

CELEBRITY CRUISES & 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 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 Celebrity Cruises 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.

CELEBRITY CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



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 / Discerning Traveller 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

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 Celebrity Cruises once cancellation advice has been processed by Celebrity Cruises

Celebrity Cruises Cancellation Guideline

Standard Cruises & Cruisetours (Cruise Portion Only)

Days prior to Departure	Cancellation Charge
71 days or more	Full refund (except in the case on non-refundable deposit promotions)
70 – 46 days	25% of total cruise*
45 – 31 days	50% of total cruise fare*
30 - 15 days	75% of total cruise fare*
14 days or less	100% of total cruise fare

Holiday Sailings– Christmas, New Year & Easter (Cruise Portion Only)

Days prior to Departure	Cancellation Charge
91 days or more	Full refund (except in the case on non-refundable deposit promotions)
90 – 61 days	25% of total cruise fare*
60 – 41 days	50% of total cruise fare*
40 - 25 days	75% of total cruise fare*
24 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 maybe imposed on non-cruise portions of your booking including pre/post accommodation packages and/or transfers.

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

CELEBRITY CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



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 Celebrity Cruises, additional cancellation fees may be incurred.

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

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

We guarantee we will not increase the price of your confirmed cruise once we have received full payment of the total cruise price from you. 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, we will only increase the price and/or in any dues, taxes or fees payable for any services. We will not ask you to pay more within 30 days of departure. In addition we 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 increase exceeds 2% will we ask you to pay more. If any additional amount we 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 the date printed on the surcharge invoice to advise in writing if you wish to cancel. If no advice received we will assume you are prepared to pay the additional amount.

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. We make every effort to

CELEBRITY CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



meet your change request, however we cannot guarantee that 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).

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.

*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

CELEBRITY CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



Cruise Fare

The price of your cruise includes ship accommodations, ocean transportation, most meals and entertainment* aboard the vessel, some fitness classes*, gym, sauna and steam room, some beverages, port charges and taxes. All prices are per-person, based on double occupancy of the stateroom, and are quoted in AUD dollars.

*A charge may be made for certain entertainment/leisure facilities or activities.

The cruise price does not include air transportation, transfers or items of a personal nature, such as shore excursions, laundry, health and beauty treatments, telephone calls, speciality dining venues charge a cover charge, travel insurance, some beverages, photographs, gratuities, medical services, anything else which is not specifically mentioned as being included in price.

In addition, Celebrity Cruises 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.

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 that 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 made immediately to the original form of payment.

Non-Refundable & Promotional Fares

Celebrity Cruises may at times release special promotional fares that attract differing terms and conditions from those outlined within and as included in the Celebrity Cruises 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 you wish to take advantage of these offers then you will have to cancel your existing booking, whereupon standard cancellation policy (including charges) will apply. Celebrity Cruises reserves the right to charge an administration fee of AUD100 per person to make any such changes.

CELEBRITY CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



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.

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

CELEBRITY CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



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.

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 programmes, 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.

Passenger Services Act (Jones Act) - USA Consecutive cruise

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 different U.S port. In the event such an itinerary is booked, Celebrity Cruises 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.

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

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

Options -Transfers, Pre & Post Accommodations

If you purchase transfers, pre or post accommodation packages through Celebrity Cruises, 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

CELEBRITY CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



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 (GTY Booking)

If a GUARANTEED stateroom (GTY), 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

Celebrity Cruises reserves the right to upgrade a guest or guests to more expensive category accommodation at no additional cost. Celebrity Cruises 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 Celebrity Cruises. 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 Celebrity Cruises.

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.

Gratuities – Onboard Service Charges

On all our ships, it is customary to offer gratuities to staff members who have given you good service and personal attention. For passenger's convenience we

CELEBRITY CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



automatically add your onboard gratuities to your cruise fare so that they are pre-paid in Australian dollars in advance of your holiday.

