

CRUISE GURU GENERAL BOOKING CONDITIONS



We ask you to read and understand these General Booking Conditions carefully. They provide essential information and form part of the agreement between you, the service provider and Cruise Guru. By completing your booking, you acknowledge you have reviewed and accepted these terms, which are to be read in conjunction with the terms and conditions set by the service provided. Please note, our General Booking Conditions are subject to change and we will provide the most relevant details at time of booking.

1. DEPOSIT

Deposits are due immediately at time of booking.

The deposit amount is dependent on the selected voyage, destination, promotion and length of cruise and time of booking and is displayed on your booking confirmation. The deposit amount includes a per person Cruise Guru administration fee which is deducted from the final balance. Only Australian dollar payments are accepted.

Deposits must be paid by Mastercard, Visa or American Express at time of booking. Credit card fees do not apply to deposit payments.

Please note on select voyages a second or additional deposits may be required before final payment to secure the booking and may be non-refundable. For your convenience the second deposit will be automatically deducted from the credit card used at time of first deposit. If you wish to use a different card or another form of payment for the second deposit, please [Contact Us](#). If the second deposit is not processed and confirmed by due date the booking may auto cancel and be subject to cancellation fees.

Air promotion offers or added services may incur additional deposits at time of booking or at regular intervals of your booking journey. These may be non-refundable. The conditions of these additional deposits or payments will be advised in accordance with the terms of the services added.

2. BOOKING

It is important the reservation is booked using full names as per passport. Fees may apply to amend names after the booking is confirmed. By confirming your booking with payment, you are agreeing the Terms and Conditions outlined below and that of the cruise line. No responsibility will be taken by Cruise Guru or the cruise line for incorrect information supplied by guest/s. Failure to complete any necessary forms or documents required for travel may result in cancellation of the booking or denial of boarding.

3. FINAL PAYMENT

Full payment for all voyages must be received no later than the date stipulated on your booking confirmation and invoice. All reservations will auto cancel if payments are not received by the due date and your booking will be subject to cancellation fees and charges.

To assist you, a payment reminder to the email address used to make the booking will be sent 21 days prior to the final payment deadline outlining the available payment options.

For your convenience, on the final payment due date, any outstanding balance will be charged automatically to the credit card used for your initial deposit which we have on file. It is your responsibility to inform Cruise Guru if you need to update your payment details including credit card information. Please make sure to [Contact Us](#) at least 5 days prior to payment due date. If your credit card should be declined or insufficient funds available, your booking will be automatically subject to cancellation fees and charges.

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If your booking has a final payment due date that falls on a weekend or public holiday, your card will be charged as follows:

- Due date Saturday or a public holiday that falls on a Friday, card charged business day prior
- Due date Sunday or a public holiday, card charged business day following

Credit card fees will apply to the final balance for Mastercard, Visa and American Express cards at 1.3%.

Alternative payment options are available. Please enquire for details.

4. THIRD PARTY CREDIT CARD AUTHORISATION

During the booking process if you have made any payment against the booking using a credit card whereby the cardholder is not part of the travelling party, we are required to have a written consent from the cardholder giving Cruise Guru authority to process the charge via a Third-Party Verification Form. This is a common business procedure where an individual authorises a payment on their credit card when they are not utilising the service. This requirement prevents unwanted and fraudulent chargebacks that can hurt the relationship between a business and the travelling party. Failure to submit the Third-Party Verification Form on time will cause the booking to be cancelled. If in the instance the booking is cancelled or a refund is to be processed on the booking, funds due for refund will be refunded to the original form of payment less any applicable administrations fees. To access this form please contact our team.

5. LAST MINUTE BOOKINGS/SHORT BOOKING TIME

Terms and conditions pertaining to, last-minute bookings or booking within a short booking window, are essential for maintaining a seamless and efficient reservation process, but they also come with potential impacts you should be aware of. Whilst the convenience of online 24/7 platforms allow for swift reservations; it is crucial to understand the potential repercussions. When making last-minute bookings or booking within a short period of time, though accepted within the parameters set by our 24/7 online booking platform, there may be challenges in relation to confirmation and inventory availability. It is important to understand confirmation may not always be guaranteed due to limited availability and/or unforeseen circumstances and operational constraints. In such cases, the inventory may be difficult to reinstate, affecting the travel plans. While you may have diligently followed the parameters set by our 24/7 online booking platform, it is crucial to understand your booking might not remain secure and circumstances beyond our control can result in the loss of your reservation. These terms and conditions serve as a framework for managing the complexities of last-minute bookings or booking within a short booking time period, balancing convenience and the unpredictability of the inventory. In the case a booking is unable to be reinstated or booked onto a similar product as agreed with you, we will refund you any payment within 7 business days to the original form of payment.

6. CANCELLATIONS BY YOU

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Please [Contact Us](#) should you wish to cancel your cruise. All cancellation requests must be submitted by in writing via email. Cancellations will be actioned within 24 hours of notification on a scheduled NSW working business day. For urgent cancellations, please call our team on 13 13 03.

Cancellation requests are not considered finalised until you have received a confirmation email from Cruise Guru confirming the cancellation. Cruise Guru will advise of the cancellation fee charged by the service providers within the booking. Parameters for penalties often vary and are dependent upon the fare, length & destination booked.

All cancellations are subject to a AUD110 per person administration fee. The Cruise Guru administration fee will be deducted from any refund due.

