

Q1. Will USC be sailing in 2022?

A. No, USC will return in 2023 with 3 new sailing options including:

- 1. USC 2023 Spring Edition - April 9-14, 2023**
Ports: Puerto Rico to US Virgin Islands (USVI), St Lucia & St Maarten
- 2. USC 2023 Fall Edition (Ship 1) - November 15-20, 2023**
Ports: Miami to Roatan (Honduras) & Destination X
- 3. USC 2023 Fall Edition (Ship 2) - November 20-25, 2023**
Ports: Miami to Roatan (Honduras) & Destination X

Q2. Why is USC not sailing in 2022?

A. We've always wanted to return as soon as possible but wanted to make sure we did it responsibly keeping the safety and security of our guests at the forefront. The circumstances didn't allow USC to return in 2022 and offer the cruise experience to which our guests have become accustomed. Now that we are comfortable, USC will be returning with 3 sailings, one in Spring and our usual back-to-back sailings in November 2023.

Q3. Can I upgrade my cabin?

A. Yes (subject to availability). Once you've selected your desired sailing date(s), you can upgrade your cabin by contacting our Customer Support Team.

Q4. What if my group doesn't agree on the options?

A. We totally understand that plans change. Please contact our Customer Support Team and we will do our best to find a solution that works for you.

Q5. Can I add someone to my cabin?

A. Yes, you may add someone to your cabin provided your cabin capacity isn't met or you are doing a name change. Please contact our Customer Support Team.

Q6. None of the new dates work for my group and I, what do I do?

A. Please contact our Customer Support Team and they will do their best to assist you

Q7. What are the new dates and destinations for USC 2023?

A.

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Q8. What do I do if my roommate no longer wishes to attend?

- A. They can receive a Future Cruise Credit or transfer their funds to another passenger. Please note that USC does not mediate personal grievances. We will, however, do our best to assist our patrons with finding a solution.

Q9. I do not want to go on the Spring sailing. How can I change my reservation?

- A. Passengers that do not wish to sail with us in April 2023 will have the choice to select one of our back-to-back sailings in November 2023 or receive a future cruise credit for USC 2024.

Q10. What can I do if I can't make either of the 3 dates in 2023?

- A. We are happy to offer you a Future Cruise Credit which can be used on USC 2024.

Q11. When will payments resume?

- A. Payments will resume on 1 July 2022.

Q12. Can I make a new reservation now?

- A. At present existing Primaries can only modify an existing reservation. If you're interested in making a new reservation on one of the other sailings, please indicate which additional cruise you would like to book on the booked passenger reservation change form.

Q13. What if my roommate wants to go on the USC April sailing and I do not want to go until Nov 2023?

- A. If another roommate wishes to go on a different sailing from the Primary, they will be required to make a new booking. The Primary Guest is solely responsible for initiating or authorizing changes to the reservation and must agree in writing to any changes made to the reservation by emailing teamusc@ubersocacruise.com and cc'ing all cabin mates.

Q14. What if my roommate wants to go on the April sailing and I want to cancel altogether?

- A. If a roommate other than the Primary wishes to cancel, they can transfer their reservation to another guest. Ultimately, the Primary Guest will be responsible for replacing a departing roommate or covering the full cost of the cabin.

Q15. What if I am unable to travel at all in 2023?

- A. We will issue a Future Cruise Credit which can be used on a Future USC sailing.

Q16. Will USC charge a name change fee?

- A. No. Name change fees will continue to be waived until further notice.

Q17. Is there a change in price for the April sailing and will we have to cover the difference?

- A. Existing passengers and passengers within their current reservation (whether existing or not) are entitled to "Price Protection" and will not be affected by price changes in 2023; New reservations will be subject to the new rates.

Q18. What will be the Covid-19 policies when we sail?

- A. It is too early to say what Covid-19 protocols will be in place when we sail. USC will follow the protocols that are in place at the time of sailing.

Q19. Am I required to be vaccinated to travel on USC?

- A. Most cruise lines currently require adult passengers to be vaccinated. USC will follow the protocols that are in place at the time of sailing.

