

Benefits of Booking

Our guests travel with us because they want to see, hear, learn and discover new places and experiences. To ensure that our guests have memorable and enriching experiences in the over 450 ports of call we offer annually, we contract the best local agents to create and operate some 12,000 carefully curated shore experiences departures, offering our guests a range of choices in duration, content and the type of activity involved to fully satisfy their wishes. From small group cultural and epicurean experiences to our UNESCO Partner Tours and adventure programs like Ventures by Seabourn, we design our tours to meet a variety of interests.

To guide you through how we manage our shore excursions, we have developed extensive [Frequently Asked Questions](#) below and if you require further information, our shore excursion reservation specialists are available to assist you in person.

Shore Excursion FAQs

Question: Can I purchase shore excursions on this website?

Answer: Yes, Seabourn shore excursions can be purchased online once you have booked your cruise and have a booking number. To purchase a shore excursion online, go to “Booked Guests” on Seabourn.com and “Book Shore Excursions & Spa”. Online purchases close at three (3) days prior to your cruise. Your shore excursion tickets will be delivered to your suite. All pricing is in U.S. Dollars.

Question: How soon will shore excursions be available for my cruise?

Answer: Seabourn’s shore excursions are typically available one year prior to sailing. Guests are encouraged however to go back on line a few times prior to their cruise departure date to see if any new programs have been added.

Question: Does Seabourn provide a shore excursion brochure for my cruise?

Answer: Yes, confirmed guests can go to “Booked Guests” on Seabourn.com and then “Book Shore Excursions & Spa”. Guests will see all available excursions arranged by destination and can download a personalized brochure for their cruise. Guests are encouraged to go back on line a few times prior to their cruise departure date to see if any new programs have been added. Guests can also download their personalized brochure in online check-in when they register for their cruise.

Question: Do I have to buy the shore excursions online?

Answer: No. Purchasing a shore excursion online provides immediate confirmation via email and will guarantee you receive the lowest price for that tour. Purchases can also be made using our Seabourn SOURCE App or after boarding your ship. Space may be limited on select tours, so book early for the best selection and the best price. Sales are made on a first-come, first-serve basis and waitlisted excursions are cleared in the order received.

Question: What if I want to speak to someone about the tours available on my cruise?

Answer: Seabourn has a shore excursion reservations team that can help assist you with tour bookings or answer any questions you might have. Our shore excursion specialists can be reached at 800-984-3225 (USA or Canada) or 800-260-639 (AU) or +1 206-626-9187 from 6am-5pm Monday-Friday and Saturday and Sunday 8am-3:30pm (Pacific Standard Time).

Question: I prefer private touring. Can Seabourn assist with making private arrangements?

Answer: Yes. Seabourn has a department specifically designed to provide expert private touring arrangements for solo travelers, couples and small groups. Guests may also request private Mid-Cruise Overland Journeys. You can reach this team by emailing destinations@seabourn.com.

Question: What if the excursion I want is not available, should I waitlist for that excursion?

Answer: Yes. If the excursion is of particular interest to you, please do waitlist for it as our shore side teams monitor sales and will work with our tour providers to add more space or additional departures where possible. Guests are waitlisted in the order received and will receive an email if additional space becomes available. Responses to those emails are limited to seventy-two (72) hours at which time the next guest in line will be able to book the excursion. Destination Managers will also check on additional space once you are on board.

Question: Can the price of shore excursions change?

Answer: Yes. All excursion pricing is subject to change. As Seabourn tries to make excursions available well in advance of your cruise, we will often encounter cost increases in the form of taxes, transportation costs or admission fees after our tours are made available for sale. Pricing can also be increased based on demand. We encourage guests to book early to receive the best price. All prices are quoted for adults only in U.S. Dollars.

Question: Can I purchase tours for both myself and my companion?

Answer: Yes, you can purchase tours online for all guests on the booking. You may also purchase excursions for additional bookings.

Question: How do I know which tours are right for me?

Answer: Excursions are organized in our seven (7) Shore Experiences by Seabourn Collections and you can filter to specific collections when browsing or purchasing tours. Tour descriptions are also marked with various symbols to indicate the difficulty of the tour, as well as any special interest content. In addition, specific information about restrictions or suggested cautions is included in the notes section of our tour descriptions. Once you are on board, our Destination & Guest Services teams can help you assess the suitability of a specific tour in a personal consultation.

Question: What is a Mid-Cruise Overland Journey?

Answer: As part of our Journey Collection, Seabourn product specialists have developed several options to explore destinations not accessible during a single day port call. Guests are approved to disembark the ship and travel to another destination and then re-board the vessel in another port. Mid-Cruise Overland Journeys can be overnight experiences or multi-day trips and will include all transportation, hotel overnights and most meals. Most journeys include several unique sightseeing experiences along the way. Mid-Cruise Overland Journeys need to be booked well in advance in order to make the various arrangements. We are able to secure additional space on occasion, so guests are encouraged to waitlist as our shore side team will actively be working to clear waitlisted guests. Note: 100% cancellation fees

may apply to all overnight and overland journeys if cancelled within the penalty period. Loyalty discounts do not apply to Mid-Cruise Overland Journeys.