If you have travel insurance, your policy may cover your cancellation fees and charges. Please confirm with your insurer directly.

7. CANCELLATIONS BY SUPPLIER

If your service/s booked through Cruise Guru is cancelled for any reason by the supplier, the supplier may offer Future Travel Credits/Future Cruise Credits in place of cash or credit card refunds. Refunds from suppliers can take up to 3 months to process. We do not have visibility of a supplier's refund process. Cruise Guru will not offer cash or credit card refunds unless we have the refund back from the suppliers. Cruise Guru's fees are not refundable unless this is stated otherwise during the booking process or you are entitled to a refund under the Australian Consumer Law. Future Travel Credits/Future Cruise Credits may have their own terms and conditions subject to cancellation and will be provided once the credit has been processed.

8. REFUNDS

Any refunds will be transferred back to you via the payment method you used to make the original booking. We do not have visibility of a Service Provider's refund process. Refunds from suppliers can take up to 3 months. Cruise Guru's fees are not refundable unless this is stated otherwise during the booking process, or you are entitled to a refund under the Australian Consumer Law.

If your payment method has changed from the original payment to process the booking, please notify our team immediately to avoid further delays.

9. BOOKING CHANGES, AMENDMENTS & FEES

Once the deposit has been submitted on the booking, the supplier may impose a service fee for any amendments to the booking. In addition, Cruise Guru will charge an administration fee as outlined below.

When booking certain fares, particularly a non-refundable fare, supplier fees may apply (plus Cruise Guru fees, see below) will be incurred for any changes to ship or sail date. Each supplier has their own policy; however, limits may be imposed by the supplier on the number of changes permitted on a booking and typically changes must be done prior to full payment on a booking. After this time, the booking may be treated as a cancellation, necessitating a complete re-book.

Cruise Guru Change and Amendment Fees

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<p>These fees are charged if Cruise Guru are required to make any of the following changes amendments to bookings held by Cruise Guru and are in addition to any <u>cruise line or supplier charges</u>.</p>	
<p>Amendments to Existing Bookings –</p> <ul style="list-style-type: none"> - Name changes (complete change of name) - Change in cabin grade or cabin numbers - Cancellation of additional services including transfers, flights and pre and post accommodation - Transfer of booking to another agency or directly to cruise line - Change in stateroom occupancy - Cabin re-fare 	<p>AUD50 per booking</p>
<p>Name corrections (misspelt)</p>	<p>AUD25 per booking</p>
<p>Cancellation and Rebook</p> <ul style="list-style-type: none"> - Change in cruise departure date - Full cancellations - Cancelling one or more passengers in the cabin 	<p>AUD110 per person</p>
<p>Service Charges</p> <ul style="list-style-type: none"> - Booking shore excursions - Completing online check in - Sending printed documentation for cruise lines where E-docs are available 	<p>AUD50 per booking</p>
<p>Additional Price Match / Guarantee</p> <ul style="list-style-type: none"> - There is NO charge for initial price match request. In the event of a further price match request, Cruise Guru will charge a fee. <p>*Please be advised that Price Match / Guarantee requests must comply to Price Match / Guarantee terms and conditions</p>	<p>AUD50 per booking</p>
<p>NOTE: No fees are charged for changing dining options, resending of E-docs and resending Cruise Guru invoices. Fees for flights change/cancellations may apply. See applicable Flights section.</p> <p>Promotions/Inclusions such as onboard credit or other promotional inclusions may be affected by changes made to your booking.</p>	

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10. PARTIAL CANCELLATIONS & CHANGE IN STATEROOM OCCUPANCY

Changes in stateroom occupancy when one guest cancels and the other guest/s are still travelling will result in cancellation fees for the cancelled guest/s and a recalculation of the remaining guest/s' fare. In some circumstances, guest/s still travelling maybe required to pay a surcharge for the changed occupancy stateroom regardless of the cancellation fees paid by the cancelling guest/s.

Promotions such as onboard credits or other promotional inclusions can be affected by changes made to your booking.

11. ITINERARY CHANGES/REDEPLOYMENT

Arrangements for the cruises/holiday packages are made many months in advance. Therefore, due to advance planning it may be necessary to alter them. Cruise lines/supplier reserve the right to change the arrangements for the cruise or the holiday package should such changes become necessary or advisable for operational, commercial or safety reasons. All efforts are made by the cruise line or supplier to notify affected passengers as soon as it is possible.

In the event of a significant alteration passengers may be offered, but not limited to, to accept the alteration, book on to an alternative cruise or holiday package or cancel and receive a refund. It is important to note these options are determined solely by the cruise line/supplier, and Cruise Guru shall has no control over the options provided.

We require passengers to confirm in writing via email their choice. If you fail to revert within the given timeframe, it will be considered you are accepting the alteration and any cancellations after this period shall attract cancellation charges in accordance with the cruise line/travel service providers conditions.

In the event the cruise/service is cancelled, or you have opted to cancel and a full refund is provided, Cruise Guru will deduct an administration fee.

