carlton, Istanbul	405 <sup>3</sup>	275	585 <sup>3,4</sup>	405
Lisbon	Four Seasons Hotel Ritz Lisbon	415	275	535	375
London (Dover)	Chancery Court London (May)	450	245	—	—
	Chancery Court London (All other months)	475	270	—	—
	The Dorchester (May)	—	—	885	655
	The Dorchester (All other months)	—	—	715	485
Monte Carlo	● Fairmont Monte Carlo (Pre-Cruise 2314)	450 <sup>1</sup>	265	615 <sup>2</sup>	375
	● Fairmont Monte Carlo (Post-Cruise 2313)	485 <sup>1</sup>	300	695 <sup>2</sup>	455
New York	● InterContinental New York Times Square (May)	435	235	515	315
	● InterContinental New York Times Square (All other months)	485	285	570	370
Rome (Civitavecchia)	Grand Hotel Parco dei Principi (August)	465 <sup>1</sup>	280	—	—
	Grand Hotel Parco dei Principi (All other months)	525 <sup>1</sup>	340	—	—
	St. Regis Grand Hotel, Rome	—	—	575	385
Stockholm	The Grand Hotel	535	365	745 <sup>2</sup>	515
Venice *	Hotel Bauer (August)	535 <sup>1,8</sup>	310	—	—
	Hotel Bauer (All other months)	595 <sup>1,8</sup>	370	—	—
	Il Palazzo at the Hotel Bauer (August)	—	—	765 <sup>5</sup>	445
	Il Palazzo at the Hotel Bauer (All other months)	—	—	895 <sup>5</sup>	575
	Luna Hotel Baglioni (August)	—	—	705 <sup>8</sup>	385
	Luna Hotel Baglioni (All other months)	—	—	795 <sup>8</sup>	475
	Hotel Cipriani <sup>9,10,11</sup>	—	—	1,395	1,085

● New for 2012

<sup>1</sup> Crystal "Classic" Hotel Program includes continental breakfast.

<sup>2</sup> Accommodation includes Harbor, Ocean, Lake or Bay View.

<sup>3</sup> Accommodation includes Partial Sea View.

<sup>4</sup> Accommodation includes Club or Executive Lounge access.

<sup>5</sup> Crystal "Classic-Plus" hotel program accommodation is a Palatial Room with partial view.

<sup>6</sup> Crystal "Classic-Plus" hotel program accommodation is a Junior Suite.

<sup>7</sup> Crystal "Classic-Plus" hotel program accommodation is a Studio Suite.

<sup>8</sup> Canal/Lagoon views cannot be guaranteed.

<sup>9</sup> On-site Hospitality Desk services may not be offered at this property.

<sup>10</sup> Hotel Programs at this property may have a two- or three-night minimum stay requirement.

<sup>11</sup> Programs at this hotel are available on a "request only" basis.

\* Transfers may be provided by water-based transportation.

Please Note: Standard hotel check-in times apply to all programs. Rooms will normally be ready by 3 pm. Guests wishing to check in before 3 pm are advised to request an early check-in, subject to an additional night's charge. Standard check-out times apply to all programs. Check-out times vary between 11 am-12 n. Guests with evening flight departures are advised to request a late check-out, subject to an additional night's charge.

All rates listed are per person, based on double occupancy. Single and triple rates available on request. Triple accommodations may not be available at all properties. Views and room locations cannot be guaranteed. Crystal Cruises reserves the right to substitute hotels of a similar or higher standard without notice. It is recommended that hotel programs are booked early due to limited availability. We may be unable to guarantee hotel requests within 30 days of the cruise start date. Hotel programs are offered only in conjunction with Crystal turn-arounds. Programs have a three-night maximum and may have a two- or three-night minimum as noted above. Other than noted, suite pricing is available on request. Availability varies by location. Suite programs include Crystal Classic-PLUS amenities. Hotel cancellation penalties vary by property. Crystal Adventures Shore Excursions and Hotel & Land Program Terms and Conditions are available at [crystalcruises.com](http://crystalcruises.com).



