

# CARNIVAL CRUISE LINE & 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\$25 per person for sailings onboard Carnival Spirit & Carnival Splendor departing out of Sydney or Brisbane or a Cruise Guru administration fee of A\$110 per person for International sailings onboard all other ships 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 or online, 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 is 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 Carnival 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

## 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.

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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.

## **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.

## **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 Carnival Cruise Line once cancellation advice has been processed.

## **Carnival Cruises Australia Cancellation Guideline**

Days Prior to Departure	Cancellation Charge
181 days or more	Full refund
180 – 76 days	Deposit amount <sup>^</sup>
75 – 43 days	25% of total fare <sup>^</sup>
42 – 15 days	50% of total fare <sup>^</sup>
14 days or less	100% of total fare <sup>^</sup>

## **Carnival International Cruises Cancellation Guideline**

### **2 - 5 day cruises (excluding all Alaskan, European, Transatlantic, and Panama Canal cruises):**

Days prior to Departure	Cancellation Charge
76 days or more	Full Refund
75 – 56 days	Deposit amount
55 – 30 days	Deposit or 50% of cruise fare (whichever is greater)
29 – 15 days	Deposit or 75% of cruise fare (whichever is greater)
14 days or less	100% of total fare

### **6 day or longer cruises, as well as all Alaskan, European, Transatlantic, and Panama Canal cruises:**

Days prior to Departure	Cancellation Charge
91 days or more	Full Refund
90 – 56 days	Deposit amount
55 – 30 days	Deposit or 50% of cruise fare (whichever is greater)
29 – 15 days	Deposit or 75% of cruise fare (whichever is greater)
14 days or less	100% of total fare

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Note: ^Total Fare is the total amount payable for your booking, this includes Cruise Fare, Air Supplement, Transfer Services and Pre/Post Cruise Vacation Packages.

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

\*Certain promotional fare offers not listed may attract differing cancellation penalties. Cancellation penalties within are subject to change without prior notice.

Cruise Guru & Carnival Cruise Line reserve the right to charge you for cancellation fees incurred that may be greater than the amounts of payments received at the time of 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. Please note: For services included in your booking that are not provided by Carnival Cruise Line, additional cancellation fees may be incurred.

Carnival Cruise Line reserves the right to change deposit, payment and cancellation/terms/conditions without prior notice

## **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 may be 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.

## **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.

## **Booking Changes & Amendments**

We understand that on occasion you may need to change your travel plans. When that happens, the following applies. You are entitled to "one free change" to a different cruise under the following terms:

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181 days or more prior to departure  
One free change to a different Carnival cruise

180 days or less prior to departure  
Cancellation charges apply.

Sometimes we will release promotional fares. These can be offered and withdrawn at any time. If after booking you decide to change to one of these promotional fares, you will need to cancel your existing booking and our 'Cancellation & Refunds' policy will apply.

Should you need to make changes to your booking, the following administration fees will apply.

Spelling Correction (per person)                      AUD0  
Replacement Passenger\* (per person)              AUD25

\*One original passenger from the booking must always remain in the stateroom. If the cancelling passenger was the only person that qualified the booking for a promotional fare (e.g. past passenger fare) additional and remaining passengers will no longer be entitled to this promotional fare. The booking will revert to a different fare and the remaining passengers will need to pay the difference in cost if any.

## Cruise Guru Change and Amendment Fees

These fees are charged if Cruise Guru are 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

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.

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\*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, meals, some beverages most entertainment aboard the vessel. All prices are per-person, based on double occupancy of the stateroom, and are quoted in AUD dollars.

The cruise price does not include air transportation, transfers or items of a personal nature, such as shore excursions, some beverages, photographs, gratuities, medical services, etc.

In addition, Carnival Cruise Line separately assesses 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.

Your fare is determined by the fare type, the number of passengers in your stateroom, its location on the ship, the amenities offered, port charges, government taxes, and any applicable airfares including taxes and fees, transfers and hotel accommodation. Once booked, your fare is only subject to any increased taxes. You will be notified of this before it is added to your fare or to your on board account.

