



SILVERSEA®

New private executive transfer

FREQUENTLY ASKED QUESTIONS

Q: What does the private executive transfer service entail?

A: Silversea, in partnership with Blacklane, offers chauffeured transportation from guests' home to their departure airport and home again at the end of their vacation. Silversea covers the cost up to 50 miles. Should the distance of the trip be longer than the covered mileage, guests can pay for the additional miles to Blacklane directly.

Q: When will this new service be available?

A: This service will be available for bookings confirmed on or after 22 July, 2021 on voyages starting with the following departure dates in 2022: Silver Moon 30-Mar; Silver Cloud on 1 April; Silver Dawn on 1 April; Silver Origin on 2 April; Silver Wind on 4 April; Silver Explorer on 16 April; Silver Muse on 19 May; Silver Whisper on 22 May; Silver Shadow on 24 May and Silver Spirit on 31 May.

Q: Which cruises/products include the Private Executive Transfer?

A: All voyages sailing from 30 March, 2021 onwards, including Special Combos, Grand Voyages and full World Cruises, on Silversea's All-Inclusive Silver Privilege Fares. Standard cruises as well as Special Combos, Grand Voyages and full World Cruises qualify for this inclusion. Reduced rates do not qualify.

Q: What if I am already booked on a cruise and want to take advantage of this service?

A: Guests booked before 22 July, 2022 on qualifying voyages, who would like to add the private transfer service, you can do so by adding the service at the cost of USD 199, EUR 169, BPS 149, CAD & AUD 249 per person, roundtrip, or by re-booking at the current fare.

Q: What if my transport is already arranged and I don't need this service?

A: Guests who are unable or choose not to utilize these services can request a non-use credit from their agent. Your credit will be: 100 USD / 85 EUR / 75 BPS / 125 CAD / 125 AUD per person.

Q: Can I change my mind?

A: If you choose to opt out of private executive transfer services and have already received a credit, please contact your travel professional to make the adjustment. Please note: this has to be completed at least 6 weeks prior to the voyage departure date.

Q: How do I book my transfers?

A: Prior to your departure, you and/or your travel professional will receive detailed instructions for booking this service. Guests are responsible for making arrangements with Blacklane based on their flight departure and arrival schedule. Silversea is not responsible for any delays or missed flights and/or voyages.

Q: How do I know if Blacklane operates in my hometown?

A: Blacklane operates in over 50 countries and 200 cities around the world. New locations are always being added. You can check your areas' coverage by visiting www.blacklane.com



SILVERSEA®
New private executive transfer

Q: What if my city is not covered?

A: If at the time of booking the service is not available in your area, there's a chance that it will be added by your trip departure time. If not, guests can request a non-use credit with their Silversea or their Travel Advisor.

Q: If I live close to the port can I still use this transfer to go directly to the pier?

A: Yes you can, as long as it's within Blacklane's service area. visit blacklane.com for more information on their coverage.

Q: I am sharing a suite with friends and we live in different households. Do we get separate transfers?

A: If Blacklane is unable to service you all with one transfer, multiple transfers can be arranged.