# 2012 Crystal Cruises Free Air Program

Enjoy free Economy air on every Europe Collection voyage in 2012!

## Free Air Included U.S. Gateway Cities

Cruise fares include free air from the Gateway Cities listed below.

Atlanta, GA	Minneapolis, MN
Baltimore, MD	Newark, NJ <sup>3</sup>
Boston, MA	New York, NY <sup>2,3</sup>
Chicago, IL	Orlando, FL
Dallas/Ft. Worth, TX	Philadelphia, PA <sup>4</sup>
Denver, CO	Phoenix, AZ
Detroit, MI	San Francisco, CA
Honolulu, HI	Seattle, WA
Houston, TX	Tampa, FL
Los Angeles, CA	Washington, DC
Miami, FL <sup>1</sup>	

## Free Air Canadian Gateway Cities

Cruise fares include free air from the Gateway Cities listed below.

Montréal, QC	Vancouver, BC
Toronto, ON	



- <sup>1</sup> For cruises departing or returning to Miami, guest is responsible for own transportation to/from pier.  
<sup>2</sup> JFK or LaGuardia may be used depending on aircraft routings and availability.  
<sup>3</sup> For cruises departing or returning to New York, guest is responsible for own transportation to/from pier.  
<sup>4</sup> Due to limited air schedules or equipment, Gateway City may not be offered for all cruises.

For important Terms & Conditions regarding our Free Air Program, see page 80.

## \$199 U.S. Gateway Cities

Cruise fares include air for an additional \$199 from the Gateway Cities listed below.

Albany, NY <sup>4</sup>	Lubbock, TX
Albuquerque, NM	McAllen, TX
Amarillo, TX	Memphis, TN
Austin, TX	Midland/Odessa, TX
Billings, MT	Milwaukee, WI
Birmingham, AL	Mobile, AL
Boise, ID	Nashville, TN
Bozeman, MT	New Orleans, LA
Buffalo, NY <sup>4</sup>	Norfolk, VA
Charleston, SC	Oklahoma City, OK
Charlotte, NC	Omaha, NE
Cincinnati, OH	Pensacola, FL <sup>4</sup>
Cleveland, OH	Pittsburgh, PA <sup>4</sup>
Colorado Springs, CO	Portland, OR
Columbus, OH	Raleigh/Durham, NC
Des Moines, IA	Reno, NV
El Paso, TX	Richmond, VA
Fresno, CA	Rochester, NY <sup>4</sup>
Ft. Lauderdale, FL <sup>1</sup>	Sacramento, CA
Ft. Myers, FL <sup>4</sup>	Salt Lake City, UT
Greensboro, NC	San Antonio, TX
Greenville, SC	San Diego, CA
Hartford, CT <sup>4</sup>	Savannah, GA
Huntsville, AL	Shreveport, LA
Indianapolis, IN	Spokane, WA
Jackson, MS	St. Louis, MO
Jacksonville, FL <sup>4</sup>	Syracuse, NY <sup>4</sup>
Kansas City, MO	Tucson, AZ
Knoxville, TN	Tulsa, OK
Las Vegas, NV	West Palm Beach, FL <sup>1</sup>
Little Rock, AR	Wichita, KS
Louisville, KY	

## \$199 Canadian Gateway City

Cruise fares include air for an additional \$199 from the Gateway City listed below.

Calgary, AB

## \$299 U.S. Gateway City

Cruise fares include air for an additional \$299 from the Gateway City listed below.

Anchorage, AK

## \$299 Canadian Gateway Cities

Cruise fares include air for an additional \$299 from the Gateway Cities listed below.