For any minor itinerary changes and guest request to cancel & not accept alternative options provided by the supplier, standard administration fees from Cruise Guru will apply and deducted from any refund. A significant change refers to an alteration in your confirmed holiday that notably affects the overall experience. Below are examples of both significant and minor changes:

Significant Change (examples):

- Transitioning from two days of port visits to two days at sea.
- Visiting a completely different country than what was originally on the booking itinerary.
- A substantial alteration of the majority of the itinerary

Minor Change (examples):

- Replacing one port of call with another.
- Reducing a day of port visits to a day at sea.
- Adjusting the times of arrival or departure for any port(s) while still visiting that port.
- Modifying the sequence in which ports are scheduled to be visited.

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12. CRUISE FARE

The price of your cruise includes ship accommodations, ocean transportation, most meals and entertainment aboard the vessel, gym, select beverages, port charges and taxes. All prices displayed on our website are per-person, and are quoted in AUD dollars.

Depending on the cruise line or the fare you have booked, further inclusions may be included and will be outlined via your booking confirmation.

13. FUEL, TAXES AND SURCHARGES

In the event of there being any adverse movement in currency exchange rates or cost of fuel or other operating costs of the vessel suppliers shall be entitled to impose a surcharge upon the passage fare of the amount to be assessed by the supplier which the passenger shall pay prior to embarkation.

Note, cruise lines can separately assess airport facility charges and certain departure taxes and other taxes/fees that are implemented by various governments and quasi-governmental agencies. Such assessment is subject to change without notice at any time whether or not you have a confirmed booking under deposit, or if you have made final payment.

14. PROMOTIONAL FARES

Cruise lines may at times release special promotional fares that attract differing terms and conditions from those outlined within and as included in the cruise line brochure or website. These may include different deposit amounts, service fees, different final payment and cancellation conditions including non-refundable deposits and fares. To confirm if you have been booked on a promotional fare, please check at time of booking with Cruise Guru for what conditions may apply to your booking.

If you wish to take advantage of these offers then you will have to cancel your existing booking, whereupon the cancellation policy (including charges) will apply.

In addition, Cruise Guru may offer special promotions that will also attract different deposits, final payment dates and amounts from the cruise line. When making a payment on these special promotions you are confirming your booking subject to the Cruise Guru special promotions terms and conditions.

Cruise Guru Reduced Deposit Promotions

1. Offer only valid on specific promotional period and subject to select cruises and availability
2. Non-refundable and non-transferable deposits to be paid to Cruise Guru upon confirmation of booking.
3. No Cruise Guru additional administration fee is collected or charged at time of booking for cancellations.
4. Final payment due date will vary from standard booking due dates
5. If full payment is NOT received by final due date booking will AUTO CANCEL and no refunds will apply.
6. Once final payment has been received, standard cancellation fees from Cruise Guru and the supplier will apply.

Please note - A reduced deposit booking cannot be transferred to another agency or cruise line. Any transfer will be treated as a cancellation, and the deposit will be forfeited.

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15. ONBOARD CREDITS/SHIPBOARD CREDITS & PROMOTIONAL INCLUSIONS

From time to time there may be promotions which include onboard credits or other inclusions which are but not limited to speciality restaurant vouchers or drink packages/cards. These promotions can be applied to the cabin or to individual passengers. An Onboard Credit is a monetary amount which is applied to your onboard account for onboard purchases. Some Onboard Credits or promotional inclusions may not be combinable with other offers and are non-transferable. Any unused portion of the Onboard Credit will expire at midnight on the last night of your cruise and is not redeemable for cash at any time. Onboard Credit or other promotional inclusions are not transferable between any cruises, including consecutive cruises and fellow travellers. Any promotional inclusions not used will be forfeited on conclusion of the cruise.

16. FUTURE CRUISE CREDITS (FCC)

A Future Cruise Credit (FCC), can be thought of as a gift voucher for a cruise line (though there are restrictions as to what this particular gift voucher (FCC) covers). It is usually given to a passenger for a cancelled or somehow otherwise affected cruise. The FCC amount is typically calculated on the base fare paid for the cruise, less any taxes, gratuities, port charges, value-adds (for example, drinks packages or Wi-Fi) and additional pre-purchased onboard or onshore items (like spa treatments or shore excursions). These additional items are usually refunded to the original form of payment.

An FCC is attached to an individual passenger's name and profile, and can only be used to pay for that specific passenger's future cruise. Each cruise line and FCC issued has its own terms and conditions such as expiry date and charges it cannot be used towards which are typically deposits, shore excursions, taxes and onboard spending.

If your new cruise is more expensive than the value of your FCC, the difference will be required to be paid by the due dates. Depending on the conditions of the FCC and the cruise line, in the event your FCC is more than your future cruise, some cruise lines will allow the difference to remain as an FCC or the balance may be forfeited. An FCC can be redeemed as per its conditions on full priced cruises via Cruise Guru. Our Reservations team are able to help with all your FCC questions.

17. DISCOUNTS AND PROMOTIONAL OFFERS BY CRUISE GURU

From time-to-time Cruise Guru will offer discounts on cruises. These discounts apply as part of our promotional offers. Discounts are not applicable to bookings where a Future Cruise Credit (FCC) has been utilised. They will be applicable to full priced cruises only.

Cruise Guru offer reduced deposits as part of our promotional offers. These deposits have their own set of terms and conditions. Depending on the terms and conditions set out in your Future Cruise Credits, our reduced deposit promotional offers may not be applicable.

Other promotional offers may be offered by Cruise Guru in which will have their own applicable terms and conditions and may not be combinable with other offers from Cruise Guru or the cruise lines and/or third-party suppliers.

