



WINDSTAR®  
CRUISES  
180° FROM ORDINARY®



# TRAVEL ADVISOR GUIDE

GIVE YOUR CLIENTS BETTER STORIES TO TELL

STAR PROMISE  
Our Commitment to Travel Advisors



There's no doubt that 2020 has been a tough year, yet the resilience all of you have shown in coping with the pandemic crisis simply astounds me. Everything about the way you sell travel has changed, yet you continue to adapt and turn challenges into opportunities. I'm proud, and I'm excited to help you reap the rewards of pent-up demand in 2021 and beyond.

There's a lot to look forward to. Windstar's yachts are uniquely positioned to address the concerns of today's more safety-conscious public. With 148-342 guests, our ships let travelers escape the crowds - making this a great time to introduce big ship cruisers to small ship cruising. Then there's our new multi-million dollar Beyond Ordinary Care program.

The Beyond Ordinary Care program is a multi-layered strategy with key hospital-grade elements: HEPA filters and UV-C ultraviolet germicidal irradiation to filter and disinfect the air, plus EvaClean with PurTab to sanitize all surfaces throughout the yacht. Additionally, Windstar has partnered with the epidemiology department at the University of Colorado's Anschutz Medical Center to investigate appropriate layers of protection to create a safer experience for guests on Windstar's yachts.

Other innovations for 2021 include our three newly transformed Star Plus Class yachts. These all-suite ships with their new amenities demand a premium price (and pay premium commissions). Plus, our new Suites Program adds even more special touches like free Wi-Fi and priority boarding to select suite categories.

You'll find fantastic new itineraries from country-intensive explorations to sampler voyages. Guests can immerse themselves in the cuisines and cultures of France or Spain. Choose from an even wider selection of popular Israel and Greece voyages. Or enjoy the best of land and sea on our newest cruise tours, including a romantic journey to Lake Como, Venice and Italy's west coast, or an Icelandic odyssey that encompasses smoldering volcanoes, thundering waterfalls, and remote fishing villages.

There's plenty to appeal to both new and return guests in 2021, but for alumni, the icing on the cake is our enhanced Yacht Club, with new perks including free Wi-Fi and up to \$100 Onboard Credit.

We can't wait to start sailing again, and look forward to helping you and your clients enjoy the rewards you so richly deserve in 2021.

STEVEN KONA SIMAO, CTC  
Vice President of Sales

P.S. Just a reminder that the perfect prospect for a Windstar cruise may not even be shopping for a cruise - it could be anyone who is interested in authentic, immersive, personalized experiences.

[facebook.com/WindstarSales](https://facebook.com/WindstarSales) [instagram.com/windstarsteve/](https://instagram.com/windstarsteve/) [twitter.com/WindstarSteve](https://twitter.com/WindstarSteve)



#### EXTRAORDINARY GUEST EXPERIENCE

No one else goes so far to get your clients so close - closer to the heart of every port we visit. With new destinations and new itineraries, your clients will always have something to explore creating more opportunities for repeat business.

#### OUTSTANDING EDUCATIONAL PROGRAMS

At the heart of any great sales pitch is understanding, so we invite you to come on board where our FAM Program gives you star treatment. Or take our Star Specialist Program to gain a fresh perspective on Windstar Cruises to help you better sell our brand.

#### FRESH SALES TOOLS & SUPPORT

Visit our redesigned Travel Advisor Hub to learn about our Star Groups Program, opportunities for promotional shipboard credit, and our latest national promotions.

#### EXCELLENT ADVISOR SERVICE

bookWINDSTAR ONLINE gives you 24-7 access to real-time pricing, inventory, and reservations so you can respond to your clients faster. Our new Club 180 recognizes and rewards our top producers!



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# DELIGHTFULLY DIFFERENT

## NO ONE ELSE GOES SO FAR TO GET TRAVELERS SO CLOSE

Your clients will leave the crowds and commonplace behind and make their way to places where the beauty and magic of the destination is equaled only by the intimate ship that takes them there. They will follow yachts and fishing boats to small ports off the beaten path, to castaway islands, and up waterways too shallow for larger ships. Experience the freedom of unscheduled days, the delight of good friends newly made, and service and surroundings that are warm and welcoming, never pretentious or overbearing.



# FACT SHEET

## AND GUEST PROFILE

### WINDSTAR SHIP PROFILE

6 small ships: 3 sailing ships and 3 all-suite ships

#### WIND CLASS MOTOR SAILING SHIPS

*Wind Surf* (342 guests)  
– 151 Staterooms, 18 Suites, 2 Bridge Suites

*Wind Star / Wind Spirit* (148 guests)  
– 73 Staterooms, 1 Owner's Suite

#### STAR PLUS CLASS ALL-SUITE SHIPS

*Star Pride / Star Legend / Star Breeze* (312 guests)  
– 10 Porthole Suites, 79 Ocean View Suites,  
58 Balcony Suites, 3 Deluxe Suites, 2 Classic Suites,  
4 Owner's Suites, 2 Grand Owner's Suites

### WINDSTAR STYLE

#### 180 DEGREES FROM ORDINARY

- Leave the crowds and clichés behind on small, elegant ships that carry fewer than 350 travelers
- Our personalized and immersive approach brings your clients closer to each destination and every port
- An intimate and welcoming ambiance makes it easy to connect with fellow travelers and crew
- Taste the essence of the culture just explored with the *Official Cruise Line of the James Beard Foundation*
- Enjoy unfailingly attentive service that delights in bringing guests just the right thing at just the right time

Windstar Cruises operates a 6-ship fleet of small sailing and all-suite ships visiting approximately 281 ports in 2021 sailing throughout Europe, the Caribbean, Costa Rica and the Panama Canal, Australia, New Zealand, Asia, Alaska, Canada and New England, and cruising year-round in Tahiti. Windstar's fleet is the market leader in small ship cruising with a total of 1,574 passenger berths calling on off-the-beaten-path and popular ports in over 83 countries. The boutique cruise line carries fewer than 350 passengers on its small ships and takes travelers on cruises that are 180 degrees from ordinary. They are known for their immersive and authentic experiences, unique, port-intensive itineraries, exceptional award-winning service, and innovative culinary program as the Official Cruise Line of the James Beard Foundation.

Windstar Cruises is part of the Xanterra Travel Collection, a group of global hospitality and travel companies, one of which traces its history back over a hundred years of operating our country's iconic national parks, including Grand Canyon, Yellowstone, Glacier, Death Valley, and many others. Xanterra Travel Collection is owned by The Anschutz Corporation, the ultimate owner of the Broadmoor, Sea Island, and entertainment giant AEG, Anschutz Entertainment Group.

### WINDSTAR GUEST PROFILE

- Affluent households
- Active adults, ages 40 to 70
- Primarily couples and small groups traveling together
- Well-educated
- Discerning world travelers
- Experienced and first-time cruisers
- Interested in food and wine, the arts, culture, soft adventure
- Adventurous, seeking new experiences
- Destination collectors
- Socially connected – like to meet other travelers and locals

### COMPANY INFORMATION

Office address: 2101 4th Avenue  
Suite 210, Seattle, WA 98121  
Reservations: 800-258-7245  
Email: [info@WindstarCruises.com](mailto:info@WindstarCruises.com)  
Website: [WindstarCruises.com](http://WindstarCruises.com)  
PR: [PR@WindstarCruises.com](mailto:PR@WindstarCruises.com)  
Sales: [Windstar\\_Sales@WindstarCruises.com](mailto:Windstar_Sales@WindstarCruises.com)  
Charters: [chartersandincentives@WindstarCruises.com](mailto:chartersandincentives@WindstarCruises.com)  
Facebook: [facebook.com/WindstarCruises](https://facebook.com/WindstarCruises)  
Twitter: [twitter.com/WindstarCruises](https://twitter.com/WindstarCruises)  
Instagram: [instagram.com/WindstarCruises](https://instagram.com/WindstarCruises)

### WINDSTAR AT A GLANCE:

Ships:	6
Passenger Berths:	1574
Ports:	281
Countries:	83
Itineraries:	151
Employees:	1988



## BEYOND ORDINARY

### TAKE EVERYTHING YOU KNOW ABOUT CRUISES AND THROW IT OUT THE PORTHOLE.

Your clients will experience a cruise that's 180 degrees from ordinary, on a journey that's as adventurous as it is inspiring.

#### ON EVERY VOYAGE YOUR CLIENTS WILL ENJOY THE FOLLOWING:

- Leave the crowds and clichés behind on small, elegant ships that carry fewer than 350 travelers
- Curated itineraries designed to maximize time in iconic ports — with extended stays or overnights in many ports — and that take your clients to hidden harbors only ships like ours can visit
- The best Watersports Platform right off the back of the ship, including all watersports equipment featuring complimentary kayaks\*, paddleboards, water trampoline, and more†
- Our personalized and immersive approach to destination exploration brings your clients closer to the cultures and locals of each port with more than 2,000 world-wide shore excursions to choose from
- Lecturers to enhance and deepen clients understanding of the destination‡
- Local performances on board‡
- Beyond Ordinary shore excursions that are once-in-a-lifetime experiences with helicopter flights to a Michelin-starred restaurant or yoga in a private monastery.
- Unfailingly attentive service with a guest to crew ratio of 1.5 to 1 that delights in bringing your clients just the right thing at just the right time



- An intimate and welcoming ambiance makes it easy to connect with fellow travelers and crew
- Time with the Captain or officers learning about navigation on our Open Bridge.
- Taste the essence of local culture with the *Official Cruise Line of the James Beard Foundation*
- Cooking demonstrations powered by the James Beard Foundation and recipes developed by James Beard Foundation chefs
- Market tours with the Chef to select seasonal local ingredients for upcoming meals‡
- Meals in our venues, including 24-hour complimentary in-room dining
- Free non-alcoholic beverages. New specialty coffees and teas with alcohol are available for a charge.
- Windstar's Signature Onboard Barbecue† and the beloved crew show
- Ocean views from all beautifully appointed staterooms or suites
- Generous public venues that are spacious and never crowded
- Champagne welcome reception
- Signature Sail Away ceremony
- Signature Shop offering duty-free, tax-free luxury shopping
- **New!** Complimentary digital newsstand offering more than 50 premium daily newspapers and magazines to read on a phone or tablet
- **New!** Watch hundreds of popular movies on demand from the comfort of your clients stateroom (Available only on Star Plus Class Ships)

\*Complimentary kayaks not available in Alaska or Northern Europe.

†Dependent on port and weather conditions.

‡Available only on select sailings.



## PERFECTLY SIZED

### NOT TOO BIG AND NOT TOO SMALL

On our ships, your clients will banish cliché, toss aside regimen, steer clear of the ordinary. Our perfectly sized yachts make it possible to flip the script on cruising. Where your clients will experience cultures in ways that are personal and authentic, with the power to change their perspective. With 148–342 guests, a Windstar yacht is large enough to pamper, yet small enough to explore secluded coves and remote islands, and dock in the heart of charming villages and sparkling cities.

### BEYOND THE REACH OF ORDINARY

- Only 148-342 well-traveled guests on 6 ships
- Unique ports and waterways reserved for small ships, including Wrangell, Alaska; Portrush, Ireland; the Corinth Canal in Greece; Portofino, Italy; Tahaa, Tahiti; Tomonoura, Japan
- No crowds or long lines
- Fleet of 3 Wind Class sailing ships and 3 Star Plus Class all-suite ships
- Wet landings in remote places far from typical cruise ports like Isla Parida and Playas del Coco in Costa Rica



# GET CLOSER

## WE MAKE SURE THE HOT SPRINGS ARE HOT AND THE PINOT GRIGIO IS CHILLED.

Our Product Development Team members travel to each destination and personally go on shore excursions to make sure they make the grade. (So yes, that Open Course Canopy Challenge in Falmouth Harbour, Antigua? They went on that.) And because we travel in small groups, we can adjust tours in real time based on guest feedback, whether that means finding a different place for lunch or spending more time at a particularly fascinating historical site. We take the time and make the trip because we want your clients travels to be unforgettable.

### Sales Tip:

Help guests enjoy the perfect pairing with our All-In Package – which includes unlimited beer and wine, unlimited Wi-Fi access, unlimited laundry service and more – all for \$89 per person, per day.

“Guests on our small ships enjoy intimate, small-group tours that lead to more authentic experiences and insights. With limited space available, you can help your clients avoid disappointment by booking their tours in advance.”

Kelly Hubbard  
Director of Product Development

## NOT EXACTLY YOUR TYPICAL IMMERSION

- Engage and connect with locals from chefs and vintners to farmers and former diplomats
- Three tiers of shore excursions – depending on what your clients are looking for



**ESSENTIALS COLLECTION:** first-time visitors who want to see the must-see sights or get a panoramic overview of the area



**CONCIERGE COLLECTION:** hands-on, in-depth experiences revolving around cultural and culinary themes. They're limited to small groups, typically from 6 to 16



**BEYOND ORDINARY COLLECTION:** unique, exclusive, once-in-a-lifetime opportunities for discerning travelers

- Cruise Tours combine a relaxing Windstar cruise with bucket list sights inland, giving your clients the best of both worlds
- Windstar Signature Expeditions program in Alaska features 8 full-time onboard experts who lead kayak and Zodiac tours directly from the yacht
- Learn more from onboard lecturers and local entertainers on select sailings
- Choose from over 2,000 shore excursions



### 4 REASONS TO CHOOSE WINDSTAR SHORE EXCURSIONS

- 1. Immersion in regional culture.** Local guides reveal insider highlights, and smaller groups – like our Signature Expeditions in Alaska – let clients skip the crowds.
- 2. Personal tours.** Independent spirits can choose a private English-speaking guide and vehicle, and design their own tour.
- 3. Safety and convenience.** Every Windstar excursion coordinates with the yacht's schedule and is fully insured, licensed, and bonded. They will never miss the yacht's departure.
- 4. Quality.** Our guests consistently rate their shore excursion experiences as excellent.



# IMPECCABLE TASTE

## AN APPETITE FOR INSPIRATION

Culinary ingenuity and fresh, local ingredients – often selected by the Windstar ship’s chef on a trip to the local market – go into each perfectly presented dish. The result is transformative. Yellowtail snapper with mango-butter sauce in the Caribbean. Tagliatelle with truffles in Italy. Grilled salmon with lemon asparagus in Alaska.

## JAMES BEARD FOUNDATION: A MOST DELICIOUS PAIRING

The James Beard Foundation is dedicated to recognizing and celebrating the chefs, writers, and restaurateurs who advance culinary arts. And now that passion is onboard Windstar sailings, gracing your clients table with some of the most innovative cuisine in the world. Talk about a perfect pairing. It has allowed us to expand our culinary events, demonstrations, and restaurant menus, giving more Windstar guests opportunities to indulge in memorable meals prepared with locally sourced ingredients by some of the most recognized culinary talent in the world. Nearly three dozen chefs have sailed with us on our culinary-themed cruises, with more added each year.