Where passengers are confirmed on Celebrity Select Dining or travelling in a group, pre-paid gratuities/tips are mandatory. A 15% gratuity is also automatically added to beverages, mini bar items, spa & salon purchases.

Dining

You have a choice of two options for dinner in the Main Dining Room.

Fixed sitting – dine at the same reserved table each night on either early or late sitting (approximately 6pm and 8.30pm respectively)
Celebrity Select DiningSM - (open seating). Giving guests flexibility with their evening dining. You can decide when you would like to dine between the hours of 6pm and 8.30pm each evening. If Celebrity Select DiningSM is selected, pre paid tips/gratuities are to be included at time of booking.

Dining times may vary slightly on port days.

Celebrity Cruises has a range of Specialty restaurants which have an additional cover charge per person which includes gratuities.

Room service is complimentary, except when ordered between 11pm – 6am* when a service fee of US\$4.95* will be charged. For Suite guests, room service is complimentary 24hrs a day. Room service is available on all ships, except Celebrity Xpedition, Flora, Xperience and Xploration. (*subject to change)

Celebrity Cruises cannot 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. Seating time requests cannot be guaranteed.

Special Diets

If you have special dietary requirements, this must be notified at time of booking. Celebrity Cruises will try their best to accommodate the special dietary needs on board: food allergies, gluten free, vegetarian, diabetic, low-fat, low-sodium and low cholesterol. Any dietary requirements caused by medical conditions must be provided to us at time of booking. Please note that whilst we are able to take specific dietary requirements and take note of food intolerances, this is confined to the Main Dining Room of each ship. We are unable to guarantee or accept responsibility that the food served in other locations on the ship will be able to cater for specific dietary requirements and food intolerances. Other special diets such as Kosher and lactose-free meals may be available upon advanced request.

Kosher meals are pre-packed and are only available for dinner in the main restaurant. Kosher meal requests must be supplied in writing 100 days prior to sail date for sailings in Australia/New Zealand and Asia; 90 days prior to sail date for sailings in Europe and South America and 45 days prior for sailings in North America.

Celebrity Cruises does not provide baby food.

CELEBRITY CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



Depending on the sailing guests should notify us of any special dietary needs 45 – 90 days prior to their departure date. Special meal requests that are received less than 45/90 days of sailing are dependent on the ship's product availability. We will try to accommodate to the best of our ability.

Alcoholic Beverages Policy

The minimum age to consume alcohol on Celebrity Cruise ships on sailings originating in:

Europe, Asia, Australia and South America is eighteen (18)

North America is twenty-one (21).

The originating turnaround port dictates the policy.

The minimum drinking age at Celebrity Cruises private destinations CocoCay and Labadee is twenty-one (21).

Guests wishing to bring personal wine or champagne onboard with them (either in their carry on or luggage) on embarkation day may do so, limited to two (2) bottles of 750ml each per stateroom (no boxes permitted). Pier staff will inspect bottles and if they appear to be tampered with they will not be allowed to be brought onboard.

When consumed in any shipboard restaurant, restaurant or dining venue, each shall be subject to a corkage fee. Alcoholic beverages purchased in ports of call or from onboard shops will be stored by the ship and delivered to guest staterooms on the last day of sailing.

Celebrity Xpedition does not permit any alcoholic beverages including wine to be brought onboard. The government of Ecuador does not allow it and any alcohol will be confiscated.

Guests who violate any alcohol policies maybe disembarked or not allowed to board at their own expense in accordance with Guest Conduct policies.

Ship & Itinerary Changes

Celebrity Cruises 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.

In addition, Celebrity Cruises may charter all or part of the ship or remove the ship from service where this becomes necessary. Celebrity Cruises may change the itinerary, ship or cancel the cruise due to operational or commercial requirements. Celebrity Cruises/Cruise Guru will notify you of these changes as soon as we can. Where Celebrity Cruises cancel a voyage 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. Transferring all monies paid to an alternative cruise of comparable standard, if available; or
3. Cancelling the voyage for a full refund of your fare paid.