18. PACKAGES

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Cruise Guru provides the opportunity for you to book separate services together at the same time (for example, a hotel stays booking and a flight booking), however each service is subject to its own rules and restrictions. These will be confirmed to you at the time of booking.

If you are booking one of our packages, recommended flights will be offered as part of the package. Should you require a variation to this, Cruise Guru will collect additional funds (by way of a second deposit) to secure your preferred flights. This payment is generally non-refundable and will be bound by the airline's terms and conditions.

Note: Any hotel booking may be subject to resort fees and/or a security bond which is not included and will be payable directly upon check-in by guests.

19. AIRFARE/AIRLINE CONDITIONS

Your invoice will confirm whether flights are included in the booking. If flights are included, your invoice will display the airline and flight information, specific booking conditions pertaining to the airfare and due date for payment before tickets are issued.

All flight options are subject to change and availability until tickets are issued. After the ticket issue, any amendments will incur change fees including any variation in airfare or taxes. Your booking is also subject to the terms and conditions of the airline. Cruise Guru will also charge a fee (outlined within).

Airlines ultimately control their schedules, and may change or cancel your flights for a variety of reasons such as, mechanical problems, adverse weather or for other reasons. When the airline provides Cruise Guru with information about a change or cancellation to your itinerary, we will pass it on to you and help you assess your options. Cruise Guru recommends you always check your schedule departure times of your flights before travel in the event the airline has made any changes.

Some airlines charge extra for meals, luggage and preferred seat selection. Unless we provide confirmation for optional services added to your booking and displayed on your invoice, any such reference to these extras is for information only and the addition of these extras is the passenger's responsibility through online check-in/check-in or whilst onboard your flight. Please note that these extras can be updated by the airlines at any time without prior notice.

In the event, you have preferred seating selections, whether complimentary or via an extra charge, airline seating is controlled by the airline and as such Cruise Guru do not guarantee the availability or specific seats even if they are pre-booked.

20. BAGGAGE (FLIGHTS)

Different allowances apply for international and domestic flights and excess baggage charges are the passenger's responsibility. Please check the allowances on your individual tickets at the time of receipt and if you require further information contact your consultant or the carrier prior to travel.

21. FLIGHT CHANGES/CANCELLATIONS:

1. Fare quoted are subject to change without prior notice until the ticket is issued.
2. Specific rules and regulations may apply to the fare quoted
3. Flights changes and refunds may not be permitted on some airfares and tickets can be fully non-refundable for all cabins class that includes Economy, Premium Economy, Business and First Class.

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4. Airlines can change or cancel flights at their discretion.
5. Schedule change and result to an itinerary date change departing a day earlier or a day later and all cost involved at origin or destination will be at client's own expense.
6. Once a schedule change has been accepted and the ticket has been reissued, further changes will be considered voluntary and any additional fare, taxes and fees will be applied.
7. For any flight change, Cruise Guru service fees will be charged plus any airline change penalty, fare & tax difference will apply at the time of reissuing ticket.
8. Cruise Guru service fees for changes (in addition to airline fees) –

Economy:	AUD50.00 per person,
Premium Economy:	AUD70.00 per person,
Business:	AUD100.00 per person
First Class:	AUD120.00 per person
9. For any flight cancellation, Cruise Guru service fees (in addition to airline fees) will be charged as

Economy:	AUD100.00 per person
Premium Economy:	AUD150.00 per person
Business:	AUD200.00 per person
First Class:	AUD250.00 per person

Seat requests can be chargeable by airlines for all cabins and are subject to change at airline's discretion even for paid seating. Paid seatings are non-changeable and non-transferrable in case of voluntary changes to the booking. Other terms may apply to special airfares and will be advised at time of booking.

22. AIRFARES BOOKED WITH CRUISE LINES

Some promotions by cruise lines will include air arrangements and may attract different terms and conditions. These air arrangements are booked on preferred flights as chosen by the supplier. This could include chartered flights or commercial flights. Limitations on luggage, airline choice, seats, meals and timing of flights may be restricted.

Your Cruise Guru consultant will discuss the options available to you at the time of booking. We encourage you to be aware of the terms and conditions relating to the air offered by the suppliers.

23. CONSECUTIVE CRUISES

Consecutive cruises are two or more cruises taken immediately after one another (back-to-back) on the same ship. There may be a duplication of onboard programs, menus and entertainment. Due to the preparation of the ship between sailings, some shipboard facilities may not be available on change over days. On the changeover day, it may be necessary for you to disembark the ship in order to comply with customs and immigration requirements and to re-register for your next cruise. It may not be possible for you to retain the same stateroom on consecutive cruises. Consecutive cruises are treated as independent cruises for the purpose of payments, changes and cancellations. Onboard credit offers are not transferable between any cruises, including consecutive cruises.

24. PASSENGER SERVICES ACT (JONES ACT) – USA CONSECUTIVE CRUISES

Due to restrictions under the U.S Passenger Vessels Services Act (Jones Act), we cannot accept reservations for consecutive itineraries that begin in one U.S port and conclude in a

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different U.S port. In the event such an itinerary is booked, the cruise line/supplier reserves the right to cancel one of the cruises at the guests' expense and/or the guest shall be responsible for any and all Jones Act fines that result due to such booking.