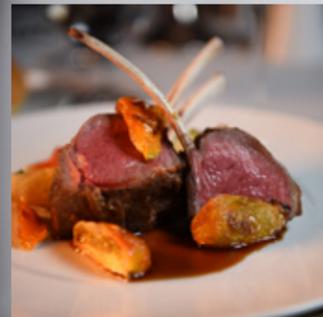
## A SAMPLING OF OUR JAMES BEARD FOUNDATION CHEF DISHES



**Garlic & Pepper Sautéed Octopus**  
Twice cooked potatoes, romesco spiced sauce  
**CHEF ANNIE PETTRY**



**Phlo Plaa Tuna (Spicy Yellow Fin Tuna Salad)**  
Thai chillies, lime-coconut milk dressing, jasmine rice  
**CHEF ANDY RICKER**



**Roasted Lamb Chops, Red Wine Jus**  
Preserved green & red tomatoes, new potatoes  
**CHEF PAUL BERGLUND**

# CULINARY EXCELLENCE

## SHIP TO SHORE, WE INTOXICATE THE SENSES

No matter which restaurant your clients choose to enjoy, they’ll be guaranteed:

- There are no formal nights
- No set times for dinner
- No assigned seating
- No specialty restaurant surcharges for reservations.

Our culinary program extends far beyond onboard dining with opportunities for the following\*:

- Market tours: Accompany the Chef to a local market to select local ingredients for the evening’s culinary masterpiece.
- Join shore excursions from wine, brewery, and distillery tours to hands-on cooking classes taught by local chefs
- Dine on locally inspired cuisine, often purchased in-port
- Book a James Beard Foundation culinary-themed cruises which includes:
  - Hosted dinner with a James Beard Foundation chef, including wine pairings
  - Demos by the chef of some of their recipes
  - Shopping at the local market with the chef
  - Wine, spirits, or beer tastings

\*not available on all itineraries.

	Star Breeze	Star Legend	Star Pride	Wind Star	Wind Spirit	Wind Surf
<b>NEW</b> <b>CUADRO 44 BY ANTHONY SASSO</b> Famed Michelin-starred Chef Anthony Sasso’s take on modern Spanish cuisine at <i>Cuadro 44 by Anthony Sasso</i> . Reservations recommended. <i>Dinner</i> .	✕	✕	✕			
<b>NEW</b> <b>STAR GRILL BY STEVEN RAICHLN</b> Chef Steven Raichlen, who reinvented modern barbecue, takes tongues on an exploration of barbecue styles and flavors at our new casual outdoor restaurant. <i>Lunch, dinner</i> .	✕	✕	✕			
<b>STELLA BISTRO</b> Savor French-inspired cuisine. Reservations recommended. <i>Dinner</i> .						✕
<b>AMPHORA RESTAURANT</b> <i>Amphora</i> defines fine dining with a world-class menu and elegant setting featuring dishes by James Beard Foundation chefs. <i>Dinner</i> .	✕	✕	✕	✕	✕	✕
<b>CANDLES</b> Dining outdoors under the stars at this grill will feature seafood and steak specialties. Reservations required. <i>Dinner</i> .	✕	✕	✕	✕	✕	✕
<b>YACHT CLUB CAFÉ</b> A relaxed and casual gathering space serving specialty coffee, smoothie, parfait, sandwich, or carrot cake. <i>Daily</i> .	✕	✕	✕	✕	✕	✕
<b>VERANDA</b> Casual and delicious, <i>Veranda</i> offers full-service or buffet-style meals alfresco. <i>Breakfast and lunch</i> .	✕	✕	✕	✕	✕	✕
<b>IN-ROOM DINING</b> Complimentary 24-hour room service, including the full <i>Amphora</i> menu during dinner hours.	✕	✕	✕	✕	✕	✕
<b>SIGNATURE ONBOARD BARBECUE</b> A sumptuous buffet, dancing under the stars, impromptu performances, and live music highlight this signature event on most cruises.	✕	✕	✕	✕	✕	✕



# ANTICIPATING WISHES

## EVERYTHING IS PERSONAL WITH US

It's knowing to bring your clients the exact right thing at the exact right time. Every moment our gracious Indonesian and Filipino crew will be near at hand, making sure your clients are the favored recipients of unprecedented, award-winning service that was recognized as Best Service in the Cruise Critic Cruisers' Choice Awards.



## WORLD-CLASS SERVICE THAT'S A WORLD APART

- Personalized service with a 1.5 to 1 guest to crew ratio
- Crew that greets guests by name and quickly learns individual preferences
- Winner of Cruise Critic Cruiser's Choice Awards for Best Service
- Welcoming, attentive and diverse crew

"Thank you for THE BEST cruise I have ever been on. All of you are fantastic and I appreciate everything you did for us. This cruise was filled with wonderful experiences and lifelong memories. I plan on sharing with my clients and friends.

Your kindness was appreciated more than words can say.

You all are AMAZING."

Jennifer and Jim Kiesler



# GO OVERBOARD

Watersports Platform, Wind Surf

## SNORKEL GEAR AND WATERSPORTS INCLUDED. OH, AND THE BEACH TOO.

The phenomenal Watersports Platform on the stern of our Windstar yacht is more than willing to provide your clients direct access to the sea – no beach required. It's just one more way our small ships get your clients closer to their destination.

## COMPLIMENTARY WATERSPORTS EQUIPMENT AND ACTIVITIES INCLUDE\*:

- Snorkeling gear (a personal custom-fit set for your use throughout your Tahiti cruise and in select Caribbean and Central America destinations)
- Kayaks
- Stand-up paddleboards
- Water trampoline
- Foam flotation island
- Waterskiing
- Sailboats
- Wakeboarding
- Tubing



Look for this icon on itineraries or ports indicating that the Watersports Platform is available.

\*Available on select itineraries and ports of call. Selection on ships may vary. Weather permitting.



# FREE TO EXPLORE

## NEW WORLDS, NEW FRIENDS

Cruising on a Windstar yacht is an intimate experience where your clients will share stories with like-minded travelers as they explore the world together. None of the formalities or regiments of other cruise lines, just authentic encounters leading to enduring memories.

### NO JACKETS OR TIES REQUIRED

“Resort casual” style.

### OPEN DINING

On Windstar, your clients dine when and where they want, with no assigned tables or seatings.

### THE RELAXING WORLD SPA BY WINDSTAR

Focused on regional treatments from the destinations that Windstar sails, your clients will have a variety of services to help them unwind.

### OPEN BRIDGE

Windstar’s unique Open Bridge policy allows your clients opportunities to learn about navigation with the First Mate, chat with the Captain, or learn about the computerized sails on our sailing ships.

### WATERSPORTS PLATFORM

Our ingenious Watersports Platform at the stern is a floating dock, letting your clients launch a paddleboard, sailboat or whatever toy tickles their fancy into that warm, turquoise lagoon right from the ship. All complimentary, of course.

*(Available on select itineraries and ports of call.)*

### ONBOARD ENTERTAINMENT

From our amazing musical duos and bands to guest lecturers, activities, demonstrations, and local performances, your clients will always have an opportunity to learn.

### SIGNATURE SAIL AWAY

1492: *Conquest of Paradise* by Vangelis announces our ship’s departure from port during Signature Sail Aways, and gives your clients a unique memory.

### FITNESS CENTER

Working out hardly feels like work in our 24/7 Fitness Center. With windows that

allow views of the destinations, your clients won’t have to miss the destination to work out. Complimentary instructor led fitness classes are also available.

### SIGNATURE SHOP

Visit our newly transformed specialty shopping boutique, Signature Shop, rolling out fleet-wide through early 2022. The new shop features quality brand-name and exclusive Star Collection merchandise, from clothing and fragrances to jewelry and accessories, all at duty free or special pricing.

# WELCOME ABOARD

## WE CAN’T WAIT TO MEET YOUR CLIENTS

Windstar’s unique small ship cruising style creates a warm, welcoming atmosphere and a close-knit community perfect for your clients who are curious travelers.

### LIKE HOME, BUT WITH ROOM SERVICE

Your clients can relax, kick back and just enjoy themselves. We’ll take care of all the rest - from housekeeping to shore excursions, portage for their luggage to paddle boarding lessons, breakfast in bed to restaurant recommendations. We’re here to make their cruise as carefree as the sea breeze.

### BACK FOR MORE

On average, 60% of the guests on board are Yacht Club Members (past guests), meaning our crew knows and remembers your clients from previous cruises and quite few of them have traveled together before. It’s a chance to reconnect with old friends and enjoy some of those Windstar traditions that no one else does quite like us.

### ONLY 342 GUESTS ONBOARD

With only a few lucky guests on board, our small ships can feel like your client’s own private yacht. There’s plenty of room for them to sunbathe on deck, stand at the railing when we’re scenic cruising, and find a table at one of our dining venues.

### GETTING TO KNOW YOUR CLIENTS

Your clients should stop by the Bridge to learn more about ship navigation. Join us in a conga line with the Captain. Have coffee with one of our Signature Expedition experts. And to cap off our time together, celebrate our journey with a delightful crew talent show. Your clients are like family to us. We love being a part of their stories and making lifelong friends.



**THIS IS THE  
PERFECT SHIP.**

**NO, THIS IS THE  
PERFECT SHIP.**



**STAR PLUS CLASS  
THE RIGHT SHIP FOR THE RIGHT  
JOURNEY. PERFECT.**

Our fleet of small ships carries between 148 and 342 guests. So, wherever your clients go, they can slip past the crowds to discover smaller ports and get to know the local culture on more intimate excursions. We offer two different ship styles, and design journeys that highlight their unique attributes, whether that might be island hopping in Tahiti or cruising the Norwegian fjords. No wonder Windstar was voted one of the World's Best Small-Ship Ocean Cruise Lines by the readers of Travel + Leisure in 2020.



**THE STAR PLUS CLASS – Three identical newly transformed, all-suite yachts with expansive interiors, perfect for island hops or longer journeys**

- Expansive, impeccably appointed ocean view suites make the re-imagined *Star Breeze*, *Star Legend*, and *Star Pride* the best way to explore parts of the world in any type of weather and when there's more distance between ports
- Your clients can stretch out in what is considered a very large suite by cruising standards at 277+ square feet with ocean views and walk-in closets
- Picture window or French Balcony suites
- All new bathrooms
- In nice weather, enjoy alfresco dining and breathtaking views on the ample outdoor deck. Beautiful indoor spaces allow your clients to enjoy the view outside from floor-to-ceiling windows
- *Cuadro 44* by *Anthony Sasso* features eclectic Spanish cuisines as guests dine in intimate surroundings that encourage camaraderie
- *Star Grill* by *Stephen Raichlen* is our new casual outdoor restaurant brought to you in partnership with the global grilling authority who reinvented barbecue
- *Star Breeze*, *Star Legend*, and *Star Pride* all carry 312 guests, small yet spacious yachts feature the Lounge, Yacht Club Café, and the popular Star Bar

**THE WIND CLASS – Sleek sailing ships, perfect for warm weather adventures**

- Depart from the everyday on a true seafaring experience. An abundance of wide open decks and elegant outdoor spaces to take in stunning coastlines make a Wind Class yacht the perfect way to experience warm seas and tropical breezes
- Ocean view staterooms with queen beds and roomy showers with massage shower heads. Beautifully appointed with seascape colors and gorgeous artwork
- The flying bridge deck is designed in the style of a traditional unsheltered navigation point and has deck chairs that offer views of the yacht's sails and of the sea and shoreline from above it all
- *Wind Surf*, Windstar's flagship sailing yacht, and the world's largest sailing vessel
  - Carries 342 guests
  - Has six decks
  - Small enough to dock in the heart of the city
- *Wind Surf's* recent renovation includes the new *World Spa* by *Windstar*, new Officers' Suite right behind the Bridge, and an expanded lounge
- *Wind Star* and *Wind Spirit*
  - Carrying just 148 guests
  - Wide open teak decks with plenty of nooks to pass an afternoon
  - Yacht Club Café was recently added to both of these ships
  - Made for secret lagoons and secluded beaches

**WIND CLASS  
WHAT ALL OUR YACHTS HAVE IN  
COMMON IS NOT COMMON AT ALL.**

Made for relaxation, our yachts boast ample decks and a Watersports Platform that lets your clients swim into the ocean right from the ship. All staterooms and suites offer ocean views in casual, elegant style. Special touches such as L'Occitane® bath products, included 24-hour room service, and complimentary snorkeling gear\* make the ship a perfect oasis for relaxation. Your clients will want to try all three world-class restaurants, *Amphora*, *Veranda*, and *Candles* (and no specialty restaurant reservation charges), and experience the most personalized service at sea with a guest to crew ratio of 1.5 to 1.



# \$250 MILLION STAR PLUS INITIATIVE

SO MUCH MORE THAN A PAINT JOB.



As Director of Design of The Johnson Studio at Cooper Carry, Ray Chung spearheads the restaurant, hospitality interiors, and club design studio. After graduating with a B.A. cum laude from Yale University and a Master of Architecture from The Graduate School of Design at Harvard University, Ray has focused his career on building memorable, immersive destinations. He views storytelling as an organizing principle in design, bringing out the character of each project.

*"They just don't build ships like this anymore. We are keeping the best elements and designs from these iconic vessels and re-envisioning them for the modern guest."*  
~Ray Chung

## BIG NEWS FOR SMALL SHIPS.

**\$250 MILLION  
STAR  
PLUS  
INITIATIVE**

**WHEN OUR GUESTS TELL US** they want more of what they love on Windstar, we take it as seriously as Captain's orders. That's why we embarked on a comprehensive transformation of our three all-suite Star Plus Class ships – *Star Breeze*, *Star Legend* and *Star Pride*. Now your clients get even more suites to choose from, more delight on deck, and more to explore on board.

Your clients will love our beautiful new teak sundeck and iconic, cascading pool, 50 new impeccably designed suites, gorgeous new bathrooms in

all suites, and exciting menus at our new dining venues. There are also improvements behind the scenes that will help our crew serve your clients even better and make our Star Plus Class ships more environmentally friendly than ever.

Like all of our yachts, our Star Plus Class, holding only 312 guests, will continue to call at some of the world's smallest and most interesting ports. All while maintaining the spacious decks and highly personalized service that Windstar offers with our enviable ratio of crew to guests.

## EXPANSION HIGHLIGHTS

**Expanded Veranda Restaurant** to offer significantly more ocean view seating and an upgraded dining area.

**Cuadro 44 by Anthony Sasso** a new artful and eclectic Spanish restaurant.

**Star Grill by Steven Raichlen** a new casual outdoor grill venue.

**50 New Suites** featuring new suite categories and open floor plan configurations.

**Grand Owner's Suites**, combining 3 suites for 1,374 sq. ft., the only suites of this kind at sea.

For existing suites, **All-New Bathrooms** with new modern design touches and installation of **New Doors** for the Balcony Suites.

**Elevated Pool and Whirlpool** that will be reconfigured offering outstanding views, along with enhanced outdoor deck area.

A completely re-imagined and enlarged **Spa and Fitness Center** with a new motion studio to invigorate active guests.

**A New Elevator Mid-Ship**, making access to all decks easy from anywhere on board.

**A New Tender Boarding Area** located mid-ship and **Two New 150-Passenger Tenders** that will ferry guests to port when ships are at anchor.

**Additional Crew** will be hired and the increase will maintain the line's impressive 1.5 to 1 guest to crew ratio.

**All-New Environmentally Friendlier Engines** that will run on cleaner fuel, be more fuel efficient, and reduce impact to sailing regions.

**Interactive TV** in all suites with hundreds of movie choices.

**Enhanced duty-free, a tax-free shopping** experience with a high end jewelry gallery.

**For more information, visit [WindstarCruises.com/StarPlus](http://WindstarCruises.com/StarPlus)**

# BECAUSE LIMITS WERE MEANT TO BE PUSHED

THIS \$250 MILLION INITIATIVE TRANSFORMS OUR STAR CLASS SHIPS INTO STAR PLUS CLASS WITH NEW SUITES, AND MORE ROOM FOR STRETCHING OUT.