Q20. Are we required to wear masks at the events or public spaces on the cruise?

- A. Masks are currently not required on most cruise ships. We do not anticipate that there will be a mask requirement in effect at the time of sailing. In the event these changes, USC will follow whatever health and safety protocols that are mandated by the cruise line and/or CDC.

Q21. I am not planning on getting vaccinated. What happens now?

- A. Vaccinations are currently required by most cruise lines. We do not currently know whether vaccinations will be required when we cruise. If they are required and you still do not wish to get vaccinated, you can either transfer your funds to another passenger or receive a Future Cruise Credit.

Q22. Does USC offer travel insurance? Does it cover Covid-19??

- A. No, USC does not offer travel insurance directly. Travel insurance will be available to passengers through a 3rd party provider, IMG Global. All questions regarding travel insurance should be directed to IMG Global.

Q23. Do I need to do anything to confirm that I am fine with my reservation changes?

- A. Once the primary has completed the USC 2023 Reservation Change Form no further action is required. A member of our team will transfer your reservation to your preferred cruise option.

Q24. Do I need a visa to travel to Puerto Rico?

- A. Puerto Rico is an unincorporated territory of the United States. The visa requirements are the same as entering the other states within the US.

Q25. Why is USC 2023 Spring Edition departing from Puerto Rico?

- A. Puerto Rico allows USC to explore new ports in the Eastern Caribbean which it could not previously reach from Florida during the course of a 4- or 5-night cruise itinerary.

Q26. Will there be a host hotel in Puerto Rico?

- A. Yes, there will be a host hotel in Puerto Rico. The details will be announced as soon as details are available.

Q27. What entertainment will be on board the different sailings?

For the most part, all 3 sailings will include our core team of entertainers as well as some exciting new additions.

Q28. Is there an option for me to sign up for one of the sailings prior to July 1st?

- A. Yes, if you are existing passenger. If you are not an existing passenger, general reservations will open on July 1, 2022.

Q29. Will there be a pre-party in Puerto Rico and Miami?

- A. Yes, there will be pre-parties in both Puerto Rico and Miami for all 3 cruises.

Q30. What are the activities planned for each cruise? Will there still be a J'ouvert on all 3 sailings?

- A. We will be releasing a schedule in due course which will set out all of the activities for all 3 cruises. Yes, there will be a J'ouvert on all sailings.

Q31. Which of the US Virgin Islands is the April sailing visiting?

A. We will be making an official announcement soon.

Q32. I no longer have any contact with my roommate. What do I do?

A. If you have exhausted all options and are still unable to contact your roommate, please contact our Customer Support Team and they will do their best to assist you.

Q33. Is there still a solo option or cabin share option?

A. Solo options and cabin share options are available on USC Spring 2023. Cabin Share options will be available on the Fall 2023 sailings.

Q34. How do I update my credit card information?

A. Contact our Support Team and they will assist you with updating your credit card information.

Q35. What cruise lines and ships are we traveling on?

A. We will be making an official announcement the cruise ships in due course.

Q36. Are all 3 cruises in 2023 drinks inclusive?

A. Yes.

Q37. What happens if we were unable to complete the Passenger Sailing Options Form before June 3rd?

A. Bookings open to the general public on July 1, 2023. If you do not complete your Reservation Change Form by the June 3rd, deadline, we will not be able to guarantee availability on the 3 cruises. We strongly recommend that you complete and submit the form prior to the deadline.

Q38. Why am I unable to log into my online reservation account?

A. At the moment, our technical team is finalising the USC 2023 booking engines. Once these are ready, we will notify you via email/social media.

Q39. I don't want to sail at all, I just want a refund.

A. If none of the options work for you, we understand and will issue a refund. At the moment there are 6 options: (1) sail in Spring 2023, (2) sail on Ship 1, November 2023, (3) sail on Ship 2 Nov 2023, (4) accept a Future Cruise Credit for use on USC 2024, (5) transfer your reservation to another person (6) receive a refund.