Edmonton, AB

Winnipeg, MB

# Air/Sea Program

When you participate in Crystal Cruises' air program, we not only provide you with free air or the lowest Air/Sea fares available, but also include transfers between the airport and the ship. On page 78 is a list of Air Gateway Cities in the U.S. and Canada, and Economy round-trip airfare add-ons for each cruise when applicable. Business and First Class air add-ons are also available. See [crystalcruises.com](http://crystalcruises.com) for details.

## Air/Sea Program

All full-fare, full-cruise guests are eligible for Crystal Cruises' Air/Sea Program. The Air/Sea Program includes round-trip air transportation between the published Gateway City and the port of embarkation/disembarkation. Within 75 days of departure, the Air/Sea Program is on a request basis, subject to flight availability. Additional airfares are per adult in U.S. dollars.

## Air Transportation

Crystal Cruises reserves the right to choose the air carrier, routing and city airport from each Gateway City, as well as the right to substitute charter flights for scheduled service and vice versa. If, due to scheduling conflicts at the time of booking, it becomes necessary to overnight guests en route to or from their cruise on the day of embarkation/disembarkation, Crystal Cruises provides hotel accommodations, baggage handling and transfers on a complimentary basis. You are responsible for all meals and other items of a personal nature. The overnight provision applies only to travel on the dates of embarkation/disembarkation. If a date deviation is requested, the guest is responsible for all related arrangements and expenses incurred should an overnight be necessary. In the event adequate air service is unavailable from any of the listed Air/Sea Gateway Cities, you have the option of paying an additional fare for an alternate routing or air carrier or of choosing another Air/Sea Gateway City. Airfares are based on capacity-controlled contract, promotional or group fares. Business and Premium Economy Class air upgrades are capacity-controlled, apply to international flights and may not apply to U.S. domestic or intra-continental flights within North America, Europe, South America, Asia or Africa. Airline tickets issued by Crystal Cruises may be highly restrictive. Because of this, guests may find that air tickets cannot be reissued/revalidated, exchanged for another carrier or routing, or upgraded with frequent flyer mileage credit. If, due to extenuating circumstances, Crystal Cruises agrees to reissue the ticket, a \$100 per person service fee applies plus any change fees or fare increases charged by the air carrier. If you cancel your Air/Sea Program after tickets have been issued, a cancellation penalty of \$300-\$800 per person (depending on itinerary) is deducted from your refund. All airline tickets issued by Crystal Cruises are refundable only to Crystal Cruises. In the case of loss of the airline ticket, the replacement is the responsibility of the guest. If you cancel your cruise, and consequently your air arrangements, the standard Cruise Cancellation Policy also applies to your airfare. See [crystalcruises.com](http://crystalcruises.com) for details.

## Transfers

Transfers between the airport and ship are available in ports on days of embarkation and disembarkation only at the beginning and end of each published itinerary. Guests participating in a Crystal Pre- or Post-Cruise Hotel or Extended Land Program are entitled to transfers between airport, hotel and ship, or vice versa, according to itinerary. Transfers between airport or hotel and ship do not apply for guests making their own air and land arrangements. However, Crystal Cruises is pleased to extend the opportunity for cruise-only guests to purchase certain transfers for a nominal fee, available upon booking the cruise. Airport-to-ship or ship-to-airport transfers only operate between certain hours.

Crystal Penthouse (CP) guests are entitled to a total of two private car/minivan transfers per voyage. Transfers operate from/to the designated airport in the port city for embarkation and disembarkation. Transfers from/to other locations within 100 miles of the port city for embarkation and disembarkation may be substituted. Restrictions apply. Services are non-transferable. There are no credits given for forfeited services. Note: car/minivan will be arranged according to the number of pieces of luggage.

# 2012 Terms & Conditions

## Cruise Details

The entire Terms & Conditions that form the Ticket contract, by which you are bound, are available through your travel agent, Crystal Cruises or [crystalcruises.com](http://crystalcruises.com). These Terms & Conditions include information you will need to know before you book a Crystal cruise and are some of the Terms & Conditions which form part of the Ticket contract pursuant to which you travel with Crystal Cruises. Please read them carefully. These Terms & Conditions are subject to change with or without notice.