25. NON-AUSTRALIAN RESIDENTS/INTERNATIONAL SALES POLICY

We are committed to ensuring we follow our cruise line and supplier partners who are committed to comply with all applicable laws and regulations specifically all applicable sanctions and trade control laws. Therefore, Cruise Guru cannot accept bookings from non-Australian residents. Should a booking be made through Cruise Guru for non-Australian Residents, Cruise Guru have the right to charge an additional AUD\$100 per person plus all applicable credit card fees. This may occur after FULL payment has been made or after sailing has been completed.

26. OPTIONS – TRANSFERS, PRE & POST ACCOMODATIONS

If you purchase transfers, pre or post accommodation packages in-conjunction with your cruise line booking you are required to provide your arrival/departure information to Cruise Guru. You need to [Contact Us](#) with your flight arrival/departure details, including airline name, flight number and arrival and departure cities. If this information is not received before your departure, we cannot guarantee your transfers will be available.

27. GUARANTEE CABINS (GTY/GUAR BOOKING)

If a GUARANTEED stateroom (GTY/GUAR), is booked an identical or higher category stateroom (for the same price) will be assigned at any time after booking is made and may not be advised until day of sailing. The allocated stateroom may be located on any passenger deck on the ship, but you will be assigned AT LEAST the category for which you paid. Your stateroom assignment will be advised when you check in for your cruise. Please note: Guarantee staterooms assigned may be equipped differently from general category description including certain staterooms with obstructed view and modified accessible staterooms.

Once your GTY/GUAR stateroom has been allocated to you, the cruise line is unable to accept any changes requested by you. Guests booked in GTY/GUAR cabins may not be berthed with other travelling parties due to availability.

When booking a guarantee stateroom, bookings cannot be cross referenced for cabin assignments but can be cross referenced for dining only. To cross reference cabin assignments, bookings MUST be made with an original cabin assignment to apply.

In the event of you booking back-to-back cruises in guaranteed staterooms, you may be allocated different staterooms on each cruise. You will be required to move between staterooms on the changeover date.

28. UPGRADE & STATEROOM CHANGE POLICIES

Cruise lines/suppliers reserve the right to upgrade a guest or guests to more expensive category accommodation at no additional cost. Cruise lines/suppliers also reserves the right to move guest/s from their original stateroom number booked to another stateroom in the same category. Stateroom changes can occur at any time including up to the day of sailing and is always at the discretion of Cruise lines/suppliers. If you do not wish to have your stateroom changes, you need to advise Cruise Guru at time of booking your request to decline an upgrade or change in stateroom. Please note, the request to have no stateroom changes made to your booking cannot be guaranteed.

29. SINGLE GUESTS

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Single occupancy may be available in select categories at a higher charge. The supplement for single use of a stateroom varies depending on availability, sailing date, duration and stateroom category for the chosen departure. Please note that the percentage of the sole occupancy supplement may be increased without prior notice. Single occupancy availability is capacity controlled and is always at the discretion of Cruise lines/suppliers.

30. THIRD GUEST & CHILDREN'S FARES

Fares for third/fourth guests in a stateroom vary by sailing date, destination, voyage duration and stateroom category. Both third and fourth guests in a stateroom pay the same fare, including children. Child fares where applicable only apply when children occupy the 3rd or 4th bed in a stateroom and/or suite. Triple and Quad occupancy staterooms are subject to availability and are capacity controlled. A stateroom must be assigned at time of booking that is equipped with third and/or fourth guest bedding. Triple and Quad bedding configurations may differ per stateroom. Guarantee staterooms cannot be assigned to a triple or quad booking.

Confirmation for triple and quad occupancy staterooms may sometimes be on a request basis and require external confirmation.

31. GRATUITIES – TIPS

Gratuities/tipping is a way to reward crew members for their outstanding service. Tips are shared between dining, bar & culinary services staff, stateroom attendants and other hotel services teams who work behind the scenes to enhance the cruise experience.

For a general understanding on gratuities/tips, each cruise line treats gratuities/tips differently.

Some cruise lines include them in the cruise fare for Australian & New Zealand bookings. Some cruise lines will add a gratuity to your onboard account, which is still optional and can be reduced or removed in the unlikely event you may not have received a satisfactory service by visiting Guest Services onboard.

Other cruise lines have a mandatory gratuity which is added to your onboard account. For these cruise lines, they may also offer the ability to pre-pay gratuities.

For majority of cruise lines, a gratuity is also automatically added to beverages, mini bar items, spa & salon purchases.

Gratuities/tips are usually not included for local city guides, local city bus drivers or local city tour escorts when participating in shore excursions, or extended touring.

Additional tipping is always accepted at guest's discretion.

32. DINING

On majority of cruise lines, you have a choice of options for dinner.

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Fixed sitting – dine at the same reserved table each night on either early or late sitting. Please request your preferred seating and table size at the time of booking and your table number will be confirmed in your stateroom at the start of your cruise.

Open Seating - Giving guests flexibility with their evening dining. You can decide when you would like to dine between the restaurant hours each evening.

Specialty Dining – Dining options that attract a surcharge. Reservations are recommended. Dining times can be typically booked at your preferred time.

Room Service – Most cruise lines offer room service and may charge a fee for delivery. Check onboard for the times room service is offered and menu choices.

Dining times may vary slightly, when onboard check your daily planner for restaurant hours.

Cruise lines will not accept any bookings which are conditional on your preferred seating time being or becoming available before departure. If you cancel because your preferred seating time is not available (whether or not this was confirmed at the time of booking) normal cancellation charges will apply.

