

AZAMARA & CRUISE GURU GENERAL TERMS AND CONDITIONS



Deposit

Deposits are due immediately at time of booking. The deposit amount is dependent on the selected voyage, destination and length of cruise and time of booking and is displayed on your booking confirmation. The deposit amount includes a Cruise Guru administration fee of A\$110 per person 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 Mastercard or Visa card deposit payments made online. Credit Card fees do apply to Mastercard or Visa card deposit payments made through the Cruise Guru call centre, please consult with your reservations cruise expert for applicable fees at time of deposit. Credit card fees do apply to American Express card deposit payments made online and through the call centre at 2% of total amount, processed and charged at time of payment.

Please note on select voyages a second deposit may be required before final payment to secure the booking. 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 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.

Booking

It is important the reservation be booked using full names as per passport. Fees may apply to amend names after booking is confirmed. By confirming your booking with payment you are agreeing the terms and conditions outlined below. No responsibility will be taken by Cruise Guru or Azamara 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.

Final Payment

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

For your convenience, on the final payment due date, the final balance will be charged automatically to the credit card originally processed for deposit that we have on file. If you need to change your payment details including credit card details or new expiry date you must [Contact Us](#) a minimum of 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.

Credit card fees may be charged on final balance for both Mastercard and Visa card at 1.3%. American Express will incur a 2% charge on the total amount processed.

Alternative payment options are available through POLipay. Please enquire for details.

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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.

Cancellations due to Covid-19

Due to the continued uncertainty surrounding the time frames of the current government travel restrictions, some cruise lines are altering their refund policies, offering Future Cruise Credits in the place of cash refund or credit card refund if your booking is cancelled for any reason in the future. Due to this uncertainty if your booking is cancelled for any reason, Cruise Guru will not offer cash or credit card refund unless we have the refund back from cruise lines or other suppliers. Cruise Guru fees apply.

Cancellations

Please [Contact Us](#) should you wish to cancel your cruise. All cancellation requests must be submitted by email. Cancellations must be received no later than 2pm EST/EDT on a scheduled NSW working business day for booking to be cancelled that day. Cancellations received after 2pm will not be processed until the following NSW working business day.

The cancellation fee amount will be advised by Azamara once the cancellation advice has been processed by Azamara.

Azamara Cancellation Guideline

Days prior to Departure	Cancellation Charge
121 days or more	AUD100 per person
120 – 91 days	25% of booked fare*
90 – 61 days	50% of booked fare*
60 - 31 days	75% of booked fare*
30 days or less	100% of total cruise fare

* In instances where the deposit amount paid is higher than the 25/50/75% of cruise fare cancellation charge, then the highest of the two amounts is payable as the cancellation charge, i.e. the full deposit amount is retained.

Additional cancellation fees may also be imposed for non-cruise portions on your booking including pre/post accommodation packages and/or transfers.

Cruise Guru & Azamara reserve the right to charge you for cancellation fees incurred that maybe greater than the amounts of payments received at the time of

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cancellation of your booking. Any outstanding amounts must be paid by the cancelled parties.

In addition, guests will be liable for any additional fees charged by any non-cruise providers due to cancellations including a Cruise Guru Cancellation fee of AUD110 per person charged on all cancellations regardless whether a cruise protection plan has been purchased. The Cruise Guru cancellation fee will be deducted from any refund due. If there is insufficient funds from any refunds due to cover the Cruise Guru cancellation fee of AUD110 per person, Cruise Guru will charge the difference to the credit card held on file

Azamara reserves the right to change deposit, payment and cancellation/terms/conditions without prior notice.

Please note: For services included in your booking that are not provided by Azamara, additional cancellation fees may be incurred.

Cancellations by Supplier

If your service/s booked through Cruise Guru are cancelled for any reason, the service provider may offer Future Credits in place of cash or credit card refunds. Refunds from service providers can take up to 3 months to process. Cruise Guru will not offer cash or credit card refunds unless we have the refund back from cruise lines or other suppliers. Future Credits will have their own terms and conditions subject to cancellation and will be provided once the credit has been processed.

Partial Cancellations & Change in Stateroom Occupancy

Changes in stateroom occupancy when one guest cancels and the other guest is still travelling will result in cancellation fees for the cancelled guest/s and 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.

Booking Changes & Amendments

Azamara guarantee that they will not increase the price of your confirmed cruise once payment has been received in full for the total cruise price. However, we may increase or decrease the prices of unsold cruises at anytime. The price of your chosen cruise will be confirmed at the time of booking.