## Important Information

Fares listed are per person in U.S. dollars, based on double occupancy for the first two full-fare Guests in stateroom, are subject to availability and are capacity-controlled. Fares do not include port, security and handling charges, which vary by departure. Air is included for all 2012 voyages from Crystal Cruises' gateway cities in the U.S. or Canada, or a cruise-only credit is available. **Fuel surcharges may be added at any time to defray fuel cost increases, even if the Fare has been paid in full.** All offers may not be combinable with other promotions, apply to first two Guests in stateroom or Suite, are capacity-controlled, subject to availability and may be withdrawn or changed at any time without notice.

**Crystal Society Savings:** Crystal Society savings listed in the fare charts are per person, based on double occupancy and should be deducted from cruise fares shown. Single Crystal Society savings are available.

**Single Travelers:** Single occupancy of double staterooms is available on a limited basis, subject to availability at the time of reservation. Single Guests pay a percentage of the regular cruise fare. Fares are based on the cruise-only fares and are available upon request.

**Deposits, Payments & Refunds:** 2012 reservations must be accompanied by a deposit within the period specified at time of booking: 20% in categories PH-CP; 10% in categories E-AA. Staterooms are subject to cancellation if required deposits are not received within the specified option period. The balance of the cruise fare must be received by Crystal Cruises no later than 75 days before sailings. All reservations are subject to cancellation if payments are not received by the due date. Reservations made within 75 days of sailing require full payment, due three days after reservation is made. Reservations made within 14 days of sailing require full payment, due one day after reservation is made.

## Cancellations or Category Downgrades Prior to Embarkation:

Cancellation or category downgrade requests must be made by telephone or in writing to Crystal Cruises. If the request is received by Crystal Cruises more than 75 days prior to the Crystal Air/Sea Program or the Cruise departure date, in the event of a cancellation, a full refund of amounts already paid will be made to the Guest through the travel agent except as noted herein as follows. All other cancellations will be assessed the following charges by Crystal Cruises, regardless of a name change or stateroom resale. 2012 cruises: 75 to 45 days before the Departure Date = 10%; 44 to 15 days = 50%; 14 days and thereafter = 100.

**Cruise Protection Program:** Cruise Protection Program insurance is available for purchase by Guests, and provides reimbursements for penalties that may be assessed due to cancellations for covered reasons, as well as medical expense reimbursement for covered sickness or accidents overseas. Ask your travel agent for full details on this valuable program or visit [crystalcruises.com](http://crystalcruises.com).

Continued on page 80

# 2012 Terms & Conditions continued

## Promotional Terms and Conditions

**2-for-1:** 2-for-1 Fares are available for a limited time while space is available and may increase at any time, and are per person based on 50% of the Brochure Fares, which may not have resulted in actual sales. All fares shown include the promotional savings as noted herein and do not include port, security and handling charges.

**Free Air Program:** Free Economy Class Air program from select Gateway Cities applies to categories E-AA on Europe and Trans-Atlantic sailings 2207-2220 and 2308-2327, or a cruise-only credit is available: \$1,000 on 2207, 2221, 2308 and 2327; \$1,400 on 2208-2220 and 2309-2326. Free Business Class Air program (Trans-Atlantic flight only) from select Gateway Cities applies to categories PH, PS, & CP on Europe and Trans-Atlantic sailings 2207-2220 and 2308-2327 (Trans-Atlantic flight only), or a cruise-only credit is available: \$1,900 on voyages 2207, 2221, 2308 and 2327; \$3,200 on voyages 2208-2220 and 2309-2326. All free air promotions are available from select gateways only: BOS, JFK, EWR, BWI, IAD, PHL, YUL, YYZ, ATL, MCO, MIA, TPA, DTW, MSP, ORD, DEN, DFW, IAH, SEA, YVR, LAX, PHX, SFO, HNL, on select routes and carriers for first two full-fare Guests. Round-trip flights must be booked through Crystal Cruises' Air Department from select Gateway Cities. Flight itineraries are booked at Crystal Cruises' discretion and are subject to flight and class availability at the time of booking. Low-cost air add-ons are available from other select U.S. and Canadian gateways from \$199-\$299 per person. For Air/Sea Program details visit [crystalcruises.com](http://crystalcruises.com).