## FEED YOUR CURIOSITY



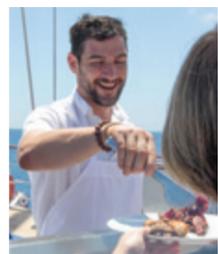
Cuadro 44 by Anthony Sasso

### CUADRO 44 BY ANTHONY SASSO



Your clients won't have to travel any further than Deck 6 to find a little bit (or bite) of Spain with our new specialty restaurant, *Cuadro 44* by Anthony Sasso.

Savor flavors of Spanish local culture as guests dine family style in intimate surroundings that encourage sharing and camaraderie. They can sit at a cozy chef's counter or communal table and pass around regional dishes like jamon iberico de bellota (24-month aged pork leg raised solely on acorns), or a favorite dessert of Madrid, churros y chocolate, cinnamon and sugar fritters served with spicy hot chocolate and fresh seasonal fruit.



Chef Anthony Sasso

A 13-year veteran of Casa Mono in New York City, where he earned the restaurant a Michelin star ten times, and an alumni of Windstar's culinary-themed cruise program, Sasso knows his way around the kitchen and the galley. His newest creation is an inventive take on modern Spanish cuisine just for Windstar.



Star Grill by Steven Raichlen

### STAR GRILL BY STEVEN RAICHLEN



Grilled. Smoked. Slow-roasted on the rotisserie. You can tell a lot about a culture by the way it grills. Your clients will find all your traditional grilled and barbecued favorites (and discover new dishes from around the globe) at *Star Grill* by Steven Raichlen — our new casual outdoor restaurant brought to you in partnership with the man who reinvented barbecue.

Just steps away from the popular Star Bar, the *Star Grill* by Steven Raichlen offers alfresco dining with two carving stations. Here they can experience traditional and world barbecue with a modern twist, from coffee crusted brisket to rum glazed shrimp grilled on sugarcane, from Carolina pulled pork with mustard sauce to Thai grilled chicken sate.



Chef Steven Raichlen  
Photo Credit: Roger Proulx

For Raichlen, a multi-award-winning writer, lecturer, and international TV host, barbecue isn't a pastime, it's a calling. The founder of Barbecue University and Barbecue Hall of Famer hosts the popular Project Fire and Project Smoke shows on Public Television. His 31 books — many of them *New York Times* bestsellers — have won five James Beard Awards and three IACP / Julia Child Awards and have been translated into 17 languages.

### VERANDA ENHANCEMENTS

Whether your clients like to dine indoors or alfresco they will find more *Veranda* seating than before, along with new state-of-the-art décor and a new dedicated specialty coffee and tea space. And now with two times as much buffet space, there'll be even more of their favorite dishes to choose from.



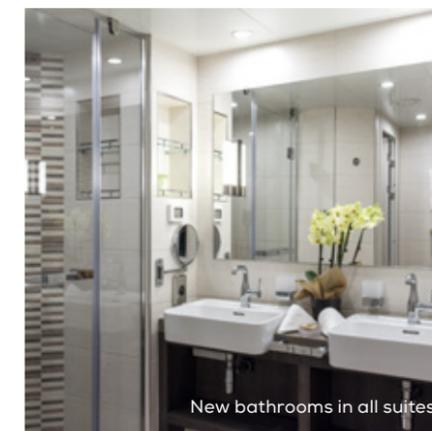
All-new World Spa by Windstar

## MORE OF WHAT YOU LOVE

### SOAK IT ALL IN

While other cruise lines might use a transformation as an opportunity to add a few water slides, we chose to enhance your clients' experience of the sea and sky with a gorgeous elevated pool, whirlpool, and expanded sundeck for more room to sunbathe and relax.

Or they can choose to retreat to our beautiful new *World Spa* by Windstar with serene treatment rooms, fitness center, motion studio, and salon and indulge in a massage with techniques from around the world or a quick run with a view of the pool.



New bathrooms in all suites



Grand Owner's Suite



Star Balcony Suite

### FRESHEN UP IN A FRESH NEW BATHROOM.

Nothing beats the start of a new day in a new port, so we've taken a renewed approach to getting ready with redesigned bathrooms in ALL suites on the ship. With new sinks, new mirrors, new tile, modern touches, and many with new walk-in showers, it's sure to start their day with a smile.

### YOU'VE GOT 50 BRAND NEW SUITES TO CHOOSE FROM.

Are your clients craving new suite layouts to choose from? Or want to combine our new Owner's Suite to create a 3-bedroom, 2-balcony floor plan? With 50 new suites in the brand-new Star Suite Categories, the new furnishings, open living spaces for entertaining and relaxing, and welcoming ambiance, a private retreat and home base for your clients travels awaits!

For the latest news and 360 videos on the \$250 Million Star Plus Initiative, visit [WindstarCruises.com/StarPlus](http://WindstarCruises.com/StarPlus)

# A PRIVATE RETREAT

ALL THE COMFORTS OF HOME, ALL AROUND THE WORLD



**ALL STATEROOMS INCLUDE:**

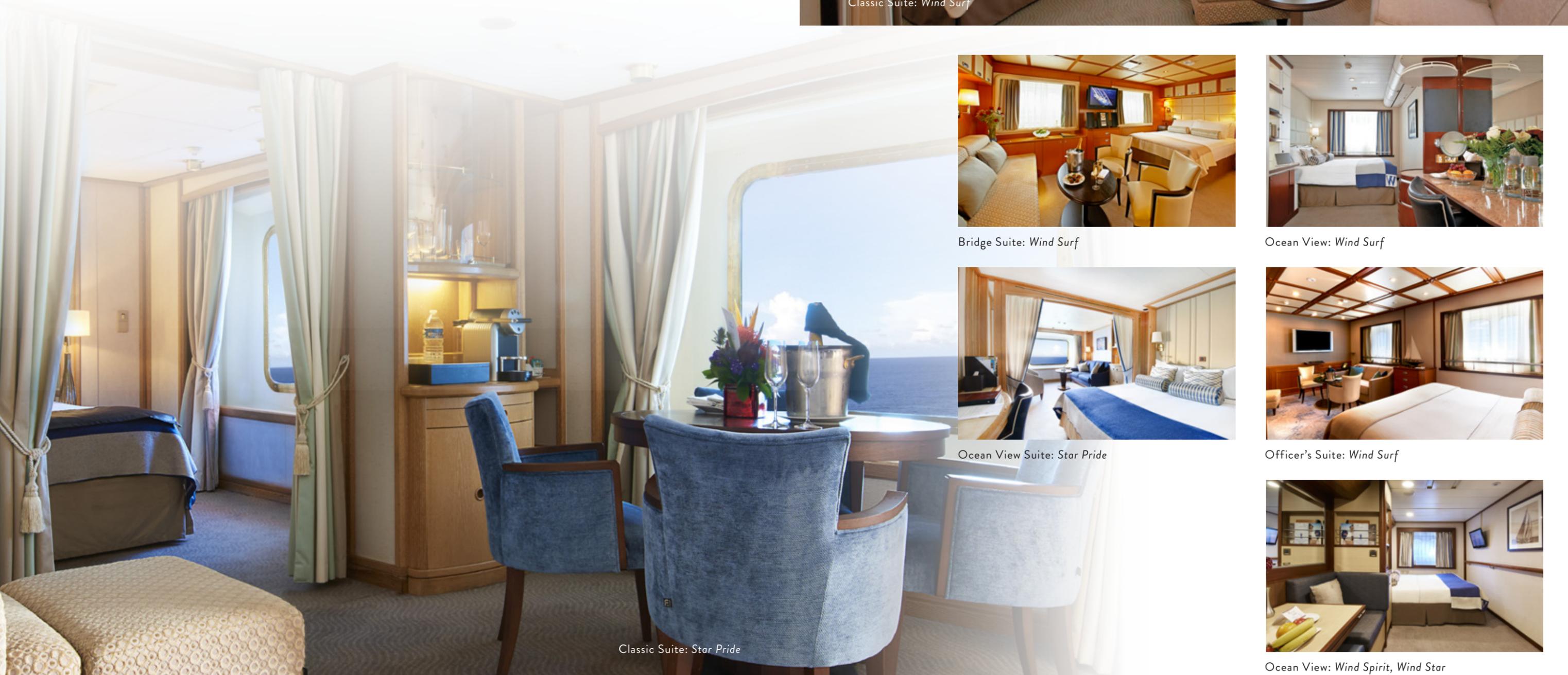
- Windows for ocean views
- Fresh flower and fruit baskets
- Luxurious Egyptian cotton linens
- L'Occitane en Provence® bath products
- Comfy waffle weave robe and slippers

**SUITES ON STAR PLUS CLASS SHIPS ALSO INCLUDE:**

- Spacious walk-in closets
- Coursed room service
- New bathrooms



Classic Suite: Wind Surf



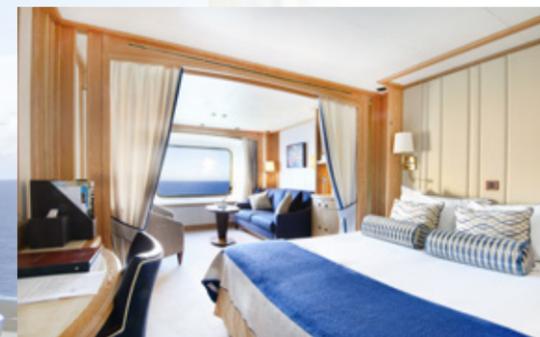
Classic Suite: Star Pride



Bridge Suite: Wind Surf



Ocean View: Wind Surf



Ocean View Suite: Star Pride



Officer's Suite: Wind Surf



Ocean View: Wind Spirit, Wind Star

# BIG SUITES, LITTLE EXTRAS

**THE SUITE LIFE, TAKEN TO A WHOLE NEW LEVEL** When your clients book a Premium Suite on Windstar, they don't just get more space. They get premium space, filled with premium amenities. And now with our new Premium Suites Program, Owner's Suites, Bridge Suites, Deluxe Suites, and all suites on *Wind Surf* include even more special touches to make their voyage memorable.

**PREMIUM SUITES INCLUDE:**

- 1 Unlimited Internet package
- Preferred reservation at *Candles, Stella Bistro* and *Cuadro 44* by Anthony Sasso
- Binoculars
- Illy capsule espresso machine
- Daily fruit basket
- Preferred check-in
- Personal attention from the Hotel General Manager
- Personalized wake-up call service with beverages
- Premium Pure Pampering L'Occitane bath products
- Buttery soft, velour bathrobe
- Daily canapés service
- Chilled bottle of Maschio Prosecco upon arrival



## CULTURES ON DECK

### LOCAL LECTURES AND PERFORMANCES BROUGHT ON BOARD JUST FOR YOUR CLIENTS.

We continue your clients' cultural immersion beyond time in port, bringing local performers and destination-savvy lecturers on board to help your clients form deeper connections with the places they visit. It's all part of our promise to deliver destinations in ways no one else can.

#### EXPLORE LOCAL CULTURES ON BOARD

##### LEARN ABOUT THEIR CUISINE



Pesto sauce originated in Genoa in the 16<sup>th</sup> century and has become a staple of Italian cuisine. The preparation is key to its flavor as the basil must be ground and not crushed. Guests try their hands at making this traditional sauce the authentic way as we bring aboard an expert Ligurian chef.

##### LEARN HOW THEY TELL STORIES



The Naa Kahidi Dancers of Sitka, Alaska, are comprised of indigenous members from various Tlingit dance groups. Watch them perform storytelling songs and dances that have been passed down through generations, then enjoy a photo opportunity with the costumed dancers.

##### LEARN THEIR ANCIENT ARTS



Guests learn how to make their own lei, given as a symbol of hospitality and welcome when they arrive in Tahiti. Listen to a tattoo master explain the traditional process of determining the design for a tattoo and what it meant to mark his body.

#### ONBOARD LECTURES PULL BACK THE CURTAIN\*

From the artwork of Paul Gauguin to the Russian Revolution, our onboard lectures offer enriching and enlightening insights into the destinations visited. Here are just a few of the upcoming lectures we have planned.

**Pacific Escapes: How Tahiti and the South Pacific Changed the Lives of Paul Gauguin, James Michener, and Others**  
Discover what drew literary and artistic figures to the South Pacific, how they spent their time there, and how their Pacific adventures affected their lives.

**Revolutionary St. Petersburg: The End of Russian Imperial Glory**  
Follow the events that eroded imperial power and brought about the transition to Communism, from Bloody Sunday in 1905 to World War I and the October Revolution of 1917.

**The Anatomy of a Sailing Ship**  
Learn the difference between a main and a mizzen, a seaman and a bosun, and how they all come together to propel a ship across the sea.

\*Available on select sailings.

# MAXIMIZE COMMISSION, MAXIMIZE REVENUE

**GO ALL-IN FOR ONLY \$89 PER GUEST PER DAY**

SAVE OVER \$250 ON A 7-DAY CRUISE

Go all-in with all onboard amenities in a single package at an unbelievable value. Unlimited cocktails, Wi-Fi, gratuities, and laundry service — what more could you ask for? Beverage and Wi-Fi portion of the All-In Package is commissionable to Travel Advisors at 10%.

*Available pre-sold and on board. Guests on some European cruises may not have an opportunity on board to purchase due to European Value Added Taxes (VAT).*

ALL-IN PACKAGE AMENITIES	PRICE PER DAY
<b>Captain's Exclusive Beverage Package</b> Includes unlimited select wine, spirits, beer, cocktails, and minibar	<b>\$59</b>
<b>Unlimited Wi-Fi</b>	<b>\$35</b>
<b>Laundry Service</b>	<b>\$8</b>
<b>Hotel and Beverage Service Fee</b>	<b>\$23.35</b>
<b>TOTAL</b>	<b>\$89</b> <del>\$125.35</del> per guest per day

## CONVENIENCE AND THE SMALL THINGS THAT DELIGHT YOUR CLIENTS

Each of your clients is unique, and our wide range of thoughtfully crafted custom options helps you transform their cruise into a once-in-a-lifetime experience. Augment an already extraordinary voyage with exhilarating shore excursions ranging from culinary explorations to 4x4 adventures. Add a pre- or post-cruise hotel package to make the most of their visit to a world-class city. Customize further with land packages featuring not-to-miss sights, convenient air packages, transfers, and more.

### BEVERAGE PACKAGES – COMMISSIONABLE AT 10%

A choice of two beverage packages lets you tailor a cruise to your client's needs while earning you a generous commission.

#### Topmast Discoveries Beer & Wine Package

Includes all domestic and imported beers and 33 varieties of wine by-the-glass, up to a retail value of \$9.00 per glass.

#### Captain's Exclusive Beverage Package

Includes all beer, domestic and imported and 33 wine/sparkling/champagne varieties by-the-glass PLUS cordials, liqueurs, aperitifs, cocktails, and mini bar items.

Package must be presold by Travel Advisors at least 7 days prior to departure and must be purchased for the full duration of the cruise. Package price is per person, per day and does not include the standard 15% beverage service charge. Package prices are inclusive of applicable taxes.

**Upsell Tip:** "Don't worry about beverage expenses creeping over your budget and enjoy the convenience of not having to sign for every item you purchase."

### INTERNET USAGE PLANS – COMMISSIONABLE AT 10%

Windstar offers various data usage plans for internet access on the cruise. Boost your income and free your clients from tedious data tracking by pre-selling them an Internet Plan in advance and add to your own earnings.