33. SPECIAL DIETS

Cruise lines will use their best endeavours to accommodate the dietary needs of guests onboard. These include, but are not limited to: food allergies, gluten free, vegetarian, diabetic, low-fat, low-sodium, and low-cholesterol. Specialised meals such as Kosher may be limited or pre-packed and only available in the main dining room onboard.

We recommend that you reconfirm your special diets onboard with the Maitre'd.

All special diets requests should be submitted as early as possible, or at least 100 days prior to departure.

Typically, the main dining room is the best option to cater for special diets. Cruise lines are unable to guarantee or accept responsibility the food served in any other food establishment onboard their ships will be able to cater for specific dietary requirements and food intolerances.

34. ALCOHOLIC BEVERAGES POLICY

Drinking rules vary across cruise lines. Several cruise lines lower the drinking age to 18 when sailing from non-U.S. ports.

Selected cruise lines include open bars and many lines charge a corkage fee for consuming your own wine in the dining room.

All cruise lines are committed to the responsible service of alcohol and reserves the right to revoke or otherwise restrict the service of alcohol to any guest, regardless of age.

If during a cruise a guest reaches a birthday most cruise lines will change their adherence to the alcohol policy, guest may visit the Guest Services on that day and on showing their passport as proof of age. Their records will be updated to allow them to purchase and consume alcohol, as long as the other requirements of our alcohol policies are met.

35. DOCUMENTATION

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All cruise lines have moved towards an e-documentation method, whereby once your online check-in has been completed and full payment has been submitted, you can download or email the necessary documentation for your cruise.

Most cruise lines also have an App which can be downloaded via Google Play or Apple's App Store, and information pertaining to your cruise can be accessed this way once you are registered.

36. PASSPORTS / VISAS / IMMUNISATIONS

Cruise Guru & the cruise lines/suppliers do not provide advice regarding passports and/or visas. However, for international cruises all guests are required to carry a passport usually valid for 6 months after disembarking the ship, and any necessary visas. Without the necessary passport, visas and/or vaccinations, local authorities may deny you boarding, prevent you from going ashore, issue a fine or deny the ship entry into the port.

In addition, travel on our cruises will not revalidate an Australian or New Zealand re-entry visa. For domestic cruises (cruises that do not visit a foreign port), a valid passport or government issued photo identification is required. For Australian passengers, a current Medicare card and a copy of their birth certificate can be used for passengers under 17 years of age.

Please contact your nearest consulate for the most up to date information regarding visas.

As to immunisations, please check with a travel medicine specialist or local health department for specific recommendations and/or requirements. We recommend the use of www.smartraveller.gov.au for advice in these areas. All matters relating to compliance with the laws and regulations of all immigration authorities are solely the passenger's responsibility. [Find visa information here.](#)

37. MINORS AND CHILDREN

Generally, infants sailing on a cruise must be at least six (6) months old as of the first day of the cruise, or twelve (12) months old as of the first day of the cruise for Transatlantic, Trans-Pacific, Hawaii, selected South American cruises and other selected cruises/cruise tours. For cruises with 3 or more consecutive 'sea days' (where the ship is not in port, including days spent 'scenic cruising') infants must be at least 12 months of age on the first day of the cruise. In consideration of the limitations of the shipboard medical facility, equipment and staff, cruise lines cannot accept waivers, releases or requests for exceptions to this policy.

It is important to note this information is provided as a guide and each cruise line is different. Expedition cruising will have a different policy depending on the cruise line.

Additionally, some cruise lines may limit the number of children on a voyage or not accept children at all.

38. STATEROOM OCCUPATION RULES

Generally, the minimum age requirement to occupy a stateroom is twenty-one (21). However, some cruise lines and/or specific destinations, this policy has been lowered to eighteen (18)

Guests who do not meet the age requirement will not be assigned to a stateroom unless accompanied in the same stateroom by an adult meeting the age requirement. This age limit will be waived for children sailing with their parents or guardians in connecting staterooms. A guest's age is established as their age upon the first day of sailing.

CRUISE GURU GENERAL BOOKING CONDITIONS



Typically connecting staterooms are counted as different staterooms for this policy, except for minors sailing with their parents or legal guardians in adjacent staterooms. Adjacent staterooms are staterooms that are physically directly next door or directly across the hall – the doors to the staterooms have to be in the same hallway as one another.

Cruise lines, may offer an exception to these policies for married couples (16 years and above on cruises) who are allowed to sail together in a stateroom without anyone over the age of 18/21 being required. Documentary proof of marriage will be required in advance.

Adults who are not the parent or legal guardian of any minor aged 17 or under travelling with them will need to present a notarised letter signed by at least one of the minor's parents/legal guardians along with 1 copy of the legally affirmed or notarised letter. The letter must authorise the travelling adult to take the minor on the specified cruise and must authorise the travelling adult to supervise the minor, sign applicable sports waivers and permit any medical treatment that must be administered to the minor which in the opinion of the treating doctor needs to be carried out without delay.

A letter can be legally affirmed or notarised by a practicing solicitor, notary or commissioner for oaths who may charge a fee for this service. If such evidence is not produced, the minor(s) concerned will not be permitted to board the ship or undertake the cruise. Any cost associated with being denied boarding, must be met by the passenger and or person/s paying for the cruise. Cruise lines will accept no responsibility.

