NO SAIL POLICY

Cordelia Cruises is committed to ensuring the safety, security, and comfort of all passengers and crew members aboard our vessels. To maintain the highest standards of maritime hospitality and operational safety, we have established a comprehensive No Sail Policy that permanently bans the unruly passengers from future sailings if the passenger is found in past violation(s) including but not limited to violation of Code of Conduct (amongst other terms) mentioned in the Passenger Cruise Ticket Contract available on www.cordeliacruises.com.

Unruly Passenger Classification System

Our policy categorizes unacceptable passenger behaviour into three distinct levels of severity.

Level 1: Encompasses unruly behaviour including physical gestures, verbal harassment, and unruly intoxication that disrupts the cruise experience for other guests or crew members.

Level 2: Involves physically abusive behaviour such as pushing, hitting, grabbing, inappropriate touching, or any form of sexual harassment directed toward passengers or crew.

Level 3: Represents life-threatening behaviour that poses serious danger to vessel operations or personal safety, including damage to vessel operating systems, physical violence such as choking or eye gouging, murderous assault, or any attempt to breach restricted crew compartments.

Cordelia Cruises holds the rights to permanently blacklist and prohibit the passengers based on their past misconduct(s). As a service provider, Cordelia Cruises also reserves absolute and sole discretion to refuse any booking(s). Cordelia Cruises reserves absolute right to cancel existing booking reservation(s), if subsequent to the booking but before the sailing date, it is discovered that booked guest had committed violations in the past onboard the vessel(s). Guests whose bookings are blocked or refused falls within the purview of the behavioural classification levels stated above, ensuring that our reservation decisions align with our commitment to maintaining a safe, enjoyable cruise experience, secure environment for all passengers and crew members. Our reservation practices are designed to ensure that all guests can enjoy their maritime vacation in an environment of mutual respect and security.

Please be advised that Cordelia Cruises adheres to a fair and unbiased policy, ensuring no distinction is made on the grounds of nationality, religion, gender, colour, caste or any other characteristics. This decision is solely based on the behavioural concerns from such guest's prior sailing.

This No Sail Policy reflects our unwavering dedication to maritime safety standards and exceptional customer service, ensuring that every Cordelia Cruises voyage meets the highest expectations for both safety and enjoyment.

Team Cordelia Cruises
With Effect From- 6th June 2025