

Cruise Policies

Cancelled Trips

The cruises featured on this website (or printed in our brochure) are planned many months in advance. Occasionally, the Spirit of Peoria may have to make changes and alterations to the published itineraries both before and after bookings have been confirmed, as circumstances may change and also to correct possible errors in the brochure or on the website.

Most changes are minor but occasionally we may have to make a 'significant change'. A 'significant change' before departure is deemed to be: a change to your initial embarkation or disembarkation port to a different geographical area or a change in the duration of your cruise date by more than 12 hours. Itinerary or other timing changes are not considered to be 'significant changes'.

The Spirit of Peoria might also have to cancel a cruise in cases of force majeure (war, civil unrest, natural disasters, adverse weather conditions) in the area the cruise is scheduled, or where a travel advisory has been issued by the US Coast Guard.

If the Spirit of Peoria has to make a significant change or cancel a cruise, we will advise you as soon as possible with any alternate arrangements that may be available. You can choose to either accept these alternate arrangements or cancel with a full refund.

In the unlikely event that a 'force majeure' situation occurs after a cruise has started, causing us to change the itinerary, we would not be liable to pay any compensation other than pass on any refunds received from suppliers.

The Spirit of Peoria reserves the right to cancel any trip prior to the scheduled departure due to under subscription (low passenger count) or logistical problems (vessel breakdown, strikes, acts of nature, etc.). You may transfer to another trip or we will refund all payments made to Spirit of Peoria in full. Should you decline an alternate date or program or should we cancel the cruise/tour outright, the limit of our liability to you will be the refund of all monies received, including any cancellation penalties. We will not be liable, however, for costs incurred by you but not paid through us including but not limited to; visa and passport costs, travel insurance costs, items of a personal nature, domestic transportation either by ground or air you arranged yourself, nor will we be liable for any psychological damages, traumas, stress, disappointment, personal and financial loss and/or similar resulting from our change of departure date or cancellation of a tour or cruise series. Trip cancellation due to under subscription would occur at a minimum of 35 days prior to departure (10 days for single day cruises and themed cruises).

The ship's captain is responsible for the safety of the ship, passengers and crew and has absolute discretion in making any alterations to the cruise he considers necessary.

Withdrawal

Spirit of Peoria reserves the right to require any participant to withdraw from a trip at any time if the captain deems his or her acts or conduct detrimental or incompatible with the interest, harmony, comfort, or welfare of the trip. In such cases, no refund will be given.

Medical

Although Spirit of Peoria's trips are not physically demanding, you should be in general good health to participate. It is the passengers' responsibility to judge the appropriateness of their physical capabilities to these travel activities. Anyone with medical problems or restrictions must make them known to us well in advance of the trip and should bring a personal supply of any special medications. The captain has the right to ask any member of the group not to participate in an activity if he/she considers it medically necessary; no refund will be made under such circumstances. Spirit of Peoria takes no responsibility for special arrangements required by passengers physically unable to complete a trip and assume no liability regarding provision of medical care.

Spirit of Peoria will, under appropriate circumstances, permit its guests to use motorized scooters and wheelchairs, based upon a full understanding and appreciation by its guests and their companions that the vessel does not have elevators which permit easy access from deck to deck and that some decks contain significant thresholds. Accordingly, a physically challenged guest will require the services of a responsible adult since crew availability is severely limited in most circumstances.

Consideration for Others

The Spirit of Peoria expects all passengers to have consideration for other people. If in our reasonable opinion the behavior of any passenger is likely to cause damage, upset or distress to any third party or damage to property, the Spirit of Peoria reserves the right to terminate that passenger's cruise without prior notice. In these extreme circumstances no refunds will be made and the Spirit of Peoria will not pay any expenses or costs incurred as a result of the termination of the cruise.

The departure of the ship from any port will not be delayed for passengers who are not on board by the published departure time.