Onboard some ships, there are certain facilities where entry is restricted by age. Full details of onboard facilities with age and height restrictions are contained within the Daily Programme, which is available from the Guest Relations Desk or via the App.

39. HEALTH REQUIREMENTS

Please contact your health professional at least eight weeks prior to travel for advice and the most up to date health requirements for the destinations you are travelling to. Further information may be obtained from the World Health Organisation www.who.int

40. PREGNANCY

Most cruise lines welcome pregnant women but will typically NOT accept guests who will enter the 24th week of pregnancy by the beginning of the cruise (subject to cruise line). All pregnant guests are required to bring a doctor's fit to travel letter with them to the pier, stating the number of weeks pregnant at date of sailing and that they are not a high-risk pregnancy. We recommend submitting this letter to Cruise Guru to note on the booking and send onto the cruise line.

For airlines, as a guide you cannot travel beyond 28 weeks without carrying a certificate or letter from a registered medical practitioner/midwife. Shorter and/or domestic flights you can usually travel up to 36 weeks, however there are different rules for single pregnancies or multiple pregnancies. We highly recommend you check with your airline or ask your Cruise Guru consultant to assist you with this information.

These guidelines can change at any time, and it is for your health and safety and that of your unborn child/ren that you abide by the rules of the travel service provider. Please also check your travel insurance has necessary coverage you require.

41. SPECIAL REQUESTS

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You must ensure you are medically and physically fit for travel and that such travelling will not endanger yourself or anyone else. If you have an existing medical condition or should one arise after booking that may require you to have treatment or attention during your cruise, you are required to provide this information in writing. For guests with physical disabilities, select staterooms can be arranged. For guests that use wheelchairs you must have your own collapsible wheel chair and you may find that certain areas of the ship will not be accessible. Details of the wheelchair specifications need to be provided to reservations. The use of a wheelchair may prevent your participation on certain activities such as tenders, shore excursions and thus prevent you visiting certain ports of call.

Guests affected by disability or medical condition must be self-sufficient or travel with someone who can provide assistance.

Please note that on a cruise, some ports maybe tendered and will require guest/s to embark/disembark from tender/zodiac boats.

For river cruising, sometimes multiple ships are moored alongside each other. Passengers on the outermost vessels will need to cross over narrow gangways that link the ships together and negotiate stairs to get ashore. It is very difficult for lines to guarantee that these "rafted" moorings will not take place during a cruise.

If you have any special requests such as a baby cot or refrigerator, you must [Contact Us](#) by email to submit your request. Special requests cannot be guaranteed. Not meeting any special request for any reason will not be a breach of contract on our part. If there are additional cost involved, these will be invoiced to you.

42. ON BOARD MEDICAL CENTRE

Most ships have a Medical Centre staffed by registered doctors and nurses, who are available during scheduled clinic times to provide medical care for everyone on board with limited facilities. The Medical Centre is only for medical needs arising on board and cannot cater for treatments that you are aware of prior to you going on holiday. While at sea or in port the availability of medical care may be limited or delayed; all or part of the cruise may be in areas where medical care and evacuation may not be available. Fees and charges relating to medical services are charged at private rates and will be added to your shipboard account. In Australia, this will not be covered by Medicare or private health insurance and will need to be claimed through travel insurance (see travel insurance section).

43. SHORE EXCURSIONS

All cruise lines offer shore excursions for you to enjoy in every port of call visit whether they are complimentary or at a cost, and often at the end of the cruise when you disembark, shore excursions can be taken and will drop you at the airport or city centre when it is finished. Shore excursions can be available and pre-booked before your cruise. All cruise lines have a different policy. We recommend booking early to avoid disappointment. After the cruise line cut-off, which is usually within the week prior to departure, you will have to wait until you board to book your tours. Full details are usually available for viewing via the cruise line website or cruise line App.

44. TRAVEL INSURANCE

We strongly recommend all guests independently purchase comprehensive Travel Insurance for the full purchase price of the cruise as well as air and/or land program arrangement costs plus medical cover. You can organise your insurance through Cover-More Travel Insurance by [clicking here](#).

45. IMPORTANT NOTICE

CRUISE GURU GENERAL BOOKING CONDITIONS



The transportation of guests and baggage on the cruise line is provided solely by cruise line and is governed by the terms and conditions printed on the Passage Contract. The Passage Contract will be included with guests travel documents, is available upon request, or can be accessed through the cruise line website. This usually contains complete and important information regarding cancellations, itineraries, the cruise line's liability, health and immigration requirements, and other relevant terms and conditions.

All service providers (cruise lines, airlines, hotels, tour operators etc.) have their own terms and conditions. Service providers reserve the right to alter itineraries and services due to operational, security or situational requirements. Please ask your Cruise Specialist if you have any questions regarding this.

46. PRICING POLICY

If the price of your confirmed booking decreases after your booking is finalised, Cruise Guru is not obligated to adjust your fare due to promotional difference, last-minute offers, or any changes that fall within the cruise lines control and beyond Cruise Guru's purview. While certain cruise lines may have policies that allow for fare adjustments if the booking is outside the cancellation period, these policies are not consistently applied across all cruise lines. Should you will to take advantage of a different fare, you may need to cancel your current reservation and rebook, which may incur cancellation and modification fees.

