

Onboard Media Program Explanation

Onboard Media is a travel media company, specializing in the cruise industry. The company operates a paid-for port shopping promotional program, which promotes businesses in the ports of call to cruise ship guests. Onboard Media's current partners are Royal Caribbean International, Celebrity Cruises, Princess Cruises, MSC Cruises, Crystal Cruises, and Disney Cruise Line.

This paid-for program includes live promotions and seminars by port and shopping guides, advertisements in onboard publications, promotion via in-cabin television, and inclusion in port maps and guides.

Guests onboard each ship are advised that the program is paid-for advertising and that each store has agreed to participate in the 30-day guarantee. The guarantee is printed on the port maps provided by Onboard Media:

Shop with confidence in port, as all shopping in Alaska is unique and must be experienced!

The merchants listed on this map advertise with the On Board Media in order to promote the wonderful shopping opportunities shore side. They have paid an advertising fee to advertise onboard the ship, and they guarantee their merchandise for 30 days.

This guarantee ensures buyers that merchants listed on this map will repair or replace any unsatisfactory item, excluding buyer's negligence or buyer's remorse. Many stores in port may offer similar guarantees. Please inquire about individual store return policies before finalizing any purchase.

For purposes of determining quality and value of jewelry related to a buyer's complaint, only appraisals secured by a buyer from independent graduate gemologists, not affiliated with any retail jeweler, will be acceptable.

The port shopping program is operated by Onboard Media. The cruise line receives a promotional fee from Onboard Media. Onboard Media handles all customer relations claims relating to the guarantee. Should you require assistance during this cruise regarding a purchase from a store listed on this map, please contact the Shopping Guide onboard for immediate assistance. If a problem arises after the cruise but within 30 days of the purchase date, contact the Customer Relations Department at Onboard Media:

*960 Alton Road,
Miami Beach, FL 33139,
Phone: (800) 396-2999,
Fax: (305) 673-2741*

Email: shoppingissues@onboard.com

Hours: Monday through Thursday 9:00 am to 7:00 pm - Friday 9:00 am to 5:30 pm (Eastern Standard Time)

Please send a letter and include the name of the ship, cruise date, store name and merchandise problem. Also enclose a copy of the sales receipt and any relevant documents relating to the sale. Onboard Media will contact the store on your behalf for repair or replacement, and you will be notified accordingly.