## **Non Refundable & Promotional Fares**

Carnival Cruise Line may at times release special promotional fares that attract differing terms and conditions from those outlined within and as included in the Carnival Cruise Line 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.

If a guest has booked under a special restricted promotional offer and they are unable to verify their qualifications, Carnival has the right to cancel booking or adjust price of booking to a suitable cruise fare to which the guest qualifies. Any outstanding monies due to such change must be paid immediately otherwise booking will be cancelled.

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

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apply. Carnival Cruise Line & Cruise Guru have the right to charge an administration fee for this change.

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, Cruise Guru will charge a 10% cancellation fee of the FULL CRUISE VALUE in additional to the normal cruise line cancellation penalty.

## **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 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.

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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**

Once booked your fare is only subject to any increased taxes which will be added to the fare or to your on board account. Carnival Cruise Line may elect to impose a fuel supplement at any time, in which case any additional fees will apply to new bookings only. The total price quoted to you at the time of booking will be inclusive of any applicable fuel supplement.

## **Options - Transfers, Pre & Post Accommodations**

If you purchase transfers, pre or post accommodation packages through Carnival Cruise Line 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 Cabins**

If a GUARANTEED stateroom, 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.

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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**

Carnival Cruise Line reserves the right to upgrade a guest or guests to more expensive category accommodation at no additional cost. Carnival Cruise Line 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 Carnival Cruise Line. 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 Carnival Cruises Australia.

## **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 3<sup>rd</sup> or 4<sup>th</sup> 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

## **Minors and Children**

### **Stateroom Age Requirements:**

To ensure there is suitable supervision, there needs to be at least one guest 18 years or older in each stateroom for domestic cruises. However, to accommodate families cruising together, children may occupy a separate stateroom to their parent/legal guardian, providing one child is 16 years or over. For international cruises guests are required to be 21 years of age (on embarkation day) to travel on their own. Further details are provided in the 'International Cruise Policy' section below.

### **Minimum Age to Book:**

For cruises departing from an Australian port between 1 November and 7 January, any passenger under 19 years of age on the day they board the cruise, must travel



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in the same stateroom as a responsible adult 19 years or older. In addition, from 8 January to 31 January, there is a limit on the number of passengers under 19 years of age who can travel unaccompanied. Once the limit is reached, a responsible adult 19 years or older must travel in the same stateroom. We can advise you at the time of booking whether the limit applies to your booking.

The responsible adult is accountable for passengers under 19 years of age in their stateroom for the duration of the cruise, and the 'Rights of the Captain' will be applied to anyone who displays disruptive behaviour.

## **International Cruise Policy**

Guests are required to be 21 years of age to travel on their own and ages will be verified at embarkation. Guests not conforming to this policy will result in denied boarding and no compensation will be provided at embarkation.

Guests Under the Age of 21 MUST travel with a relative or guardian of 25 years of age or older:

- The guardian does not need to be a legal guardian.
- The bookings must be cross-referenced with the relative or guardian's stateroom and documented properly.
- Guests who are 21 to 24 years of age may travel with their minor children.
- Minors Traveling Together: The policy is slightly different because of stricter guidelines as follows:
  - o Must have 1 chaperone for every 8 minors
  - o Prepaid gratuities per minor are due at final payment
  - o 8 or more staterooms must be booked through the Group Department and a \$100 damage deposit per minor will be charged

## Travelling with Minors

When travelling with a minor where one parent or both parents or legal guardians are not cruising, we strongly recommend bringing an original signed letter from the absent parent(s) or legal guardians authorising the minor to travel with you. If there is no second parent with legal claims to the minor (due to sole custody, deceased, etc.) other relevant paperwork, such as a court decision, death certificate, birth certificate naming only one parent, would be useful to bring in place of a signed letter. This will expedite processing by the Department of Homeland Security.

## Where minor guests can be booked in relation to relative or guardian:

- Guests 12 and younger

If the relative or guardian insists on booking separate staterooms, minors must either be directly across the hall or next door. Guests 12 and under may not be assigned to a balcony stateroom without a relative or guardian (25 years of age or older) traveling in the balcony stateroom with them.