47. TRAVEL SERVICE SUPPLIER CONDITIONS

We provide you with booking & advisory services allowing you to acquire a travel product from a travel service supplier, including (without limitation) a cruise line, airfares, hotels, tour operators or other third-party suppliers. We act as agent for the travel service supplier and third-party supplier.

By acquiring booking & advisory services from us, you agree you have read and understood both these terms and conditions and the terms and conditions of the travel service supplier relating to the service/s booked.

Travel service supplier reserve the right to alter itineraries and services due to operational, security or situational requirements.

Whilst every effort is made to ensure the information provided is current, the travel service supplier and third-party supplier are solely responsible for the provision of the service and arrangements provided. As an agent for the travel service supplier and third-party service provider, we are not to be held liable in any way for errors or omissions by any service provider.

48. RESPONSIBILITY

Cruise Guru accepts bookings subject to the following conditions:

Cruise Guru acts as the co-ordinator for all persons taking any service*, and in the making of arrangements for the service. Cruise Guru does not own, manage, control or operate any component of the delivery of services and all coupons, receipts and tickets are issued subject to the terms and conditions specified by the laws of the country where a service is provided.

Cruise Guru acts as an agent for the owners' contractors and suppliers of services and assume no responsibility for the loss or damage to baggage, property or for injury or illness or death, or for any damages or claims of damage to persons or property, delays, transport failures, strikes, wars & uprisings, or acts of God etc over which we have no control. Clients are strongly advised to insure adequately for the full duration of their travel arrangements in respect of illness or injury death baggage and personal effects.

CRUISE GURU GENERAL BOOKING CONDITIONS



While Cruise Guru will use its best endeavours to ensure services* are performed as advertised, reasonable changes in the itinerary may be made without notice where deemed necessary or advisable by Cruise Guru or the operator. Further, whilst Cruise Guru will take all reasonable steps to provide enjoyable services*, Cruise Guru accepts no liability for any loss of enjoyment whatsoever, and howsoever experienced by a passenger.

All matters arising to any service* provided by Cruise Guru but not in respect of other things governed by the law of the state of New South Wales.

** Service/s refer to all accommodation & hotels or accommodation, cruises, flights, ground transportation / transfers, meals & beverages, shore excursions and tours.*

49. PRIVACY POLICY

Information collected in the booking process will be treated in accordance with Cruise Guru's Privacy Policy as displayed on the Cruise Guru website.

The terms and conditions contained within are general terms and conditions and booking conditions of booking via Cruise Guru. They provide general information and may not be specific to your booking and can change without prior notice. We recommend these be read in conjunction with the cruise line/supplier terms and conditions / passage contract pertaining to your booking. For further information, contact Cruise Guru or visit the cruise line website.

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50. TERMS AND CONDITIONS SUPPLIER WEBSITE (CORRECT AS OF OCTOBER 2024)

CRUISE GURU GENERAL BOOKING CONDITIONS



SUPPLIER	
Azamara	https://www.azamara.com/au/about-azamara/legal
Carnival	https://www.carnival.com.au/legal/specials-terms-conditions
	https://www.carnival.com.au/about-carnival/legal-notice/ticket-contract
Celebrity Cruises	https://www.celebritycruises.com/guest-terms/
Celestyal	https://celestyal.com/au/booking-conditions-au/
Coral Expeditions	https://www.coralexpeditions.com/au/terms-conditions/
Costa	https://www.costacruises.com/general-conditions.html
Crystal Cruises	https://www.crystalcruises.com/legal/booking-terms-conditions
Cunard	https://www.cunard.com/en-au/advice-and-policies/booking-conditions-insurance-crime
Disney Cruises	https://disneycruise.disney.go.com/contracts-terms-safety/terms-conditions/
Explora Journeys	https://explorajourneys.com/au/en/legal/booking-terms-and-conditions
Holland America	https://www.hollandamerica.com/en/au/legal-privacy/cruise-contract
Hurtigruten	https://www.hurtigruten.com/en-au/practical-information/general-terms-and-conditions
Hurtigruten Expeditions	https://www.travelhx.com/en-au/terms/
MSC	https://www.msccruises.com.au/terms-conditions
Norwegian Cruise Line	https://www.ncl.com/au/en/about/terms-and-conditions-au
Oceania	https://www.oceaniacruises.com/legal
P&O Cruises	https://www.pocruises.com.au/plan/how-to-book/book-travel-conditions
P&O UK	https://www.pocruises.com/legal-and-privacy/booking-terms-and-conditions
Ponant	https://au.ponant.com/terms-conditions
Princess	https://www.princess.com/en-au/legal/passage-contract
Regent Seven Seas	https://www.rssc.com/legal

CRUISE GURU GENERAL BOOKING CONDITIONS



Royal Caribbean	https://www.royalcaribbean.com/guest-terms/
Seabourn	https://www.seabourn.com/en/au/legal-privacy/cruise-contract
Silversea	https://www.silversea.com/terms-and-conditions.html
Viking Ocean	https://docs.vikingcruises.com/pdf/3-230525_PassengerTicketContract-Non-US%20Ports-AU_FINAL.pdf
Viking River	https://docs.vikingcruises.com/pdf/2-230525_BookingAndSaleTermsAndConditions-AU_FINAL.pdf
Virgin Voyages	https://www.virginvoyages.com/promotional-terms-and-conditions
Windstar	https://www.windstarcruises.com/terms-conditions/