After your booking is confirmed but before full payment is received, Azamara will only increase the price if there is an increase in the cost of any transport included in the price and/or in any dues, taxes or fees payable for any services (for example, port taxes or charges of any sort). Azamara will not ask you to pay more within 30 days of departure. In addition Azamara will pay the first part of any such increases in costs up to a total amount equivalent to 2% of the cost of your confirmed cruise fare. Only if such increases exceed 2% will Azamara ask you to pay more. If any additional amount Azamara will ask you to pay is greater than 10% of the total cruise fare you will be entitled to cancel your booking. You will have 14 days from

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the date printed on the surcharge invoice to advise in writing if you wish to cancel. If no advice received it is assumed you are prepared to pay the additional amount.

From time to time Azamara may release special offers on some cruises. If you wish to change your booking to take advantage of these offers then you will have to cancel your existing booking whereupon standard cancellation policy will apply. We have the right to charge an administration fee of AUD100 per person to make any such changes.

Some changes (excluding change to ship or sailing date) can be made to your booking. You may request changes up to 45 days before departure. Azamara will make every effort to meet your change request, however we cannot guarantee we will be able to make any requested change. Up to 45 days before departure an administration fee of AUD50 per booking will be payable for each change request. If you request a change within 45 days of departure this will be treated as a cancellation of your original booking and cancellation fees will apply. The changed arrangements will then be treated as a new booking.

If you or any of the people travelling with you are prevented from taking the cruise you/they may give their place on the booking to someone else. In this situation, providing we are given not less than 14 days notice in writing of your wish to make the change we will permit the name change on payment of an administration fee of AUD50. A maximum of only one passenger name may be changed per stateroom; You must produce documentary proof of the reason for the transfer with the request (e.g. a letter from a doctor).

Please note: Booking changes and amendments are always at the discretion of Azamara and subject to approval. Change and Amendment fees may apply.

Cruise Guru Change and Amendment Fees

These fees are charged if Cruise Guru is required to make any of the following changes / amendments to bookings held by Cruise Guru

Amendments to Existing Bookings – AUD50 per booking

- Name changes
- Cabin grade or cabin numbers
- Change in stateroom occupancy
- Cancellation of additional services including transfers, flights and pre and post accommodation
- Transfer of booking to another agency or directly to cruise line

Cancellation and Rebook – AUD110 per person

- Change in cruise departure date
- Full cancellations

Service Charges – AUD50 per booking

- Booking shore excursions
- Completing online check in
- Sending printed documentation for cruise lines where E-docs are available
- Sending brochures/shore excursion booklets and information internationally

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Additional Price Match / Guarantee – AUD50 per booking

- There is NO charge for initial price match request. In the event of a further price match request, Cruise Guru will charge the above fee.

*Please be advised that Price Match / Guarantee requests must comply to [Price Match /Guarantee terms and conditions](#)

NO fees are charged for changing dining options, resending of E-docs and resending Cruise Guru invoices

Guests who do not wish to book directly online and prefer to book by phone, Cruise Guru reserves the right to charge a AUD50 booking fee.

Please note: Promotions/Inclusions such as onboard credit or other promotional inclusions may be affected by changes made to your booking.

Cruise Fare

The price of your cruise includes ship accommodations, ocean transportation, dining room meals excluding specialty dining, most onboard entertainment, gratuities for stateroom attendants, bar and dining wait staff, selected house boutique red and white wines with lunch and dinner, port shuttle buses (when offered) coffee, tea, selected bottled water and soft drinks and self service laundry.

Azamara reserves the right to change, whether via an increase or decrease, any published rates, including cruise rates and airfare charges, without prior notice. We reserve the right to impose on any existing booking or new bookings (whether paid in full or not) a supplement for fuel or other matters without prior notice. In addition, we reserve the right to pass on any fuel or other surcharges imposed by third parties, also without prior notice. Guests will remain liable for any applicable taxes, fees or surcharges that may be assessed by any governmental or quasi-governmental agencies.

Non Refundable & Promotional Fares

Azamara may at times release special promotional fares that attract differing terms and conditions from those outlined within and as included in the Azamara brochure or website. These may include different deposit amounts, 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.

Onboard Credits/Shipboard Credits & Promotional Inclusions

From time to time there maybe 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

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consecutive cruises and fellow travellers. Any promotional inclusions not used will be forfeited on conclusion of the cruise.

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.

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 cruiselines and/or third party suppliers.

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 or of Azamara between date of reservation of passage and sailing, Azamara shall be entitled to impose a surcharge upon the passage fare of the amount to be assessed by Azamara which the passenger shall pay prior to embarkation.

Currently Azamara have no fuel supplement charge. However, Azamara reserve the right to reinstitute a fuel supplement in the future

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Options - Transfers , Pre & Post Accommodations

If you purchase transfers, pre or post accommodation packages through Azamara 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.