#### The Email Plan, 200MB

Recommended for people who will be checking email and doing very limited browsing.

#### The Surfing Plan, 500MB

Allows for additional browsing and small file transfers such as posting pictures to a social media site.

#### The Unlimited Plan

This plan gives you unlimited internet access. You have no worries about how much time you spend on the internet. This plan is priced per day, and must be purchased for the entire cruise. Travel Advisors sailing with Windstar Cruises may purchase this plan on board and receive a 50% discount.

**Upsell Tip:** "Share day-to-day adventures with friends and family in real time and research upcoming ports so you don't miss anything that's of particular interest to you."

### PRE- AND POST-CRUISE HOTEL OR LAND PACKAGES – COMMISSIONABLE AT 5%

Extend your client's cruise vacation with a stay in a luxury hotel conveniently located near the best restaurants and local attractions. Or expand your client's

vacation experience with a multi-day Land Package that includes engaging tours to regional highlights with expert guides, accommodations with daily breakfast, complete luggage handling, and transfers in private, climate-controlled transportation.

**Upsell Tip:** "Make the most of your travel to this part of the world by exploring the fascinating ports at the beginning and end of your voyage. You don't have to worry about any of the logistics so you can just relax and enjoy your time ashore."

### PEACE OF MIND TRAVEL PROTECTION AT 10% COMMISSION

The ability to discover the unexpected is one of the reasons guests love Windstar Cruises, but sometimes unexpected events aren't quite so welcome. Our Full Sail Travel Protection Program helps ensure that your clients are protected from loss when their travel plans go awry. The program contains a Cancellation Waiver for specified reasons and a Cancel For Any Reason (non-insurance features provided by Windstar). The program provides benefits such as trip and bag delay expenses, baggage loss, medical, emergency and emergency medical transportation. (Please refer to our Windstar Cruises website for complete plan descriptions and other important information. [WindstarCruises.com/Voyage-Plan/Travel-Protection](http://WindstarCruises.com/Voyage-Plan/Travel-Protection).)

Our Travel Protection plan is a great way to help ensure that all your clients' trip memories are positive ones.

Windstar Full Sail Travel Protection is an optional plan available for purchase at the time of your clients' cruise deposit and may be purchased up until 90 days prior to the start of a your clients' vacation with Windstar. As certain terms, conditions, and exclusions may apply, we recommend the purchase at deposit so that you can help protect them against conditions that may arise afterward. The Full Sail Travel Protection Program is not in effect until the plan cost has been received by Windstar Cruises, in addition to any cruise deposits/payments due.

Travel Insurance benefits are administered by Aon Affinity and underwritten by Arch Insurance Company, with administrative offices in Jersey City, NJ (NAIC #11150) under Policy Form series LTP 2013 and applicable amendatory endorsements.

**Upsell Tip:** "Travel Advisors are able to add the Full Sale Travel Protection Plan to bookings made via the online Agent Booking Engine (ABE). It's easy and fast."

### PERSONAL LAUNDRY SERVICE

Windstar's laundering service makes it easy to travel light and enjoy the feeling of freshly washed and pressed clothing every day from our professional laundry. Enjoy quick

turnaround service of 24 hours on all items and same-day service on items turned in by 9:00 a.m. Package includes laundry service for both stateroom/suite occupants. Single occupant stateroom/suite package price is reduced by one half.

**Upsell Tip:** "You can pack a lot lighter when you know your clothing can be laundered on board. That means you don't have to carry heavy suitcases, you have more room for souvenirs, and you won't have a pile of dirty laundry waiting for you when you get home."

### GIFTS & SERVICES

Arrange for a spectacular send off with an appealing selection of onboard gifts that include champagne, wine, flowers, spa treatments, chocolate-dipped strawberries, and much more. Guests may purchase these items on board on the first day of the cruise, or in advance. When ordering a gift for a guest, call at least 7 days before the sailing date. For more information and to book packages, please call Windstar Vacation Planning at 800-258-7245, or select options and packages using [bookWINDSTAR.ONLINE](http://bookWINDSTAR.ONLINE).

**Upsell Tip:** "Birthdays, anniversaries ... onboard gifts are a great way to make any celebration extra special."





# PERSONAL TOUCHES

## LUGGAGE DELIVERY

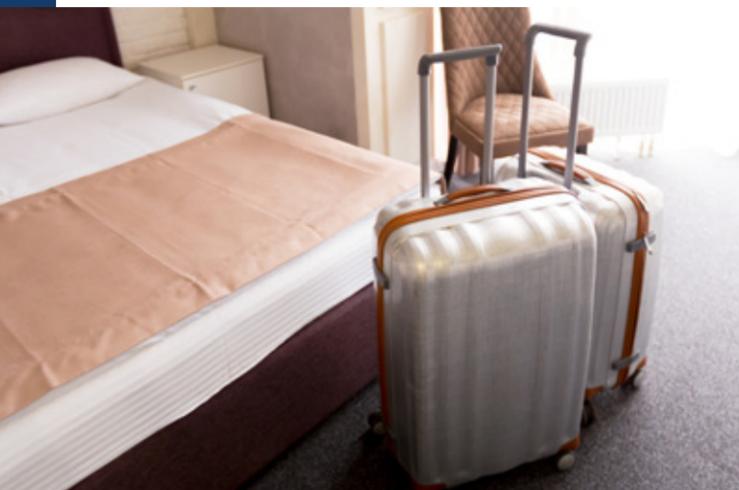
Conveniently have luggage picked up from home and sent directly to a stateroom on the yacht, then returned home after the voyage.

**Upsell Tip:** “Save wear and tear on your back and clear customs faster by letting Windstar transfer your luggage to and from the ship.”

## ALASKA GEAR DELIVERY

All of your clients’ needs for their Alaska travels, from waterproof jackets and trekking poles to packing lists and curated expedition packages, can be ordered at [WindstarCruises.ShipToShoreTraveler.com](http://WindstarCruises.ShipToShoreTraveler.com) and then delivered directly to their suite to save the hassle of packing bulky cold gear.

**Upsell Tip:** “You’re going to want some special gear for your Alaska adventure. Here’s a website where you can get it all in one place, and you won’t even have to pack it in your suitcase.”



## TRANSFERS

Make your clients’ travel smooth and seamless with optional transfers between the airport, hotel and pier before and after the cruise. They’ll get where they’re going without getting lost and travel in air-conditioned comfort.

**Upsell Tip:** “The last thing you want to worry about when you’re traveling is finding a safe, clean, honest, and reasonably priced way to get to the ship or your hotel. It’s an easy detail to overlook but means a lot — especially when you’re tired after a long flight.”

## PREPAID GRATUITIES

Prepaid gratuities give your clients a convenient way to reward the crew members who made their cruise so enjoyable. They can prepay gratuities at a rate of \$14.50 per person per day (subject to change), an amount that can be adjusted up or down at the end of the cruise. Gratuities are neither required nor expected on Windstar.

**Upsell Tip:** “You’ll have one less detail to deal with at the end of your cruise, and won’t have to worry over whether you’re tipping the right amount.”



# WINDSTAR EASY STAYS

Intercontinental, Papeete Tahiti

## PRE- AND POST-CRUISE HOTEL PROGRAM

Windstar’s Easy Stays program makes booking a hotel stay before or after your clients’ cruise easier and more convenient. They can book for any number of nights, or just for the day. Windstar takes care of all the logistics surrounding transportation and luggage transfers, and your clients have peace of mind knowing that they’re booked in a carefully curated hotel that’s close to the most sought-after locations.

### WINDSTAR EASY STAYS INCLUDE

- Transfers between hotel and ship
- Daily breakfast
- Wi-Fi
- Windstar preferred rooms
- Luggage transported directly from hotel to ship terminal
- Windstar Hosted On-Property Service Desk
- Convenience of having logistics taken care of
- Trust in the quality of hand-selected hotels
- All taxes and resort fees

## FEATURED HOTELS



### Athens, Greece: Hotel Grande Bretagne

Old-fashioned romance and contemporary comforts pervade the 5-star Hotel Grande Bretagne, located in the center of Athens’ old town close to the Ancient Agora, the Parthenon, and the Acropolis.



### Reykjavik, Iceland: Hilton Nordica

Hilton Nordica is one of the most beautiful hotels in Iceland and is part of the Icelandair Hotel group. This excellent 4-star hotel is located in the vicinity of the new financial district of Reykjavik & Laugardalur Valley, Reykjavik’s outdoor activity park, which boasts one of Reykjavik’s best swimming pools. This hotel has become one of the trendiest places to stay in Reykjavik. The hotel has 251 rooms which have been designed to reflect crisp Nordic style with a minimalistic but functional elegance and great restaurants on the premises.



### San Juan, Puerto Rico: Sheraton Puerto Rico Hotel & Casino

The Sheraton Puerto Rico Hotel & Casino is ideally situated just minutes away from historic Old San Juan, cruise terminals, San Juan beaches, the international airport, and a variety of restaurants and gathering spots.



# FOR TRAVELERS, NOT TOURISTS



# TAILOR THE CRUISE TO THE CRUISER

## NOT YOUR AVERAGE CRUISE, NOT YOUR AVERAGE CRUISER

Here's how to identify a potential Windstar guest and a few ways to find Windstar guests among your clients.

### WINDSTAR GUEST PROFILE

#### Lifestyle

- Young at heart
- Previous river cruisers
- Appreciate high quality, but aren't status driven
- Discerning world travelers
- Interested in arts, home decor, food, and wine
- Want unique experiences and access to the unforgettable
- Active mindset, enjoy seeing and participating in new things
- Socially connected — like to meet other travelers and locals

#### What they want from a vacation

- A convenient alternative to and better value than land-based vacations
- To immerse themselves in a destination or region

- Port-intensive itineraries with a destination focus
- A romantic escape, especially without children (perfect prospect for Tahiti)
- To explore the world in a meaningful way, and to gain a new perspective
- A more intimate vacation than mass-market cruises

#### Demographic

- Well educated
- Affluent, household income of \$250,000+
- 45 to 70 years old
- Primarily couples or small groups of couples traveling together
- Professionals, business owners
- Families with older children (at least 8+)
- Honeymooners (particularly on Tahiti or Caribbean cruises)

### OVERNIGHTS & EXTENDED STAYS

Full day calls, late departures, and overnight stays are a great way to attract new cruisers who may not have considered cruising before due to the perception of limited time in port. Whether they're watching the sunrise in Sydney, taking in the nightlife in St. Barthélemy or enjoying dinner ashore near the Celsus Library in Ephesus, they'll discover that there's a lot more to cruising than sea days. In fact, Windstar itineraries often have very few days at sea, focusing on taking your clients to exotic, hard to reach, and interesting places and providing them with an elegant mobile hotel during their journey.

We know that your cruise clients differ as much in how they like to cruise as in where and when they like to cruise. That's why our itineraries are designed to accommodate a wide variety of cruising styles. By identifying the style that best fits your clients, you can help them create an unforgettable vacation while maximizing your commissions.

#### Star Collector Voyages

These voyages offer leisurely exploration for those with more time to sail. Combining our most popular back-to-back itineraries, they offer an exceptional value and allow your clients to remain in the same stateroom for both segments while enjoying more ports with few repeated ports of call. An added bonus: Windstar offers free laundry and discounts for booking Star Collector cruises, which brings more value to your clients and more commissions to you.

#### Cruise Tours

Bucket list seekers love Windstar Cruise Tours, which offer the best of both land and sea in one convenient package. Virtually everything's included: transfers and tickets to attractions, hotels, meals, and the cruise itself. It's a no-hassle way for your clients to take advantage of their proximity to bucket list destinations such as Denali National Park, the Vatican, the Monteverde Cloud Forest and more with just a single flight.

#### SELECT SAILINGS by Windstar

Clients who have "been there, done that" will love these limited sailings that are singular for the sheer number of UNESCO World Heritage Sites visited ... variety of landscapes explored ... and menu of regional delicacies tasted and bottles poured. Each has been carefully designed to showcase the richness of the regions with input from experts — everyone from itinerary planners to ship captains to Windstar's President.

#### Destination Discovery Events

Complimentary Destination Discovery Events on select sailings treat your clients to iconic experiences that capture the essence of their locale. So, for instance, they can enjoy dinner in the moonlight and a concert near the Celsus Library in Ephesus on a cruise to Kusadasi, or attend an exclusive celebration on a lovely motu, complete with Tahitian fire dancers and local foods like *poisson cru* and *po'e*, on a cruise to Bora Bora.

#### Tahiti Air & Hotel

Give your clients the ultimate relaxing South Seas vacation with a convenient Tahiti Cruise+Air+Hotel Package from Windstar. We'll take care of all the details from flight reservations to accommodations to transfers to and from the ship. Plus, we promise to get them to the ship even if their flight's delayed. It's the perfect way to ensure that their entire journey is restful and stress free.



# INTRODUCING THE BEYOND ORDINARY CARE PROGRAM

HERE AT WINDSTAR CRUISES, THE HEALTH AND SAFETY OF EVERYONE ON BOARD IS A TOP PRIORITY.

We are making a multi-million dollar investment in our fleet to provide a healthy environment while sailing on a Windstar yacht. We are connected to industry experts and following guidelines by the Centers for Disease Control and Prevention (CDC). Our team is implementing additional technologies that go beyond these requirements including hospital grade high-efficiency particulate (HEPA) filters paired with a UV-C air zapping process (ultraviolet germicidal irradiation) proven to kill coronaviruses, along with other microbes like mold, bacteria and fungi as part of our new Beyond Ordinary Care program.

Windstar has partnered with the epidemiology department at the University of Colorado's Anschutz Medical Center to investigate appropriate layers of protection to create a safer experience for guests on Windstar's yachts.

## MULTI-LAYER STRATEGY

### PRE-BOARDING

- Receive updated communications about COVID policies from Windstar
- Present a negative COVID-19 test at terminal before boarding yacht
- Wear masks during travel to ship
- Health screening at terminal prior to embarkation
- Staggered arrivals and embarkation



### ON BOARD

- **HEPA filters and UV-C light** are a double whammy to clean the air of microbes on board ships
- Electrostatic sprayers sanitize spaces and surfaces with a powerful, **EPA-approved, hospital-grade sanitizing solution**
- Increase frequency of cleaning public spaces and high-touch points
- Diners spaced apart in dining venues
- Additional medical staff on board
- Masks worn indoors in public spaces and on deck as needed
- Crew undergo regular testing

### SHORE EXCURSIONS

- Tenders, motor coaches and smaller boats will operate at reduced capacity and will be cleaned between each use
- Shore excursions to operate at reduced capacity; guests must wear masks as needed
- Staggered arrivals and departures in ports



✚ Hospital Grade Standards

Check on the latest updates at [WindstarCruises.com/Health-Safety](https://WindstarCruises.com/Health-Safety)



# WELCOME TO THE FAMILY EXCLUSIVE BENEFITS FOR RETURNING GUESTS

WHEN YOUR CLIENTS STEP ABOARD WINDSTAR CRUISES, THEY ARE MORE THAN A GUEST.

They become part of a club that's 180 degrees from ordinary. Windstar's Yacht Club gives your clients more great rewards the more you sail. With each cruise your clients earn bigger rewards and recognition as they move up from One Star to Four Star. Your clients earn one point per cruise day for most bookings, 1.5 points per cruise day for bookings on Wind Class Suites or Deluxe Suites on Star Plus Class, and 2 points per cruise day for Owner's and Classic Suites on the Star Plus Class and the Bridge Suite on *Wind Surf* after they complete their qualifying cruise.