Free air, where indicated, may be included in the published brochure fare. Transfers between the airport and ship on the day of embarkation and disembarkation are included for full-fare Guests participating in Crystal Cruises Air/Sea Program as detailed above. Miscellaneous charges levied by the air carriers for services, including but not limited to luggage, meals, seat assignments or any other airline-provided service are the Guest's responsibility. If a Guest does not choose to participate in the available Free Air Program, the cruise-only credit will be credited against the published cruise fare. All offers may not be combinable with other promotions, apply to first two Guests in stateroom or suite, are capacity-controlled, subject to availability and may be withdrawn or changed at any time without notice. Complete Air/Sea program details are available on [crystalcruises.com](http://crystalcruises.com).

Due to new TSA requirements all guests must reconfirm at least 96 hours prior to flight departure with each carrier on the itinerary the details of the personal identification that they plan to use at the airport security checkpoint. Failure to do so may result in denied boarding by the airlines. Please reconfirm your seat assignments for both outbound and return flights prior to your departure for the ship.

**Crystal Family Memories:** Applies to all 2012 voyages. To receive one free cruise-only berth, minimum group size is 10 full-fare double occupancy Guests and minimum of five staterooms per group. To receive the other Crystal Family Memories program benefits, group size is six full-fare double occupancy Guests and minimum of three staterooms per group. Bookings must be made at the same time for the entire family group. Offer is capacity-controlled and may be withdrawn at any time.

**Crystal Adventures Shore Excursions, Hotel & Land Program Terms and Conditions** are available at [crystalcruises.com](http://crystalcruises.com).

**All itineraries, fares, programs, promotions and policies are subject to change at the discretion of Crystal Cruises. Crystal Cruises reserves the right to correct errors or omissions and to change any and all fares, fees, promotions and programs at any time with or without notice. All promotions are capacity-controlled, subject to availability and may be withdrawn or changed at any time without notice. Restrictions apply. See [crystalcruises.com](http://crystalcruises.com) for the most updated terms and conditions for all offers including combinability and applicable gateway cities.** Air routing, scheduling and carrier selection are at the discretion of Crystal Cruises.

**Written Notices:** Except as otherwise expressly provided in the Cruise Ticket, all written notices required by the Cruise Ticket must be mailed, postage prepaid, to:  
Crystal Cruises  
2049 Century Park East, Suite 1400  
Los Angeles, CA 90067

1-866-446-6625

**Ships' Registry:** The Bahamas



## Ways to Save

A Crystal voyage is one of incredible value—both of the cruise experience itself and of special savings and promotions. To discover the Crystal difference, plus the many ways to save on your next Crystal Cruises voyage, contact your professional travel agent. The cruise of your dreams is just over the horizon. Below is a sample of exclusive Crystal Cruises values:

**All Inclusive** Crystal's already expansive host of complimentary services now includes prepaid gratuities for housekeeping, bar and dining staff, as well as free fine wines and premium spirits throughout the ship.

**Limited-time 2-for-1 Fares** Enjoy 50% savings on all 2012 sailings in all categories while space is available as fares may increase. 2-for-1 Fares listed are per person and reflect 50% savings off the published brochure fares.

**FREE Air with Transfers** Fly free in Business or Economy Class on ALL 2012 sailings and enjoy complimentary transfers.

**Early Full Payment Savings** All guests paying in full 180 days prior to departure receive an additional 2.5% Early Full Payment Savings.