- Guests 13 - 17 years of age

Can be separated by up to 3 staterooms from a relative or guardian (25 years of age or older).

- Guests 18 - 20 years of age

Do not have any restrictions and may book whatever location they prefer.

## Exceptions: Guests under the age of 21 may travel without a relative or guardian of 25 years of age or older under the following conditions:

- Legally married couples, including same gender couples

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Proper documentation must be provided at embarkation. Failure to provide documentation or not conforming to this policy will result in denied boarding and no compensation will be provided.

Documentation includes: marriage license issued by the County Clerk's Office; legal proof of civil union; for newly married couples: a copy of the marriage license application or certificate signed by the official that performed the ceremony.

- Qualified Military Personnel

Applies to US Military Personnel and Canadian National Defense personnel (and their traveling companions in the same stateroom) of 18 – 20 years of age.

Copy of proof of service must be provided at embarkation. Failure to provide documentation or not conforming to this policy will result in denied boarding and no compensation will be provided.

## **Infant Policy**

We welcome children 12 months and over to cruise with us for international cruises, and children 6 months and over for domestic cruises. We are unable to accommodate infants less than 12 months (international or transoceanic cruises) and 6 months (domestic cruises) due to limited neo-natal facilities on board and at ports of call.

## **Gratuities – Onboard Service**

You are welcome to reward onboard crew for exceptional service, however, tipping is not required

## **Dining**

It's all about what you want – and when you want it. Carnival's Your Choice Dining lets you eat when you are hungry. You can pick your set dinner seating time, or choose Your Time Dining and be seated restaurant-style whenever you like, with who ever you like. Reservations are recommended for the Steakhouse as it tends to full up early.

Cross-referencing bookings does not guarantee parties will be eating together. They must be confirmed on the same dining time to ensure they will be able to eat together.

### Dining Times

Early Dining 6:00 pm

(5:30pm for Alaska cruises)

Late Dining 8:15 pm

(7:45pm for Alaska cruises)

Your Time Dining 5:45 – 9:30 pm (between 5:15pm and 9:00pm for Alaska cruises).

Variety is the spice of life, especially when it comes to gourmet fare. That's why Carnival Cruise Line offers several Specialty Dining options for you to choose from. These distinctive restaurants provide intimate dining in an upscale atmosphere.

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Reservations are suggested at these popular venues. As these restaurants at sea are truly a special treat, a cover charge will apply per person

## **Special Diets**

Any special dietary requirements/allergies or special requests must be advised in as much detail as possible prior to departure. A supplementary charge may apply to these dietary or special requests. This information should be supplied at time of booking or no later than final payment due date.

Carnival Cruise Line will make all reasonable endeavours to comply with requests but cannot be held liable in relation to the inability to provide the required dietary or special requirement or the inability to provide a variety of special dietary meals or to meet any other special requests advised onboard

Once onboard, please check with the Maitre D' to confirm your request.

Any special dietary requests should be advised no later than final payment.

## **Ship Itinerary & Changes**

We will do everything we reasonably can to make sure everything goes according to plan; however, sometimes changes can happen that may affect your holiday experience. This could include weather, mechanical difficulties, civil unrest or any other unforeseen circumstances.

### Force Majeure:

Once your cruise has commenced, if we are required to change the itinerary or cancel the cruise due to safety, maritime law, severe weather or to protect human life or health, we are not required to provide any compensation unless consumer laws allow otherwise. With this in mind, please do not make any important arrangements or meetings based on the proposed itinerary.

### Ship Charters:

In addition, we may charter all or part of the ship, or remove the ship from service where this becomes necessary. We may change the itinerary, ship or cancel the cruise due to operational or commercial requirements.

### Pre-Cruise Cancellations:

We will notify you of these changes as soon as we can. Where we cancel a cruise or make a significant change to the ports in your itinerary prior to departure, you will have the choice of:

1. the new itinerary;
2. an alternative cruise of comparable standard, if available; or
3. cancelling the cruise for a full refund of your fare.