Visit [WindstarCruises.com/Yacht-Club](https://WindstarCruises.com/Yacht-Club) for member benefits.

### ALL YACHT CLUB MEMBERS RECEIVE:

- 20% discount on Yacht Club Member sailings
- Advanced notification of new deployment
- Advanced notification of sales events
- Members only private sales
- \$100 onboard credit when guests refer a new guest to Windstar, who will also receive \$100 onboard credit per person
- Exclusive members only cocktail party with the officers
- Exclusive onboard Windstar Logo tote
- Additional discounts at sister Xanterra Travel Collection brands



	★ One Star 1 - 15 points	★★ Two Star 16 - 39 points	★★★ Three Star 40 - 89 points	★★★★ Four Star 90 + points
<b>Cruise Fare*</b>	Save 5% on all itineraries, plus an additional 5% for onboard bookings or bookings within 60 days after disembarkation	Save 5% on all itineraries, plus an additional 5% for onboard bookings or bookings within 60 days after disembarkation	Save 5% on all itineraries, plus an additional 5% for onboard bookings or bookings within 60 days after disembarkation	Save 5% on all itineraries, plus an additional 5% for onboard bookings or bookings within 60 days after disembarkation
<b>Onboard Credit</b>	–	\$50 per person	\$75 per person	\$100 per person
<b>Beverage Package</b>	–	5% off Beverage Packages	5% off Beverage Packages	10% off Beverage Packages
<b>Shore Excursions</b>	–	5% Discount	10% Discount	15% Discount
<b>Laundry &amp; Wi-Fi</b>	5% Discount	5% Discount	10% Discount	Complimentary
<b>Windstar Branded Merchandise*</b>	5% Discount	5% Discount	10% Discount	15% Discount
<b>Onboard Recognition</b>	Customized keycard	Customized keycard	Customized keycard & dinner with a Windstar Officer	Customized keycard & dinner with an Officer or the Captain

\*Terms & conditions apply

Initial Yacht Club Member status is based on the number of qualifying cruise nights sailed, with each night receiving one point. Future points will be accumulated at up to 2 points for bookings in Premium Suites.



# GROUP SALES

## WATCH YOUR COMMISSIONS MULTIPLY

### Star Groups – Book More, Earn More

Windstar's Star Groups makes it easier than ever for you to sell your groups on Windstar with a host of exciting benefits for your clients, and generous commissions for you. Earn your way to complimentary staterooms, shipboard credit, discounts, and incremental commissions ... with as few as nine guests booked.

### TWO LEVELS OF BENEFITS

Depending on the group date selected, you'll qualify for the following group booking benefits.

#### Star Group Dates

- 5% discount from Savings Fares
- Tour Conductor Credit 1:9 guests
- Guest Amenity of \$100 per guest Shipboard Credit
- Complimentary Cocktail Party with hors d'oeuvres (18+ guests minimum)

#### Star Advantage Group Dates

- Up to 10% discount from Savings Fares
- Tour Conductor Credit 1:9 guests
- Guest Amenity of \$100 per guest Shipboard Credit
- Complimentary Cocktail Party with hors d'oeuvres (18+ guests minimum)
- \$100 per person Travel Advisor Bonus Commission (minimum sales required)\*

[WindstarCruises.com/  
Star-Group-Sailings](http://WindstarCruises.com/Star-Group-Sailings)

*\*A TC Credit has to be earned for Bonus Commission to be paid. Maximum earnings of TC credits applied.*



"The crew was the best we have ever seen, genuinely enthusiastic and helpful. They were efficient and always smiling, so they were well trained and eager to help. Our cabin was especially spacious and well appointed. The food was delicious, although we ate too much. My husband enjoyed meeting many of the other passengers and having good conversations. I appreciate that Windstar is agent friendly and have booked a number of clients on it in the past few months."

Judy Kessler



# CHARTERS & INCENTIVES

## EXCEPTIONAL ACHIEVEMENTS DESERVE AN EXCEPTIONAL REWARD

Which would your clients prefer? To watch their group disperse and get lost in the crowds on a big ship or have an entire spacious and elegant yacht to themselves? There's simply no contest. Our whole-ship charters start at just 148 guests and provide your corporate incentive clients with the ultimate platform for motivation and retention. With a guest to crew ratio of 1.5 to 1, gourmet cuisine, spacious accommodations, and thoughtful little luxuries, a Windstar voyage is the perfect reward for a job well done. Plus, the intimate and exclusive atmosphere makes it easy to keep the focus on corporate activities.

Imagine an incentive cruise where you customize not just the shore excursions, but the entire itinerary. Fly the company flag above the ship and grace the dining table with a corporate logo on each menu.

With a cruise line known for delivering experiences 180 degrees from ordinary, the possibilities are endless!

## NOTHING SAYS "YOU'RE ONE-OF-A-KIND" LIKE A ONE-OF-A-KIND WINDSTAR CRUISE.

- **VIP service.** From the very first moment you call to the moment we bid your client farewell, we'll help you design, plan, and host your client's special guests.
- **Never settle for ordinary.** Take your client's charter to a new level of excellence. Away from the crowds. Completely exceptional. Truly theirs.
- **Made to order for them.** Customize your client's private charter to their own tastes and style. A Windstar charter is as personal as a fingerprint.
- **Camaraderie.** Our yachts are perfect for bringing a group together for a special, exclusive, intimate experience.





# SHINING BRIGHTLY TOGETHER

## OUR PROMISE TO YOU

Our Star Promise to you, our most important partner, is that we're working hard to make your job easier. Your success is our success so here's to a collaboration that helps us each shine more brightly.

### Extraordinary Guest Experience

With Windstar, your clients enjoy the voyage of a lifetime — the kind of experience they'll thank you for and want to repeat again and again. Windstar is always adding NEW CRUISE DESTINATIONS — including most recently Mexico, Middle East, and returning to Canada & New England — to give your clients the widest variety of choices. Beyond the destination, Windstar gives your clients an ENHANCED ONBOARD EXPERIENCE with the BEYOND ORDINARY CARE program, a multi-layered approach to provide the safest environment achievable with tech and science including hospital-grade protections, such as HEPA filters and UV-C irradiation within the air handling system and enhanced sanitation measures for all guest and crew areas to deliver the 180 degrees from ordinary experience Windstar is known for. With a high Net Promoter Score in the 80s, your recommendation of a Windstar cruise will continue to pay you rewards into the future.

### Outstanding Educational Programs

We've got exciting new ways for you to learn more about Windstar. Check out

our newly redesigned and refreshed STAR SPECIALIST PROGRAM, where you'll find informative new content and new graduate benefits. Our ADVISOR APPRECIATION FARES on select dates give you star treatment on board so you can experience for yourself what your clients rave about. You can expect the latest in brand and promotional information when you sign up for TRADE WINDS — our monthly dedicated Travel Advisor newsletter. And be sure to catch our new WEBINAR SERIES, providing opportunities for bookWINDSTAR ONLINE training, brand updates, selling tips, and more.

### Fresh Sales Tools & Support

When it comes to your business, Windstar helps make it smooth sailing. Our competitive STAR GROUPS PROGRAM makes it easier to attain tour conductor credits, plus there are now bonus commission opportunities. And when you promote Windstar by hosting a cruise night or including Windstar in direct mail, email, or other marketing campaigns, we will contribute by providing an EXCLUSIVE SHIPBOARD CREDIT FOR YOUR AGENCY. A \$50 per guest shipboard



credit will be available for all bookings made by your agency during an approved promotional period of no more than two weeks, and this opportunity is available to your agency each quarter up to four times a year. Reach out to your Regional Sales Manager for help setting up this promotion. We also recently redesigned WINDSTAR'S ADVISOR HUB, making it easier to navigate, and more expansive, with even more information centrally located.

### Excellent Advisor Service

We're here for you, from our experienced and dedicated Sales Team to our Vacation Planners. Our STAR SERVICE PROGRAM promises that when you request our help and support, we'll respond by the next business day, followed by a speedy resolution. We promise to make doing business easy with bookWINDSTAR ONLINE — our new online reservations system — giving you access to real-time pricing and inventory 24/7.

**Our available FAMs can always be found on the Travel Advisor Hub underneath Advisor Support!**



# KEEP THE ADVENTURES GOING

## LET OUR CRUISE CONSULTANTS DO THE WORK FOR YOU!

We know that guests who are currently on their Windstar Cruise are more likely to book again. And we want to sweeten the deal and encourage them to book while on board.

With this in mind, we introduced the Onboard Cruise Consultant position to *Wind Surf*, *Star Pride*, *Star Legend*, and *Star Breeze*. Guests who book through our Onboard Cruise Consultant will receive a Special Reduced Deposit AND 5% onboard booking savings COMBINABLE WITH their 5% Yacht Club Member savings. **All bookings will be attributed back to you as the "Advisor of Record," meaning you will receive full credit and full commission.** Encourage your clients to book their next travel adventure and make a deposit before the last day of their cruise, and let us do the rest.

## REDUCED DEPOSIT (see chart below)

## + 5% BOOK ONBOARD SAVINGS

## + 5% YACHT CLUB MEMBER SAVINGS

Booking Deposit Tiers (Based on Cruise Fare)	OCC Special Reduced Deposit	Booking Deposit Tiers (Based on Cruise Fare)	OCC Special Reduced Deposit
\$2,000* - \$6,000	\$200	\$25,001 - \$35,000	\$2,500
\$6,001 - \$10,000	\$400	\$35,001 - \$45,000	\$3,000
\$10,001 - \$15,000	\$800	\$45,001 - \$55,000	\$4,000
\$15,001 - \$20,000	\$1,200	\$55,001 - \$60,000	\$6,000
\$20,001 - \$25,000	\$2,000	\$60,001 & Above	\$7,000

\*If the Cruise Fare is less than \$2,000, the Deposit is 15% of Cruise Fare.  
\*\*This offer is not combinable with the Welcome Home discount (booking within 60 days).

# TOOLS OF THE TRADE

## THE SHORTEST DISTANCE BETWEEN FIRST CONTACT AND CLOSING

We offer a variety of tools to help you meet your clients' needs and increase your efficiency.

Register for the Travel Advisor Hub and **bookWINDSTAR ONLINE** here\*: [AdvisorHub.WindstarCruises.com/BookWindstarOnline](https://AdvisorHub.WindstarCruises.com/BookWindstarOnline)

Already have your **bookWINDSTAR ONLINE** login? Access the reservations system here: [Partners.WindstarCruises.com](https://Partners.WindstarCruises.com)

### WINDSTAR'S ADVISOR HUB

When you register for Windstar's Advisor Hub, you will have convenient access to all the information you need to begin selling Windstar or grow your Windstar business. On our Advisor Hub you will find the following:

- Sign up for the advisor newsletter, *Trade Winds*
- The latest Windstar news and promotions
- Exclusive Advisor Only promotions
- Training tools such as our Star Specialist Program
- Sales tips and strategies
- Order brochures
- Our Image Library, where you can request downloads of images for your own marketing materials
- Downloadable marketing collateral for you to share with your clients
- Information on how to set up your agency for selling Windstar

\*Please note for security reasons your login credentials for the Travel Advisor Hub and **bookWINDSTAR ONLINE** will be different.

**Once you register, you will be able to access the Travel Advisor Hub immediately and your password for bookWINDSTAR ONLINE will be sent to you within 2 business days.**



### bookWINDSTAR ONLINE

With **bookWINDSTAR ONLINE**, you will have access to our online reservation system 24/7, showing real time pricing and inventory, allowing you to respond to your clients' inquiries faster. You will be able to access **bookWINDSTAR ONLINE** through our Advisor Hub.

With **bookWINDSTAR ONLINE**, you will be able to do the following:

- Book, reconfirm or change shore excursions, pre/post hotels and transfers.
- Make special requests such as a gluten-free diet, extra pillows, diet cokes in the cabin fridge — you name it, we love accommodating your client's special requests that make them feel the most comfortable.
- Make deposits and final payments.
- Review your clients' cruising history with Windstar Cruises.
- View every promotion that is available to your agency, so that you can book the scenario that best suits your clients' travel style.
- Discover all pricing for hotels, transfers, and shore excursions available via Windstar Cruises for your reservations.
- Select the cabin that best suits your clients' needs based on all available cabins.

### STAR SPECIALIST PROGRAM

Our Star Specialist education program not only shares the secrets of success to selling Windstar, but offers incentives and support for our trusted Travel Advisor partners. Throughout this informative and comprehensive online course, you will discover what makes the Windstar experience so distinct, how to sell our unique cruises, and how to grow your business with our impressive return guest percentage.

#### BENEFITS

##### Certificate

- Download your official Star Specialist Program certificate from the Student Dashboard here. Click the Certifications tab, then View Certificate.

##### CEU Credits

- Earn 2 CEU credits from The Travel Institute; 3 credits from the Association of Canadian Travel Agencies (ACTA). Go to [TheTravelInstitute.com](https://TheTravelInstitute.com) or [www.ACTA.ca](https://www.ACTA.ca) for details on the certification programs, eligibility for continuing education credits, and how to receive these credits following graduation.

### \$100 BONUS COMMISSION

- Make your first booking within 120 days after graduation and earn a \$100 bonus commission. Download the submission form from our Advisor Hub.

### CLIA Credits

- Earn 5 CLIA elective credits upon completion of the Star Specialist Program.
- For more information, visit CLIA's website at [www.cruising.org](https://www.cruising.org).

### Priority Confirmation

- Receive priority confirmation for T.A. rate bookings.

### Official Windstar Star Specialist Logo

- Let your clients know you're a certified Star Specialist! Download the official Windstar Star Specialist logo after you complete the course to add to your email signature, website, or any other marketing materials.

**STAR SPECIALIST**  
Certified Windstar Cruises Expert

"This is one of the top learning platforms I have experienced to date! I found myself making notes about and opening and bookmarking more links than any other program. My clientele falls into one mentioned category — 40-70 years ... who have taken river cruises and want more on small venues. I can now offer with some greater level of confidence Windstar as their next best option. Thank you!"

Randy Gillespie



# THE WINDSTAR DIFFERENCE

## WE'RE TAKING CRUISING IN A DIFFERENT DIRECTION

See the world from closer perspectives, on lovely, small ships that set the standards for impeccable service and culinary excellence.

- Carrying fewer than 350 guests, Windstar's small ships bring your clients closer to each destination by seeking out the best small ports and hidden harbors.
- Our well-appointed yachts exude a warmth and intimacy free of lines and large crowds, and with no formal dress code or assigned seating.
- Guests relax in understated style, with surroundings that are sophisticated, comfortable, and unpretentious.
- Elegant ocean view staterooms and suites offer a range of amenities from fresh fruit and flowers to waffle weave robes and slippers.
- The relaxed and friendly mood on board encourages guests to connect on board or on shore, share stories, and make friends.
- As the *Official Cruise Line of the James Beard Foundation* we create exceptional culinary experiences prepared with locally sourced, fresh ingredients by some of the most recognized culinary talent in the world, including chefs from the James Beard Foundation.
- Guests immerse themselves in local cuisine through regional dishes, local wines, curated activities such as tasting events, culinary shore excursions, and onboard cooking demos.
- Late departures and more overnight stays let guests enjoy evening activities and dinners in port long after the big ships have departed.
- Our Signature Onboard Barbecue is arguably the finest party at sea, with crew entertainment, dancing, and a 5-star buffet complete with dishes from suckling pig to grilled lobster.
- Our Watersports Platform lets guests swim, kayak, and paddleboard right off the ship's stern with their choice of complimentary water toys.
- We get to know and pamper your clients in ways only possible on a small ship, delivering award-winning service that surprises and delights.
- Windstar delivers destinations in a way no other cruise line can, with curated small group excursions on shore and local entertainment and cuisine on board.
- Windstar's Open Bridge policy allows guests to learn about navigation with the Captain or officers.
- Select Sailings by Windstar feature voyages that go above and beyond, with enhanced itineraries so deliberately designed and carefully constructed that they stand out as the best of the best.