**Crystal Society Savings** We are pleased to offer exclusive Crystal Society member-only savings on all cruises in 2012, which you'll find listed with the cruise fares in this *Europe Collection*. The cutoff date for these savings is the sailing date of each particular cruise. The Crystal Society Savings can be combined with Onboard Booking and Early Full Payment Savings unless otherwise noted. Plus, our Share the Experience referral program is available on all voyages. Visit [crystalcruises.com](http://crystalcruises.com) for details.

**Crystal Family Memories Program** Invite your friends and family to be a part of our Crystal Family. Sail with six full-fare, full-payment family and friends on a 2012 Europe voyage, and receive \$200 per person shipboard credit (maximum two per stateroom), third berths sail free (17 and under with waiver), and many other generous gifts. Sign up and sail with ten full-fare, full-payment guests and enjoy all of the previous plus one free berth.

**And...Save Time!** Enjoy faster check-in on embarkation day as well as make reservations for all shore excursions, spa and salon appointments, specialty restaurants, dinners in The Vintage Room, and most enrichment classes—before you sail. Ask your travel agent for details or **log on to our Priority Check-in & Planning Center at [crystalcruises.com](http://crystalcruises.com)**.

For additional information, see page 79. For complete Terms & Conditions, visit [crystalcruises.com](http://crystalcruises.com).

## Complimentary Programs & Themes

Refer to this page as you explore our voyages and see all the added values and programs available on your cruise.

### Complimentary Programs on Board

**Ambassador Hosts** Cultured, well-traveled gentlemen are on board to socialize and dance the night away

**Creative Learning Institute Enrichment Programs** Featuring keyboard lessons with Yamaha, language classes with Berlitz, Tai Chi with the Tai Chi Cultural Center, Wellness at Sea lectures with The Cleveland Clinic, wine tasting instruction with the Society of Wine Educators, and art instruction with Odyssey Art Masterpiece Program

**Computer University@Sea** Instruction in 30 different areas from digital photo finishing to website construction and Windows Vista™ instruction

**Ocean Views™** Panels of distinguished ambassadors, professors, foreign correspondents, four-star generals and other veteran strategists debate current events and global issues, along with an audience of Crystal guests. Voyages 2308 and 2221

### Experiences of Discovery® Theme Cruises

**Big Band & Ballroom Dance** Live big band music, lecturers and guest entertainers, plus ballroom dance instruction and dance competitions. Voyage 2207

**Crystal Society Sailing** Special events and receptions on board for our Crystal Society members. Voyage 2323

**Emerging Artists** Dazzling performances with young artists from The Music Center-Performing Arts Center of Los Angeles County. Voyages 2216, 2312 and 2317

**Floral Design** A floral design professional will share insights of design styles, techniques and colors. Voyage 2315

**Golf** PGA pros work with you on your game, plus golf celebrities discuss the PGA Tour. Optional Crystal Adventures take you to world-famous courses. Voyages 2220 and 2314

**NFL Legends** Industry legends including the NFL's "winningest coach," Don Shula, and veterans Dr. Jim Tunney, Coach Dick Vermeil and Larry Csonka share rousing football stories and also tackle motivational topics such as team building, victory and leadership. Voyage 2308

**President's Cruise** Crystal Cruises' President Gregg Michel and his wife, Adriana, host our May 21 voyage with special guests, events and receptions on board. Voyage 2213

**Crystal Wine & Food Festival** World-renowned chefs and wine experts share their talents at lectures, special meals and tastings on board and ashore. Voyages 2212, 2219, 2231, 2309, 2320 and 2325

**For additional information on special programs, values and theme cruises, visit [crystalcruises.com](http://crystalcruises.com).**