If Celebrity Cruises 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.

CELEBRITY CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



Documentation

Your cruise/cruisetour documents provide information relevant to the sailing. Normally, documents will be received 30 days prior to sailing, assuming cruise elements are finalized and payments made. Group and Air/Sea documents require additional steps and will normally be received within 30 days of sailing. Documentation for bookings will be provided electronically via the Internet (eDocs).

Documents may not be provided in advance for bookings finalized the week of sailing - you will obtain pertinent details at the pier prior to boarding and onboard the ship. Regardless of document status, no one will be allowed passage unless his or her name appears on the ship's guest manifest. All cruise/cruisetour tickets and air arrangements are valid only for the named passenger and may not be sold or transferred.

To check in online visit www.celebritycruises.com.au and click "Online Check-In". If you check in online, take your signed SetSail Pass and identification to the cruise terminal. If you have not checked in online, you need to take your cruise documents and identification documents to the cruise terminal for assistance. Please ensure you are at the cruise terminal early enough to ensure you are checked in and on board the ship no later than 90 minutes prior to sailing. If you arrive after this time you will be denied boarding and your booking will be cancelled and you will incur cancellation fees.

Passports / Visas / Immunisations

Cruise Guru & Celebrity Cruises 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 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.](#) 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. For Australian passengers, a current Medicare card and a copy of their birth certificate can be used for passengers under 17 years of age. If the child has a different surname to the parent or guardian then they can use a Medicare card as long as a parents name travelling with the child is included on the same card.

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 important you keep up-to-date with these policies and procedures in the lead up to your

CELEBRITY CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



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. For Transatlantic, Transpacific, Hawaii 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.

Adults who are not the parent or legal guardian of any minor aged 17 or under travelling with them are required to present the minors valid passport and applicable visa and 1 original legally affirmed or 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. For more information regarding travelling with a minor as a legal guardian, please contact reservations.

Special Requests

If you have any special requests such as a baby cot or refrigerator, please [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.

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. You must ensure that 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 conditions 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

CELEBRITY CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



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.

Pregnancy

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

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. A copy of the fit to travel letter together with your booking number should be sent via email(special_needs@celebrity.com) to special services at least 6 weeks prior to sailing.

On board 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).

Shore Excursions

You can purchase Shore & Land Excursions once you've reserved a cruise, received your cruise reservation number, and have made at least one payment toward your cruise, up to 4 days prior to cruise sail date. To purchase Shore & Land Excursions that are specific to your cruise itinerary you will need to login to your My Celebrity account or enter your cruise reservation information.

From the homepage, go to 'PLAN A CRUISE' located on the top navigation bar. Use the dropdown menu, click on "Shore Excursions", and at the upper right of your screen under Book Excursions, click the GO button. Enter your user name and password and select your reservation number.

You may also enter your cruise information if you do not have a My Celebrity account.

All available Shore & Land Excursions will be provided for your applicable sail date. If we are unable to provide you with available Shore & Land Excursions at the time that you enter the purchase section of the site, you will be advised to visit the website at a later date.

For guests with special needs, please send your questions, desired excursions, along with your scheduled ship and sail date to shorexaccess@rccl.com. Please allow 48 to 72 business hours for review and response.

Pre-reserving your Shore & Land Excursions online is a good way to make sure you don't miss out on your preferred excursion. If you decide not to pre-reserve, forms will be available in your stateroom at the Shore Excursions Desk onboard. All of our ships offer an interactive television system that allows guests to reserve tours from

CELEBRITY CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



the convenience of their stateroom. Any tickets you purchase onboard will be delivered directly to your stateroom.

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 Celebrity Cruises vessels is provided solely by Celebrity Cruises 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.celebritycruises.com.au. This contains complete and important information regarding cancellations, itineraries, Celebrity Cruises 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.

CELEBRITY CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



For further information, please refer to the Celebrity Cruises website www.celebritycruises.com.au or brochure.

© 2024 CruiseGuru