### VIEW YOUR SALES CONTACTS HERE:

[Advisorhub.WindstarCruises.com/Agent-Support/Sales-Team](https://Advisorhub.WindstarCruises.com/Agent-Support/Sales-Team)



# WHERE YOU'LL FIND US.

## EVERYWHERE YOUR CLIENTS WANT TO BE.

Your clients can choose from six beautiful yachts and worldwide itineraries including exotic new destinations in Australia and New Zealand, a return to the Holy Land, and Grand Voyages to the South Pacific, the Caribbean, Mediterranean, and more.



	2021												2022											
	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER		
<b>STAR BREEZE</b>	CARIBBEAN		CENTRAL AMERICA & WEST COAST	ALASKA			WEST COAST & MEXICO		TAHITI				WEST COAST & MEXICO		ALASKA		ASIA		AUSTRALIA & NEW ZEALAND					
<b>STAR LEGEND</b>	MEDITERRANEAN		NORTHERN EUROPE			MEDITERRANEAN		PANAMA CANAL & COSTA RICA				NORTHERN EUROPE		MEDITERRANEAN		DOCKED	PANAMA CANAL & COSTA RICA							
<b>STAR PRIDE</b>	NORTHERN EUROPE		CANADA & NEW ENGLAND		CARIBBEAN				MEDITERRANEAN		NORTHERN EUROPE		CANADA & NEW ENGLAND		CARIBBEAN									
<b>WIND SPIRIT</b>	TAHITI				SOUTH PACIFIC / ASIA / AUSTRALIA		DOCKED	SOUTH PACIFIC / ASIA / AUSTRALIA		TAHITI														
<b>WIND STAR</b>	CARIBBEAN	DOCKED	MEDITERRANEAN				PANAMA CANAL & COSTA RICA		CARIBBEAN		MEDITERRANEAN				PANAMA CANAL & COSTA RICA									
<b>WIND SURF</b>	CARIBBEAN		MEDITERRANEAN				DOCKED	CARIBBEAN				MEDITERRANEAN				CARIBBEAN								



# EUROPE, WINDSTAR STYLE

## VIVE LA DIFFÉRENCE

Windstar shows your clients a Europe few people ever see. Traveling with fewer than 350 guests, we dock right in the heart of Old World cities and visit villages off the beaten path where larger ships can't go. We'll also spend more time in port, where our small numbers ensure a more authentic experience. Local performers bring entertainment on board. Guests swim right off the Watersports Platform into cerulean waters. Unique culinary explorations take guests deep into local culture and history.

## MEDITERRANEAN

- Exclusive Grand Prix of Monaco cruise includes reserved seats in Section K for Sunday's race; exclusive themed onboard reception, dinner, and race day brunch; and a commemorative gift package.
- Dock at exclusive marinas in pretty Xlendi Bay on Gozo, tiny Ponza, and Monemvasia.
- Scenic cruising along the Mediterranean's most picturesque coastlines from the Balearic Islands and Sardinia to the Riviera and Italy's beautiful Amalfi Coast.
- Your clients get a personal look at local culture with excursions such as a cooking challenge at a Maltese farmhouse in Valletta, or the chance to make their own Greek vase in Rhodes.
- On board, they learn more about the world around them from onboard experts on oceanography, history, foreign policy, and more.
- Overnight in fascinating ports like Mykonos, Istanbul, Venice, Monte Carlo, and more.

- As one of the few cruise lines with a significant presence in Greece, Windstar's guests enjoy a complimentary Destination Discovery Event, dining near the ancient Celsus Library in Ephesus on Greece itineraries.

## NORTHERN EUROPE

- Take your clients beyond the highlights and help them discover places in-depth as they circumnavigate Iceland, explore the Isle of Man, and visit remote villages and islands custom-made for small ship access.
- View Northern Europe's sparkling fjords from the sea where their beauty is most impressive, and from a yacht where their scale is best appreciated.
- Give your clients a personal look at local culture with unique excursions: they can ride an Icelandic horse in Akureyri, or go on a RIB boat adventure at Geiranger Fjord.
- Guests learn more about the world around them from onboard experts on oceanography, glaciology, Russian culture, and more.

- Travel to far-flung isles that are difficult to reach by other means, like Portree, Heimaey, Seydisfjörður, Isles of Scilly, and the Isle of Man.
- All ocean viewing staterooms let your clients travel in comfort and enjoy the views from expansive windows.
- Dock in or near historic city centers in places like St. Petersburg, Edinburgh, and Reykjavik.
- Overnight in northern jewels like St. Petersburg, Seydisfjörður, and Bergen.

## HOLY LANDS

- Book your clients now for our new itinerary to the Holy Land and Jerusalem – home to important holy sites for three of the world's religions – as it sells out quickly.



# THE TROPICS, WINDSTAR STYLE

## MAKING ISLAND DREAMS COME TRUE

Windstar's stunning white yachts are the perfect match for turquoise lagoons, emerald islands, and golden beaches. With their petite size, they carry your clients into coves and harbors too small for larger ships and visit ports of call larger cruise lines pass by. Island magic is everywhere. Guests on our sailing ships can watch billowing sails fill with the trade winds and transport them effortlessly to their next destination. Days are punctuated by onboard barbecues and beach parties while evenings are filled with phosphorescent wakes and more stars than they can possibly imagine. Our Star Promise to you is to make your clients' tropical vacations everything they've dreamed of.

### TAHITI & SOUTH PACIFIC

- Choose from year-round Tahiti voyages sailing to up to 8 islands, traveling on our lovely and newly transformed all-suite, *Star Breeze* or *Wind Spirit*, our 4-masted sailing ship with fewer than 148 guests.
- A complimentary Destination Discovery Event in Bora Bora lets guests feast on a specially prepared dinner on a secluded motu with fire dancers and more.
- Guests explore remote Fakarava, a place so stunning and with such a diverse ecosystem that it has been deemed a UNESCO Biosphere Reserve.
- Voted Most Romantic Cruise (2017) by *Brides* magazine.
- Simplify logistics with convenient packages for Tahiti including air + hotel + transfers.
- Spend more time exploring with overnights in Raiatea and Bora Bora.
- Enjoy a personal set of snorkeling gear to use throughout the cruise.
- Visit small off-the-beaten-path islands in Vanuatu that check all the boxes for tropical beauty and for authentic cultures.

### CARIBBEAN

- Visit ports reserved for small ships and private yachts like Mayreau or Bequia.
- Offer a stunning sampler of Caribbean islands with port calls including St. Barthélemy, Antigua, St. Maarten, the British Virgin Islands, St. Lucia, Montserrat, and more.
- Late night stays in places like Gustavia and St. Lucia and overnights in Jost Van Dyke and Virgin Gorda let them spend more time in port and explore the many bars and beaches in the area.
- Experience Windstar's Signature Beach Party, complete with jerk chicken, crystal-clear waters, and stand-up paddleboarding.
- Kayak, paddleboard or enjoy other water toys directly off the Watersports Platform on most itineraries.



### CENTRAL AMERICA

- A daylight transit of the massive Panama Canal, one of the 20<sup>th</sup> century's greatest feats of engineering, on a small ship where they can experience the Canal's inner workings close up.
- A Naturalist is on board throughout Costa Rica itineraries to give presentations, answer questions, and guide hikes.
- Destinations include the rich ecosystem of Golfo Dulce, famous Manuel Antonio National Park, and the Osa Peninsula.
- Extend your clients' explorations with an 11-day Monteverde Cloud Forest & Arenal Volcano Cruise Tour featuring a daylight transit of the Panama Canal.
- Active itineraries include wet landings by Zodiac and hikes through the lush rainforest.
- Experience Isla Parida, a private island, during Windstar's Signature Beach Party, complete with water toys, full bar, and an impressive buffet.



# NORTH AMERICA, WINDSTAR STYLE

## A FRESH LOOK AT A FAMILIAR CONTINENT

Our North America cruises are filled with all the things your clients want to see – towns brimming with history, majestic scenery, fascinating native cultures. Plus, they'll visit unique ports of call reserved for small ships like ours, including Misty Fjords and Kenai Fjords in Alaska, and Cap aux Meules in Quebec. The difference is not only in where they go, but in what they experience along the way, with informative guest speakers, Signature Expeditions, and shopping and tours with chefs or sommelier/beverage experts to get them closer to the people and places they visit. Our Star Promise to you is to help you fulfill your clients' North American wish lists from glaciers to the lighthouses, wildlife to lobster rolls.

### ALASKA & U.S. WEST COAST

- 8 onboard expedition experts who stay onboard throughout the entirety of Alaskan cruises for more one-on-one time.
- Signature Expedition kayak and Zodiac tours from the yacht.
- Rarely visited ports: Wrangell, Petersburg, Haines.
- Longer 11- to 12-day itineraries plus 15- to 16-day Denali Cruise Tours.
- Exclusive onboard talks from a Tsimshian-Tlingit member of the Raven Clan, the former President of the Saxman tribe, and a special Naa Kahidi dance performance.
- Anchor deep inside Misty Fjords National Park.

- Discover the delicious cuisine, wine, and beer delights along the coast of the Western United States.
- *Alaskan Splendors* itinerary named to Conde Nast Traveler 2019 Hot List.

### MEXICO

- Overnights in Cabo San Lucas and Loreto to explore the local nightlife and nearby towns
- Unparalleled diving in Isla San Andres, a UNESCO Biosphere Reserve, Chankanaab, and the Mesoamerican Barrier Reef.



### CANADA & NEW ENGLAND

- Help your clients explore this historic region in-depth with longer 11- to 12-day itineraries offering unique ports like Gaspé and Cap aux Meules.
- A 14-day northern transatlantic crossing features three calls to Greenland and rarely visited Gros Morne National Park, Newfoundland.
- Your clients can explore at their own pace with overnights in Quebec and convenient arrival/departures in Montreal.





## ASIA, WINDSTAR STYLE

### EXPLORE EVERY MOOD

Whether your clients are interested in UNESCO World Heritage Sites and Japanese cherry blossoms or exploring pristine Indonesian islands and the forgotten time capsule of Japan's Seto Inland Sea, we have just the itinerary. Several new ports off the beaten path complement classics like Tokyo, Hong Kong, Singapore, and Bali. Your clients will also have the chance to experience local culture up-close, at places like the Taipei Night Food markets and the Sasak Native Village on Lombok.

- Enjoy evening activities and explore further afield with late nights in Nagasaki and Busan.
- Go beyond the ordinary to places few people ever visit like Pulau Banda, Pulau Menyawakan, Tomonoura, Kuratsu, Kokas, and Pantara Island.
- Get insider tips on where to go and what to see as we visit the crew's home countries of Indonesia and the Philippines.
- Choose from two comprehensive Japan itineraries — one focusing on lesser-known ports in the scenic Seto Inland Sea, and another focusing on more classic Japanese cities. Add a land tour package to see historic Kyoto.
- Venture among the islands in an outrigger and swim in the idyllic crystal waters of Hundred Islands National Park.
- Take a boat trip down the Subterranean River, a UNESCO World Heritage Site located on Palawan and one of the 7 Wonders of Nature.
- Visit orangutans and Komodo dragons in their natural habitats.



## AUSTRALIA & NEW ZEALAND, WINDSTAR STYLE

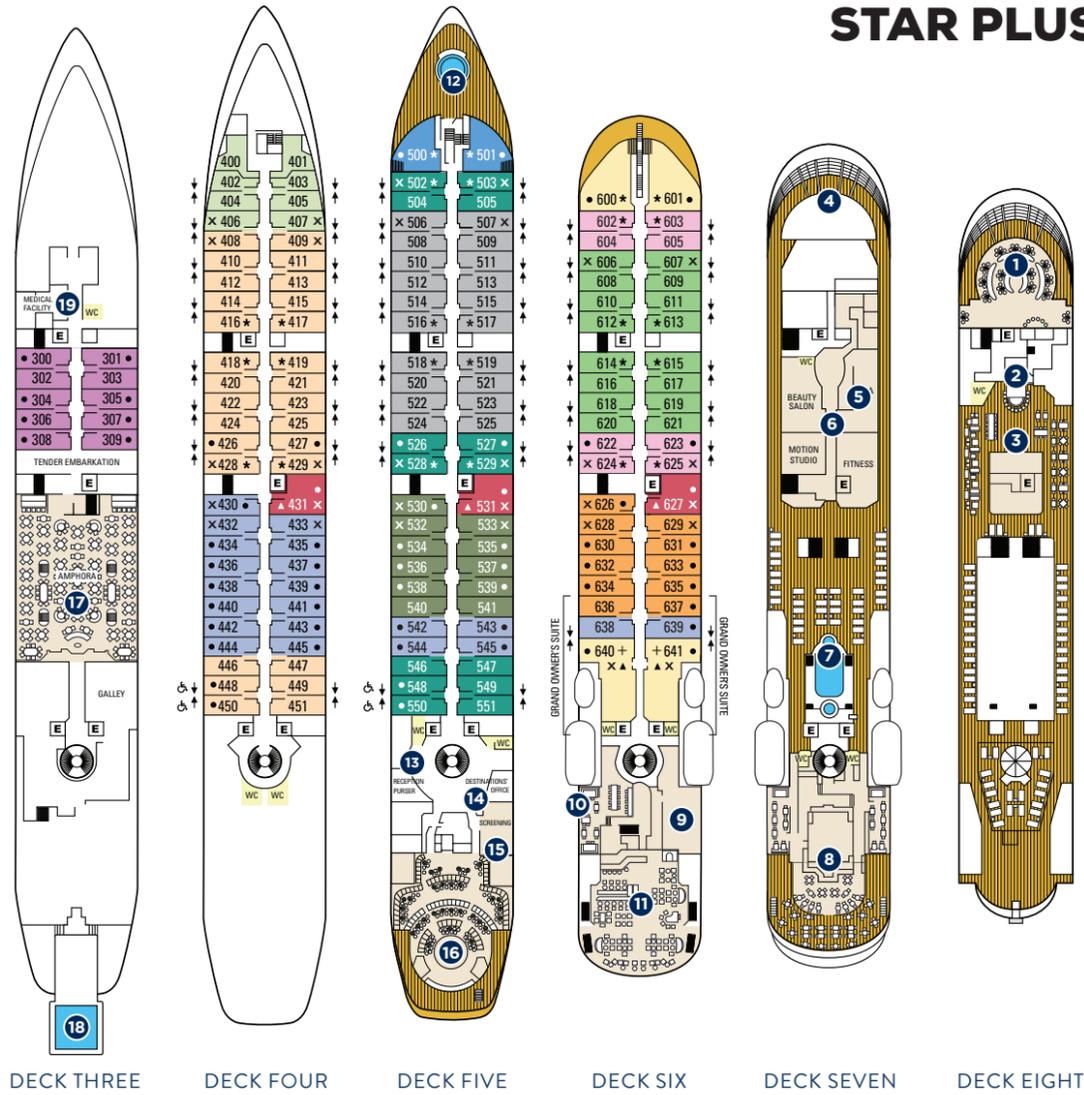
### TRANSCENDENT EXPERIENCES

This will be our inaugural season Down Under, and we anticipate it will fill quickly as we visit key ports and a number of places well off the beaten path. Not only are there incredible natural wonders here like the Great Barrier Reef and Fiordland National Park, there's also unusual wildlife, fascinating indigenous cultures, and vibrant cities with sophisticated cultural offerings. There's a refined food and wine scene here too, with several renowned wine-growing regions on our port list. Add to that iconic cityscapes, an appealing climate, and world-class beaches, and clients will be lining up. There's also a bonus for you: the long travel distance begs for pre- and post-cruise stays, and longer itineraries mean higher commissions.