Guarantee Staterooms

If a GUARANTEED stateroom (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.

Special stateroom requests cannot be assigned to guarantee stateroom bookings. 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

Upgrade & Stateroom Change Policies

Azamara reserves the right to upgrade a guest or guests to more expensive category accommodation at no additional cost. Azamara 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 anytime including up to the day of sailing and is always at the discretion of Azamara. 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.

Single Guests

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 Azamara

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

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

Gratuities

As a convenience to our guests, gratuities for your stateroom attendants, dining and bar staff will be included in your voyage fare.

Please note: Spa service charges are not included in your voyage fare. An 18% service charge will be added to your onboard account for Spa services.

Dining

Azamara offers open seating dining in Discoveries Restaurant providing you the opportunity to dine at your leisure.

Dining Hours

Dinner: 6:00pm - 9:30pm

Azamara offers a unique dining experience in Aqualina and Prime C, our specialty restaurants. Specialty dining is complimentary for our suite guests for the duration of the cruise, for other guests there is a USD25 per person surcharge. Seating in our specialty restaurants is on a space-available basis, and reservations are encouraged once on board.

Special Diets

With advance notice, Azamara is able to accommodate most special dietary needs. Please submit your request in writing to the Access Department no later than 40 days before U.S. sailings, and 80 days before non-U.S. sailings. Email requests to: Special_Needs@AzamaraClubCruises.com. Azamara offer standard kosher-style menus on all voyages. On the day of boarding, please confirm your special dietary arrangements with the restaurant manager.

Documents

Your electronic cruise documents are emailed directly to you as early as 40 days prior to your sailing. Your reservation must be finalised and paid in full in order to receive your documentation

Passports / Visas / Immunisations

Cruise Guru & Azamara do not provide advice regarding passports and/or visas. However all guests are required to carry a passport usually valid for 6 months after disembarking the ship, and any necessary visas. 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.smarttraveller.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.](#)

COVID Testing & Requirements

All cruiselines are working to the same goals of protecting their staff and guests. As such, cruiselines will have different policies and procedures on how this is handled which can change depending on the situation at time of departure. It is

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important you keep up-to-date with these policies and procedures in the lead up to your cruise. In most cases, a COVID test will be required prior to your cruise departure. You will be required to present a negative test result at time of check-in, along with your vaccination certificate status. Any further testing required by the cruiselines may incur a charge which will be applied to your onboard account. As the COVID situation around the World evolves, policies and procedures can change without prior notice. Our Reservations team will be able to offer you guidance in accordance to the current policies and procedures in the lead up to your departure.

Minors and Children

Stateroom reservations will not be accepted for guests under the age of twenty-one (21) unless accompanied by an adult (twenty-one (21) years of age or older). This age limit will be waived for minors sailing with their parents or guardians in adjacent staterooms or married couples not meeting this age limit (proof of marriage is required).

Infants sailing on a cruise must be at least six months old on the first day of the cruise/cruisetour. However, for Transatlantic, Transpacific, Hawaii, Australian and selected South American cruises/cruisetours and other selected cruises/cruisetours, the infant must be at least 12 months old on the first day of the cruise/cruisetour. Please note, for the purposes of this policy, any cruise that has 3 or more consecutive days at sea will require any infants to be 12 months old on the first day of the cruise/cruisetour. Denial of boarding for infants who do not satisfy these minimum age requirements may also result in the denial of boarding for one or more guests sailing with that infant. No refunds or other compensation shall be due from the cruise line to anyone as a result of the denial of boarding to an under-age infant or other accompanying guests.

Pregnancy

Azamara welcomes pregnant women but will NOT accept guests who will enter the 24th week of pregnancy by the beginning of the cruise.

Shore Excursions

You will have up to 10 days prior to your sail date to purchase your excursions online at <https://www.azamara.com/en-au/browse-shore-excursions>. If you are within the 10 days, you will then need to purchase your shore excursions onboard the ship, which will be charged to your Seapass Account. If you would like to inquire about Accessible tours for your voyage, we recommend you first review the information contained herewith. Send an email to shorexaccess@Azamaraclubcruises.com. Please include all essential information to better understand your needs. We will assist you in choosing and coordinating the right Accessible Shore Excursion for you.

Travel Insurance

We strongly recommend that 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](#)

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Important Notice

The transportation of guests and baggage on Azamara vessels is provided solely by Azamara 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 website at www.AzamaraClubCruises.com. This contains complete and important information regarding cancellations, itineraries, Azamara liability, health and immigration requirements, and other relevant terms and conditions.

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.

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 rising 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.*

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

NB – Please note these terms and conditions can change without prior notice.

For further information, please refer to the Azamara website <https://www.azamara.com/en-au/> or brochure.

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