LIMITED-TIME  
**2-FOR-1**  
FARES

**FREE AIR**

NEW  
**ALL-INCLUSIVE**  
VOYAGES

2012 Crystal Symphony / March to December

date	voyage	from/to	days
<b>Europe and Trans-Atlantic</b>			
Mar 19	2207	Miami to Lisbon	10
Mar 29	2208	Lisbon to Barcelona	10
Apr 8	2209	Barcelona to Rome	7
Apr 15	2210	Rome to Istanbul	12
Apr 27	2211	Istanbul to Barcelona	12
May 9	2212	Barcelona to London	12
May 21	2213	London to Hamburg	11
Jun 16	2214	Hamburg to Stockholm	11
Jun 27	2215	Stockholm to Copenhagen	11
Jul 8	2216	Copenhagen to Stockholm	15
Jul 23	2217	Stockholm to Copenhagen	11
Aug 3	2218	Copenhagen to Stockholm	11
Aug 14	2219	Stockholm to London	11
Aug 25	2220	Round-trip London	11
Sep 5	2221	London to New York	14
<b>New England &amp; Canada</b>			
Sep 19	2222	New York to Montréal	11
Sep 30	2223	Round-trip Montréal	7
Oct 7	2224	Montréal to Boston	7
Oct 14	2225	Boston to Montréal	7
Oct 21	2226	Montréal to New York	10
<b>Panama Canal and Mexican Riviera</b>			
Oct 31	2227	New York to Los Angeles	18
Nov 18	2228	Round-trip Los Angeles	7
<b>South Pacific, Australia and New Zealand</b>			
Nov 25	2229	Los Angeles to Papeete	13
Dec 8	2230	Papeete to Auckland	11
Dec 20	2231	Auckland to Melbourne	16

2013 Crystal Symphony / January to May

date	voyage	from/to	days
Jan 5	3201	Melbourne to Brisbane	12
Jan 17	3202	Brisbane to Auckland	12
Jan 29	3203	Auckland to Sydney	13
Feb 11	3204	Sydney to Bali	12
Feb 23	3205	Bali to Singapore	12
Mar 7	3206	Singapore to Hong Kong	16
Mar 23	3207	Hong Kong to Beijing*	12
Mar 31	3208	Beijing* to Kōbe	12
Apr 12	3209	Kōbe to Vancouver	18
Apr 29	3210	Vancouver to Los Angeles	7
May 6	3211	Los Angeles to New York	17

\* Includes 3-day/2-night complimentary Beijing Land Package with visits to the Great Wall, Forbidden City and Temple of Heaven

2012 Crystal Serenity / May to December

date	voyage	from/to	days
<b>Europe and Trans-Atlantic</b>			
May 8	2308	New York to London	16
May 24	2309	London to Rome	12
Jun 5	2310	Rome to Athens	7
Jun 12	2311	Athens to Venice	7
Jun 19	2312	Venice to Istanbul	12
Jul 1	2313	Istanbul to Monte Carlo	12
Jul 13	2314	Monte Carlo to Lisbon	12
Jul 25	2315	Lisbon to Rome	12
Aug 6	2316	Rome to Venice	7
Aug 13	2317	Venice to Barcelona	12
Aug 25	2318	Barcelona to Athens	12
Sep 6	2319	Athens to Istanbul	12
Sep 18	2320	Istanbul to Venice	12
Sep 30	2321	Venice to Athens	12
Oct 12	2322	Athens to Venice	12
Oct 24	2323	Venice to Istanbul	12
Nov 5	2324	Istanbul to Barcelona	12
Nov 17	2325	Barcelona to Lisbon	11
Nov 28	2326	Lisbon to Barcelona	11
Dec 9	2327	Barcelona to Miami	12
<b>Caribbean</b>			
Dec 21	2328	Round-trip Miami	14

2013 Crystal Serenity / January to March

date	voyage	from/to	days
Jan 4	3301	Round-trip Miami	12
Jan 16	3302	Miami to Lima	17
Feb 2	3303	Lima to Buenos Aires	24
Feb 26	3304	Buenos Aires to Rio de Janeiro	12
Mar 10	3305	Rio de Janeiro to Miami	21

All itineraries are subject to change.

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