- Enjoy evening activities and explore further afield with overnights in Sydney, Wellington, and Melbourne.
- Go beyond the ordinary to places few people ever visit like Mooloolaba, Yirrkala, Thursday Island, Middle Percy Island, and Lizard Island.
- Learn about local cultures during face-to-face encounters with Maoris, Torres Strait Islanders, and Yirrkala Aborigines.
- Spend more time exploring the Great Barrier Reef with scenic cruising days and port calls in Cairns and Port Douglas.
- Get to know outrageously beautiful Tasmania with our itineraries calling at Burnie, Hobart or Port Arthur.
- Sip fine wines in the Marlborough growing region, Barossa Valley, and Yarra Valley.
- Go in-depth with our popular comprehensive New Zealand itinerary, exploring the must-sees and hidden gems, plus scenic cruising at renowned Fiordland National Park.



# STAR PRIDE, STAR BREEZE, STAR LEGEND TRANSFORMED BY THE \$250 MILLION STAR PLUS INITIATIVE



**STAR BREEZE**  
voyages starting  
March, 2021

**STAR LEGEND**  
voyages starting  
April, 2021

**STAR PRIDE**  
voyages starting  
July, 2021

- + RESTRICTED VIEW
- ↓ ADJOINING SUITES
- E ELEVATOR
- \* INCLUDES BATHTUB
- ▲ SEPARATE BATHTUB & SHOWER
- ONE QUEEN SIZE BED ONLY (no twin option)
- x 3<sup>RD</sup> BERTH AVAILABLE
- ◊ MODIFIED ACCESSIBLE SUITES  
Feature a full-size bed (no twin option) Suites 448, 450, 548, & 550 are modified accessible, shower only with a small lip into shower, only one sink, a step into the bathroom with a portable ramp, standard interior and exterior doorways.



GRAND OWNER'S SUITE



OWNER'S SUITE, MIDSHIP



OWNER'S SUITE, FORWARD\*

## ALL-SUITE SHIPS

**Grand Owner's Suites:**  
3 Bedroom Suites, 640/638/636 or 641/639/637: 1,374 square feet (128 square meters)  
Can also be booked as 2 Bedroom Suites, 640/638 or 641/639: 1,097 square feet (102 square meters)  
**Owner's Suites Midship, 640 and 641 (OW):** 820 square feet (76 square meters), both with 3<sup>rd</sup> berths

**Owner's Suites Forward, 600 and 601 (OW):** 575 square feet (54 square meters)  
**Classic Suites, 500 and 501 (CS):** 400 square feet (37 square meters)  
**Deluxe Suites, 431, 531, 627 (DS):** 468 square feet (43.5 square meters), all with 3<sup>rd</sup> berths. Cabin 431 has two picture windows, excludes balcony  
**Star Balcony Suites (SBS, SBS1):** 277 square feet (26 square meters)



CLASSIC SUITE



DELUXE SUITE



STAR BALCONY SUITE



BALCONY SUITE



STAR OCEAN VIEW SUITE



OCEAN VIEW SUITE



STAR PORTHOLE SUITE

**Star Balcony Suites with 3<sup>rd</sup> berths — 530, 532, 533, 626, 628, 629**  
**Balcony Suites (BS, BS1):** 277 square feet (26 square meters)  
**Balcony Suites with 3<sup>rd</sup> berths — 506, 507, 606, 607**  
**Star Ocean View Suites (SS1):** 277 square feet (26 square meters)  
**Star Ocean View Suites with 3<sup>rd</sup> berths — 430, 432, 433**

**Ocean View Suites (S, S1, S2, S3):** 277 square feet (26 square meters)  
**Ocean View Suites with 3<sup>rd</sup> berths — 406, 407, 408, 409, 428, 429, 502, 503, 528, 529, 624, 625**  
**Star Porthole Suites (SP):** 277 square feet (26 square meters)  
All beds convertible to twin beds unless otherwise indicated.

## ONBOARD SPACES

- |                                  |                               |                         |
|----------------------------------|-------------------------------|-------------------------|
| 1 Yacht Club Café & Library      | 7 Pool and whirlpool          | 14 Destination Office   |
| 2 Star Bar                       | 8 Veranda/Candles             | 15 Screening Room       |
| 3 Star Grill by Steven Raichlen  | 9 Signature Shop              | 16 Lounge               |
| 4 Bridge                         | 10 Cuadro 44 by Anthony Sasso | 17 Amphora Restaurant   |
| 5 World Spa by Windstar          | 11 Compass Rose               | 18 Watersports Platform |
| 6 Fitness Center & Motion Studio | 12 Whirlpool                  | 19 Medical Facility     |
|                                  | 13 Reception                  | E Elevator              |
|                                  |                               | WC Public Restroom      |

- Owner's Suite (OW)
- Classic Suite (CS)
- Deluxe Suite (DS)
- Star Balcony Suite (SBS1)
- Balcony Suite (BS1)
- Star Balcony Suite (SBS)
- Balcony Suite (BS)
- Ocean View Suite (S3)
- Ocean View Suite (S2)
- Star Ocean View Suite (SS1)
- Ocean View Suite (S1)
- Ocean View Suite (S)
- Star Porthole Suite (SP)

## SHIP FACTS

**GUEST CAPACITY:** 312  
**GUEST DECKS:** 6  
**CREW MEMBERS:** 200  
**LENGTH:** 522 feet (159 meters)  
**BEAM:** 62 feet (19 meters)  
**DRAFT:** 17.7 feet (5.4 meters)  
**CRUISING SPEED:** 15 knots

**PROPULSION:** Twin propeller, driven by two Wartsila diesel engines  
**TONNAGE:** 12,995 gross registered tons (grt)  
**SHIP'S REGISTRY:** Bahamas



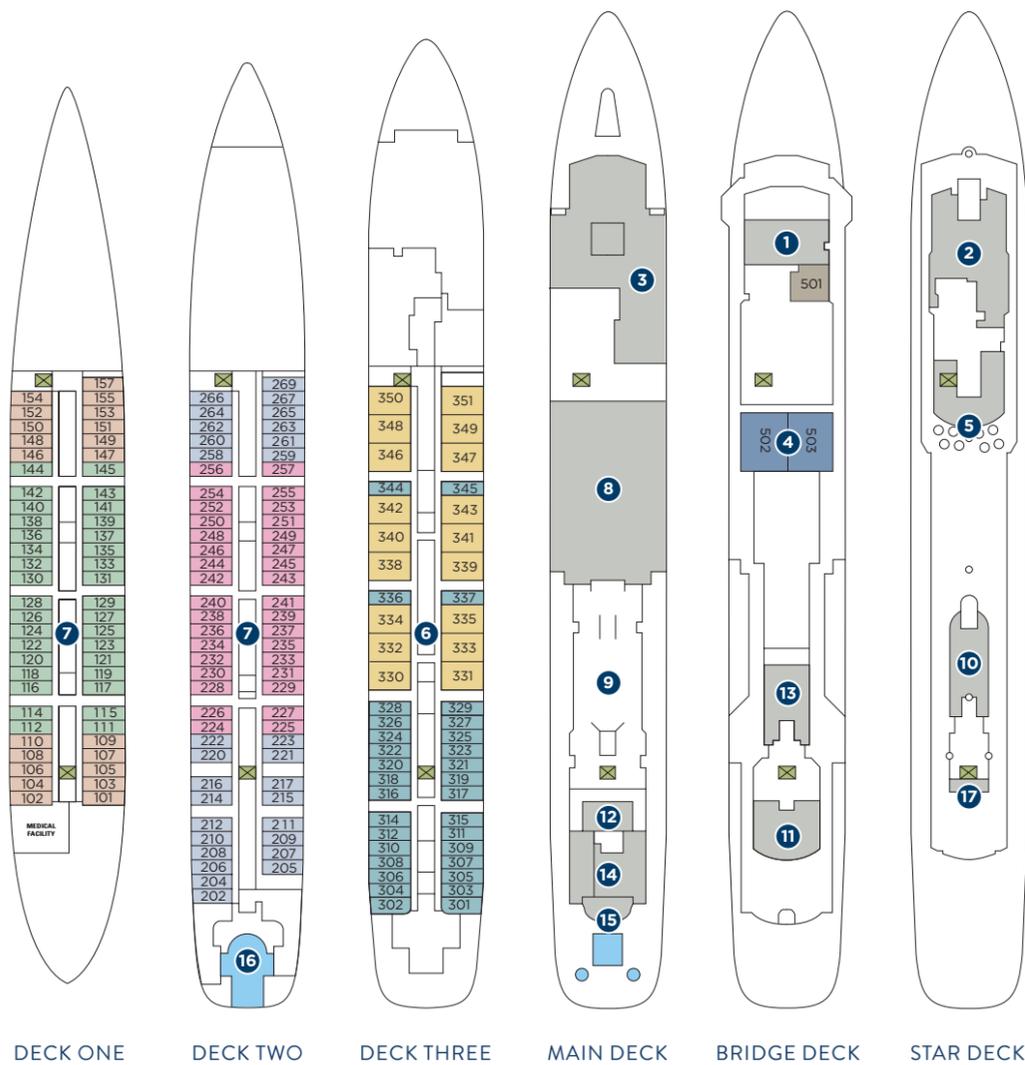
• Access to board ship is via stairs only.  
• Access to/from outside deck may require assistance with doors and thresholds.

Illustrations are representative only. Actual layout of ships may vary slightly.

# WIND SURF

## 342-GUEST SAILING SHIP

ON NOVEMBER 30, 2019, we added the new *World Spa by Windstar*, ready to pamper and spoil your clients between ports of call. The Lounge will offer more room to relax and visit with a new look and fresh new furnishings. And for the ultimate in nautical experiences, reserve the new Officer's Suite located close to the Bridge where our own ship's officers have their quarters. With its unique "insider" location, the nautically appointed Officers' Suite offers guests an experience they won't find on any other cruise line.



### STATEROOMS & SUITES

**Bridge Suites:** 495 square feet (46 square meters)

**Officers' Suite:** 242 square feet (22.5 square meters), 1 bathroom

**Suites:** 376 square feet (35 square meters), 2 bathrooms

**Staterooms:** 188 square feet (18 square meters)

**Staterooms with 3<sup>rd</sup> Berths:** 117-140; all suites

**Staterooms with One Queen Size Bed Only (no twin option):** 101, 102, 157, 202, 204, 269, 301-302, 303-304

### ONBOARD SPACES

- |                         |                     |                                 |                   |
|-------------------------|---------------------|---------------------------------|-------------------|
| 1 Bridge                | 7 Staterooms        | 13 WindSpa                      | Bridge Suites     |
| 2 Stella Bistro         | 8 Lounge            | 14 Signature Shop               | Officers' Suite   |
| 3 Amphora Restaurant    | 9 Yacht Club Café   | 15 Pool / Pool Bar / Whirlpools | Suites            |
| 4 Bridge Suites         | 10 Fitness Center   | 16 Watersports Platform         | Category TX       |
| 5 Veranda/Candles       | 11 Compass Rose Bar | 17 Terrace Bar                  | Category AX       |
| 6 Suites and Staterooms | 12 Reception        |                                 | Category A        |
|                         |                     |                                 | Category BX       |
|                         |                     |                                 | Category B        |
|                         |                     |                                 | Public Spaces     |
|                         |                     |                                 | Stairs / Elevator |

### SHIP FACTS

**GUEST CAPACITY:** 342

**DECKS:** 6

**CREW MEMBERS:** 210

**LENGTH:** 535 feet (162 meters) at waterline; 617 feet (187 meters) including bowsprit

**DRAFT:** 16.5 feet (5 meters)

**TONNAGE:** 14,745 gross registered tons (grt)

**BEAM:** 66 feet (20 meters)

**SAILS:** 7 triangular, self-furling, bridge-operated sails with 26,881 square feet (2,600 square meters) of Dacron surface area

**MASTS:** 5 at 221 feet (67.5 meters)

**ENGINES:** 4 diesel electric generator sets, 2 electrical propulsion motors

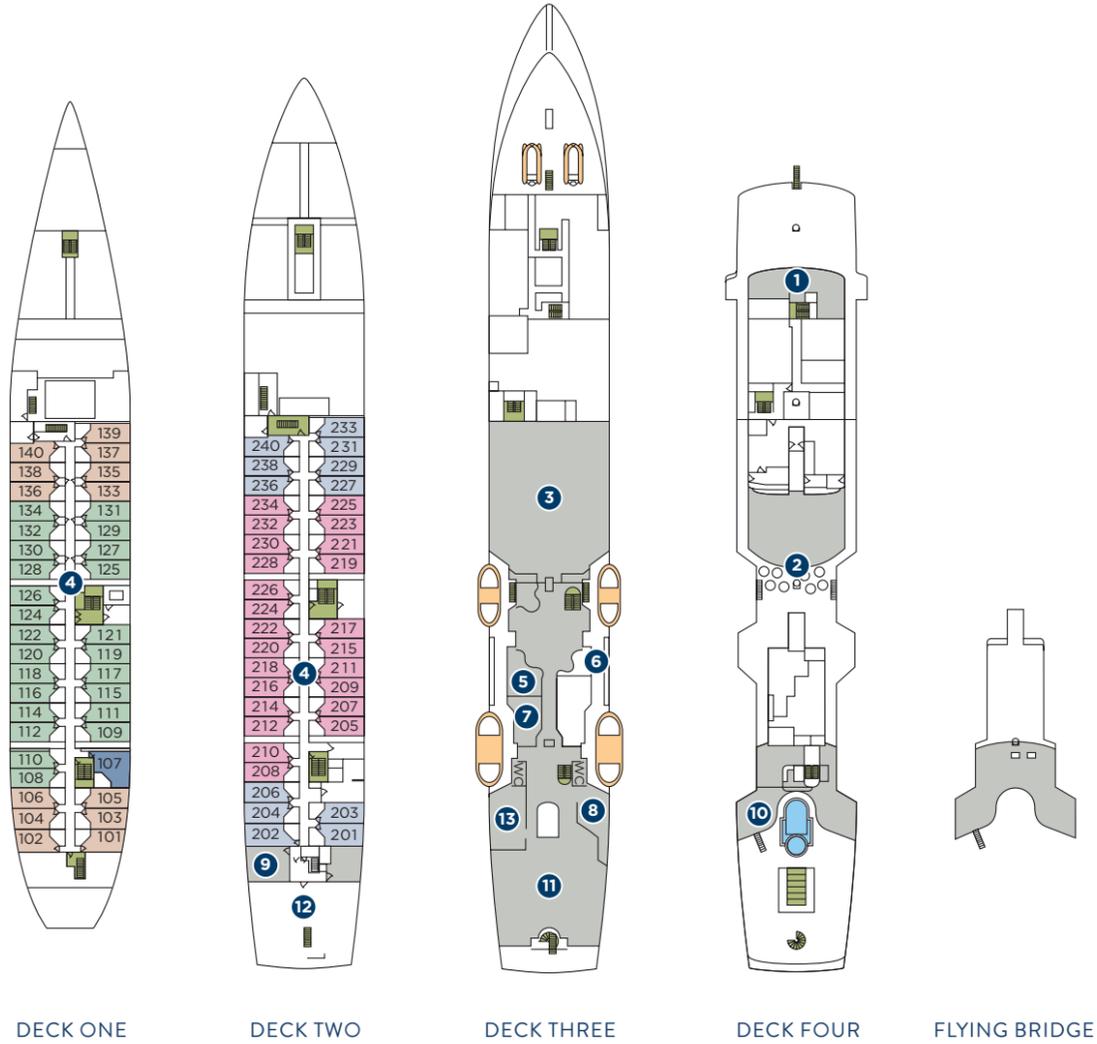
**SPEED:** 10 to 12 knots with engines only; up to 15 knots with prevailing wind

**SHIP'S REGISTRY:** Bahamas



• Access to board ship is via stairs only.  
• Access to/from outside deck may require assistance with doors and thresholds.