Question: What is a UNESCO Partner Tour?

Answer: Seabourn is the official cruise line partner of UNESCO World Heritage. Our product specialists have worked with our tour operators and World Heritage Sites to develop over 480 UNESCO Partner tours in over 190 ports and 73 countries around the world. Each tour includes a small donation that we provide to UNESCO to help support World Heritage globally. We are proud to say that we have raised over one million dollars through tour sales alone for UNESCO.

Question: Does Seabourn offer private vehicle touring?

Answer: Yes. As part of our Bespoke Collection, Seabourn has arranged a variety of half-day and full-day vehicle options in every port where possible. Options may include "Driver Only" for guests more familiar with a port of call, while others will include a Driver and English-speaking guide. These options can be found with all other shore excursions available for your cruise and can be booked on-line or on board. This version of private touring is where you set your own agenda. Our Destination teams on board can assist you with arrangements as needed. For guests wanting a fully customized private touring arrangement, they need to reach out to our Private Arrangement Specialists at destinations@Seabourn.com. Note: Private Vehicles are booked per party and not per person. Only one guest should book the vehicle. Due to limited availability of private vehicles, 100% cancellation fees may apply. Loyalty discounts do not apply to private vehicles.

Question: Does Seabourn offer foreign language tours?

Answer: Seabourn designs their tour program to be delivered by English-speaking guides. Our private arrangements team can set up foreign language private touring opportunities where available and guests can discuss onboard options with our Destination & Guest Services team.

Question: Does Seabourn allow guests to bring wine or other spirits back on board the vessel?

Answer: Yes. Seabourn has a significant amount of Epicurean Collection tours that may take you to a winery, distillery or other venue where you can purchase alcoholic beverages. You are free to bring those back to the ship and no corkage fees apply.

Question: I have limited mobility. How do I know which tours are best for me?

Answer: Shore excursion descriptions will include activity icons that will identify the level of activity required for the excursion. It is important to keep in mind that tour operators are subject to the laws of their country with respect to accommodating the needs of guests with disabilities. In most foreign countries, the laws are not as stringent as those in the United States. Our shore excursion reservations agents can help with any questions you might have on accessibility. Email SBN_Shorex_Access@seabourn.com or call 800-984-3225 for additional service. Once you are on board, our Destination & Guest Services teams can help you assess the suitability of a specific tour in a personal consultation. Note: Wheelchair accessible tour buses outside of the United States may not be of the same standards. Our tour operators will do their best to accommodate guests with limited mobility.

Question: Will I encounter difficulties (dis)embarking the ship during some ports of call?

Answer: Please see the on-board Destination & Guest Services team to help determine whether you can expect to encounter difficulties (dis)embarking the ship. The decision whether or not to provide assistance to a guest or carry their device (wheelchair, walker, etc.) up or down a ship's gangway, or on or off a tender boat, is at the sole discretion of the Captain, made based on his evaluation of guest and crew safety. We encourage you to bring a collapsible wheelchair as space limitations may restrict the ability of some tour operators to accommodate motorized mobility aid devices.

Question: What if a tour is cancelled?

Answer: If Seabourn cancels a tour due to safety, security or other conditions beyond our control a full refund will be provided to the credit card used to purchase the tour. Similar tours to your liking may be available. Check Seabourn.com or call Seabourn shore excursion reservations for more information.

Question: What if I need to cancel my shore excursion or Mid-Cruise Overland Journey?

Answer: We understand plans change. However, last minute cancellations can result in costs to us or to our third party service providers. Cancellation of most shore excursions made more than three days prior to embarkation will be fully refunded; cancellations made onboard or within the three day window prior to embarkation may be subject a cancellation fee. Cancellation fees for certain shore excursions may be up to one hundred percent (100%) of the shore excursion/Mid-Cruise Overland Journey price. For onboard cancellations of shore excursions, please speak with the Destination and Guest Services team for the actual cancellation fee amount. All cancellations made prior to your cruise will be refunded to the credit card used to purchase the tour. If any cancellation fees apply, someone in our shore excursion call center will reach out to you to discuss the penalty due and collect payment. Approved cancellations made onboard will be refunded in the form of a fully refundable onboard credit (less any cancellation fees), regardless of whether the purchase was made by a guest or a third party.

Question: What if I want to do more than one tour in the same day?

Answer: In many ports, it is possible to do more than one tour in the same day. Our booking system will not allow tours to be booked within forty-five (45) minutes of each other.

Question: Is it customary to extend gratuities to local tour guides?

Answer: Yes. Seabourn tour prices do not include gratuities for guides, drivers and other tour operator staff.

Question: Does Seabourn have a loyalty program?

Answer: Yes. Seabourn has a robust loyalty program with some levels offering shore excursion discounts, and club points can be earned from shore excursion purchases. To learn more about our loyalty program, visit our Seabourn Club information section on Seabourn.com at https://www.seabourn.com/en_US/seabourn-club.html. Loyalty discounts do not apply to overland, overnight and private vehicle programs.