## **Shore Excursions**

General Shore Excursion information is available in the Shore Excursions section of Carnival Cruise Line website. You will be able to view prices of excursions as early as 75 days prior to your cruise. As numbers are limited, we recommend you book early. You can also book at the Shore Excursions desk once onboard.

## **Documents**

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With eTickets, you can access and print important Carnival Cruise Line vacation documents conveniently online — including your Travel Summary, Passage Contract and cruise Boarding Pass.

You can download your eTicket as early as 60 days prior to sailing, providing full payment and all your personal details, including Emergency Contact, have been provided.

## **Fun Pass (North & South American Cruises)**

Carnival Cruise Lines are required to provide a final departure manifest to the US Department of Homeland Security. To comply, clients must register in advance by completing the Carnival Fun Pass. By completing the fun pass prior to departure this will also allow clients to 'fast track' through a documentation verification process at embarkation. If pre/post cruise transfers are booked with Carnival Cruises International, please note that flight details have to be entered. To complete, go to [www.carnival.com](http://www.carnival.com)

## **Passports / Visas / Immunisations**

Cruise Guru & Carnival Cruise Lines 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.smartraveller.gov.au](http://www.smartraveller.gov.au) for advice in these areas.

Passports, visas and vaccinations are your responsibility. 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. For international cruises (cruises that visit a foreign port), passports are required for all passengers and must be valid for a minimum of 6 months beyond the date of the cruise return. 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 (Queensland Proof of Age cards will not be accepted). For Australian passengers, a current Medicare card can be used for passengers under 18 years of age. For New Zealand passengers, an original or certified copy of the child's birth certificate or a school pass with photo will be accepted.

All matters relating to compliance with the laws and regulations of all immigration authorities are solely the passenger's responsibility. [Find visa information here.](#)

## **Sail & Sign Onboard Account – (Applicable to All Ships except Carnival Spirit & Carnival Splendor)**

Sail & Sign is Carnival's on board cashless credit program, which allows you to charge all your services, gratuities and purchases during your cruise to your stateroom. All locations on board will accept your Sail & Sign card for payment; the casino will also accept cash. A credit card or cash deposit is required to establish your personal on board account.

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During embarkation, when your credit card is swiped, an initial hold of USD100 per person (for cruises 2-6 days) or USD200 per person (for cruises 7 days or more). Then, throughout the voyage incremental holds will be obtained as needed. You should know, this will reduce the amount of available credit on the credit card or restrict the availability of cash in the checking/debit account. Authorisation hold releases to your account is entirely up to your issuing bank or card issuer and may not be released until at least 30 days after disembarkation date of your cruise. Any queries after disembarkation regarding release of hold amounts obtained by Carnival Cruise Lines should be directed to your issuing bank or card issuer

## **Onboard Medical Centre**

Each ship has 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).

## **Pregnancy**

Carnival Cruise Line welcomes pregnant women but will NOT accept guests who will enter the 24<sup>th</sup> week of pregnancy by the beginning of the cruise. Forms may be required to be completed by the doctor.

This form must be completed 14 days prior to sailing and emailed to: [specialneedsau@carnival.com](mailto:specialneedsau@carnival.com)  
(Please carry original document together with other travel documentation to board your cruise.)

If this is not completed, the guest will be denied boarding. As of 1 Jan 2016, Carnival will no longer accept doctor's notes (only this form) and if not submitted 2 weeks in advance, guests will be denied boarding.

## **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](#)

## **Important Notice**

The transportation of guests and baggage on Carnival Cruise Line vessels is provided solely by Carnival 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 [cruiselines website](#). This contains complete and important information regarding

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cancellations, itineraries, Carnival Cruise Line 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 that these terms and conditions can change without prior notice.

For further information, please refer to the Carnival Cruise Line website [www.carnival.com](http://www.carnival.com) OR [ww.carnival.com.au](http://ww.carnival.com.au) or brochure.

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