# WIND SPIRIT & WIND STAR 148-GUEST SAILING SHIPS



OWNER'S SUITE



STATEROOM

## STATEROOMS & SUITES

**Owner's Suite:**  
220 square feet (21 square meters)  
(Queen size bed only.  
No twin option.)

**Staterooms:**  
188 square feet (18 square meters)  
(All staterooms except 101 and  
102 have 3<sup>rd</sup> berths.)

**Staterooms with  
Adjoining Private Doors:**  
*Wind Spirit:* 124/126, 129/131,  
132/134, 133/135, 136/138

*Wind Star:* 125/127, 128/130,  
129/131, 132/134, 133/135,  
136/138



Amphora



Owner's Suite



Stateroom



Lounge

## ONBOARD SPACES

- |                      |                                |                         |
|----------------------|--------------------------------|-------------------------|
| 1 Bridge             | 6 Reception                    | 11 Lounge               |
| 2 Veranda/Candles    | 7 Library                      | 12 Watersports Platform |
| 3 Amphora Restaurant | 8 WindSpa                      | 13 Yacht Club Café      |
| 4 Staterooms         | 9 Fitness Center               |                         |
| 5 Signature Shop     | 10 Pool / Pool Bar / Whirlpool |                         |

- Owner's Suite
- Category AX Deluxe
- Category A
- Category BX Deluxe
- Category B
- Public Spaces
- Stairs

## SHIP FACTS

**GUEST CAPACITY:** 148

**DECKS:** 4

**CREW MEMBERS:** 101

**LENGTH:** 360 feet (110 meters)  
at waterline; 440 feet (134 meters)  
including bowsprit

**DRAFT:** 14 feet (4.1 meters)

**TONNAGE:**  
*Wind Spirit:* 5,736 gross  
registered tons (grt)

*Wind Star:* 5,307 gross  
registered tons (grt)

**BEAM:** 52.1 feet (15.8 meters)

**SAILS:** 6 triangular, self-furling,  
bridge-operated sails with 21,500  
square feet (2,200 square meters)  
of Dacron surface area

**MASTS:** 4 at 204 feet (62 meters)

**ENGINES:** 3 diesel electric generator  
sets, 1 electrical propulsion motor

**SPEED:** 10 knots with engines only;  
up to 15.8 knots with prevailing wind

**SHIP'S REGISTRY:** Bahamas



Wind Star

• Access to board ship is via stairs only.  
• Access to/from outside deck may require assistance with doors and thresholds.

*Wind Spirit* was renovated in April 2017 and *Wind Star* was renovated in November 2018.

# GENERAL CRUISE TERMS & CONDITIONS

All itineraries, schedules, and ports are correct at time of publication but are subject to change without notice. “Windstar Cruises,” “Windstar,” “We,” and “Us” refer to Windstar Cruises Marshall Islands, LLC, a Limited Liability Company that owns and operates the cruise line known as Windstar Cruises. “You,” “passenger” and “guest” refer to persons travelling with Windstar and those in their care, such as minor children. Due to the small size and intimate nature of our yachts, Windstar Cruises is unable to accommodate children under eight (8) years of age. Guests under 21 years of age must be accompanied by a parent, guardian or chaperone in their stateroom or suite who is at least 25 years old; one adult (age 25 or older) chaperone is required for every five (5) people under 21.

Should you need to contact Windstar Cruises prior to cruising, use this address: Windstar Cruises, 2101 4th Avenue, Suite 210, Seattle, WA 98121, U.S.A.

**CRUISE FARES:** Your fare includes ocean transportation, stateroom or suite accommodations, and all meals and entertainment on board the ship. Not included, however, are items of a personal nature, such as alcoholic beverages, laundry, transfers prior to or after your cruise, or optional programs or activities. Shore excursions and airfare are available for an additional charge. All rates shown are per person based on double occupancy. Fares are published in U.S. dollars (USD).

Note: Third-person rates are available upon request. For further information on fares, nondiscountable amounts, taxes, and surcharges, please see below.

**SINGLES:** Single occupancy of a stateroom is generally 175% of the published per person stateroom cruise fare (200% of the Owner’s Suite, Suites, and Bridge Suites per person cruise fares) and is subject to availability.

**DEPOSIT AND FINAL PAYMENT REQUIREMENTS:** Deposit of 15% of cruise fare, hotel, and non-discountable amounts is required within three (3) days of booking to secure a reservation. Final payment is due prior to 90 days before departure date. Your travel documents are usually received approximately 60 days prior to departure. If booking directly with Windstar Cruises, send payments to Windstar Cruises, 2101 4th Avenue, Suite 210, Seattle, WA 98121, U.S.A. Payment is also welcome by American Express®, Discover Card®, Visa®, or MasterCard®. For faster processing, please include your confirmation number on your check. All charges are in USD. Windstar is not liable for any currency exchange rate or foreign exchange fee imposed by the bank or credit card company. Payment of the cruise deposit and Travel Protection Plan (if applicable) constitutes a binding of the Terms & Conditions and acceptance of the Passage Contract.

**CANCELLATION POLICY:** Each cruise booking cancelled before 120 days prior to initial departure will be subject to a \$50 per person cancellation fee. A full refund (except for the amounts paid for air transportation, and the \$50 per person fee) will be made for written cancellations received by Windstar Cruises at least 121 days prior to the date on which you are to commence travel by any mode of transportation booked through Windstar Cruises (air, sea, or land). Guests who cancel after that date for any reason, including medical or family reasons, are subject to the following cancellation fee schedule:

- 120-90 days before commencing travel – 15% of gross fare;
- 89-60 days before commencing travel – 35% of gross fare;
- 59-30 days before commencing travel – 50% of gross fare;
- 29-0 days before commencing travel – 100% of gross fare.

\*Check the Windstar website for any modifications to the cancellation policy

Given that the resale of cancelled space will likely result in a lost opportunity to sell other space, these fees are due regardless of resale. You agree that Windstar’s losses in the event of your cancellation would be very difficult if not impossible to determine, and that the cancellation fees above are a fair and reasonable estimate of Windstar’s losses. Windstar Cruises can only be responsible for refunding amounts actually received. Travel agencies may impose their own cancellation fees. Agency fees of any nature are a matter to be decided on solely by the agency and its customers. Windstar Cruises cruise tickets and Passage Contracts are non-transferable. Name changes and departure date changes are considered reservation cancellations/re-bookings and are subject to cancellation fees. Changes require the prior approval of Windstar Cruises and may not always be possible. Windstar Cruises cruise and accommodations cancellation policies do not apply to airline reservations. Airline reservations changes require the prior approval of airlines and may result in change fees or may not be possible.

**CHANGE FEES:** Changing your itinerary after reservations have been made can result in a loss of advantages gained by early planning. To cover administrative costs, a minimum charge of \$50 per person will be assessed if you request a change in your travel arrangements less than 121 days prior to commencement of travel. This doesn’t apply to departure date changes made by Windstar Cruises. Change fees are not assessed for stateroom upgrades or for the addition of services unless air reservations are altered and/or travel documents must be reissued.

**PASSENGER CONDITION & PASSENGERS WITH DISABILITIES:** There are risks inherent to being aboard a ship. These include, by way of example, having to evacuate the Ship in case of emergency, having to move about on the ship during rough seas and lack of access to full medical services. For people who are pregnant, ill or who are mentally or physically disabled or impaired, these risks are more significant. For example: access to all parts of the ship, other means of transportation or to facilities on shore may be difficult or impossible for some passengers. In addition, medical evacuation during the Cruise, whether at sea, by tender, or by deviating from the scheduled itinerary, may create an increased risk of harm and may not be feasible for a variety of reasons. We reserve the right to determine, in our sole discretion exercised in good faith, whether and when a medical evacuation from the ship will occur. For safety reasons, passengers may not book or embark upon a Cruise if the passenger may reach or exceed the 24th week of pregnancy during the Cruise.

Guests who need assistance and/or have special requests, or need special facilities or equipment with regard to accommodation, seating or services required or their need to bring medical and mobility equipment, must notify Windstar immediately and where possible before concluding their booking. This is to ensure that everyone can be carried safely and in accordance with all applicable safety requirements and to ensure that Windstar can provide the necessary assistance and there are no issues relating to the design of the ship or port infrastructure and equipment – including port terminals – which may make it impossible to carry out the embarkation, disembarkation or carriage of guests in a safe or operationally feasible manner.

Windstar is not obliged to provide any assistance or meet special requests unless it has agreed to do so in writing. If a guest cannot be carried safely and in accordance with applicable safety requirements then Windstar can refuse to accept the guest or embarkation of a disabled person or person with reduced mobility on the grounds of safety. For these reasons, we

require that if you have any special medical or physical or other requirements, these be brought to our attention immediately and, where possible, before booking the Cruise. Any prospective passenger with disabilities or special needs must complete a special request form here.

You may be asked questions in order to ensure your safety. In limited situations where you would be unable to satisfy certain specified safety and other criteria, even when provided with appropriate auxiliary aids and services, we reserve the right to refuse permission to participate in all or part of the Cruise.

There are no elevators on *Wind Star* and *Wind Spirit* nor were these ship originally constructed to be wheelchair accessible and do not have accessible cabins. As a result, these two ships may be unsuitable for people relying solely on mobility devices. *Wind Surf*, *Star Pride*, *Star Legend*, and *Star Breeze* are equipped with elevators, although some of the passenger common areas are not wheelchair accessible. Staterooms on *Wind Surf* are not wheelchair accessible. Four (4) suites on the all-suite ships (*Star Breeze*, *Star Legend* and *Star Pride*) provide limited access for wheelchairs. These cabins have a smaller Queen bed and there is reduced “wheel around” space in those cabins. Also note, there is no elevator access to board any of the ships. Certain ports require the ships to anchor; in this case guests must be ferried into port requiring guests to board a tender boat or rubber inflatable raft (“RIB”) from the ships while at sea. A list of ports where tenders or RIBs are used is available at [WindstarCruises.com/accessibility](http://WindstarCruises.com/accessibility). This list is not exhaustive.

Those passengers confined to wheelchairs must furnish their own slim or low profile size wheelchairs which are less than 27 inches wide. The ships’ wheelchairs are available for emergency use only. Larger, wider or motorized wheelchairs or scooters are generally too large to be accommodated on the ships. Wheelchairs may be difficult to accommodate in embarkation and disembarkation in certain ports and in tenders. The decision of the officer in charge of tender operations as to whether wheelchairs can be accommodated is final. For reasons of health and safety the crew are forbidden from carrying passengers or passengers in wheelchairs. Wheelchairs cannot be transported in RIBs. In limited situations where an individual with a disability would be unable to satisfy certain specified safety and other criteria, even when provided with appropriate auxiliary aids and services, we may find it necessary to ask the individual to make alternative travel arrangements.

Guests must be physically and emotionally fit to travel at the time of embarkation and certify that they have no medical or emotional condition that would endanger any other passengers. Windstar recommends that any guest who is not self-sufficient travel with a companion who shall take responsibility for any assistance needed during the Cruise and in case of emergency.

Windstar reserves the right to require any passenger to produce medical evidence of fitness to travel in order to assess whether that passenger can be carried safely in accordance with applicable international, US, or Canadian law.

Windstar reserves the right to refuse passage to anyone who has failed to notify it of their specific needs with regard to accommodation, seating or services required from Windstar or terminal operators, or their need to bring medical equipment, or to bring a recognized service dog on board the ship, or of any other known disabilities, or who in Windstar’s and/or the Master’s opinion is unfit or unable to travel, or anyone whose condition may constitute a danger to themselves or others on board on the grounds of safety.

Animals and/or pets other than recognized service dogs are not allowed on board the ship under any circumstances without Windstar’s permission in writing. Recognized service dogs are permitted on board the ship if prior arrangements have been made at the time of booking. Companion animals and emotional support animals are not allowed on board the ship. Any such animals or pets brought on board without permission will be taken into custody and arrangements will be made for the animal to be landed at the next port of call at the passenger’s sole expense.

Recognized service dogs are subject to and must comply with national, international and EU Regulations regarding health, inoculations, training and travel. It is the passenger’s responsibility to have all necessary papers and clearances prior to the Cruise and to be satisfied that the service dog can be carried to the ports of embarkation and disembarkation and that the service dog is not prohibited from going ashore at the various ports of call.

Please see Windstar’s accessibility page for more information for guests with disabilities.

**COMMISSION:** Commission payments are issued within 14 days following the beginning of the respective sailing. Delays in issuing commission payments can occur if agency information is not up to date or there is not a current W-9 form on file for an agency. To update agency information contact the Windstar Sales Department at: 866-766-3873. In the unfortunate instance where a guest is required to cancel a booking the following protection will apply to commission payments:

- 121 days or more prior to sail: No commission will be paid.
- 120-30 days prior to sail: Commission is protected at a rate of 10% of the cancellation fee. As an example if the cancellation fee is \$1500, the commission payment would be \$150.
- 29-0 days prior to sail: Commission is protected 100%.

**FUTURE CRUISE CREDITS:** Future Cruise Credits (FCCs) can be used on Cruise Fare, Deposit, NDA, Taxes. Future Cruise Credits can be used on the following items, provided they Pre-Paid prior to sailing: All-In Package, Beverage Package, Laundry Package, Wi-Fi, Hotel Service Charge (gratuities), Shore Excursions, Pre/Post Cruise Tours, Hotel, Tahiti Air & Hotel Package, Transfers, Add-Ons. Future Cruise Credits cannot be applied to the following: Guest Purchased (Custom Air) Air, Insurance, Any items purchased while on board during a sailing, purchased shipboard credit.

**SHIPS OWNERSHIP AND REGISTRY:** All Windstar Cruises Ships are registered in the Bahamas and owned by Windstar Cruises Marshall Islands, LLC. Yacht ownership and registry are subject to change.

Information contained above is accurate at the time of publication and subject to change without notice.

See full terms and conditions at [WindstarCruises.com/Terms-Conditions](http://WindstarCruises.com/Terms-Conditions)

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# BEST IN THE WORLD

IN ALL OF OUR TRAVELS, WE'VE PICKED UP A FEW SOUVENIRS OF OUR OWN. Windstar Cruises is proud to be recognized as one of the most highly awarded small ship cruise lines by some of the most respected leaders in our industry. Windstar. Your ship is waiting ...

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~ Karen  
Manager CAA SCO Simco



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## FOR RESERVATIONS:

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