

# CRUISE & MARTIME VOYAGES & 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 Cruise & Maritime Voyages 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**

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 Cruise & Maritime Voyages once the cancellation advice has been processed by Cruise & Maritime Voyages

## ***Cruise & Maritime Voyages- Cancellation Guideline***

<u>Days Prior to Departure</u>	<u>Cancellation Charge</u>
90 days or more	Loss of deposit
89 - 71 days	30% of total fare <sup>^</sup>
70 - 50 days	50% of total fare <sup>^</sup>
49 - 29 days	75% of total fare <sup>^</sup>
28 days or less	100% of total fare <sup>^</sup>

Note: <sup>^</sup>Total Fare is the total amount payable for your booking.

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

Cruise Guru & Cruise & Maritime Voyages reserve the right to charge you for cancellation fees incurred that maybe 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 administration fee of AUD110 per person charged on all cancellations regardless whether a cruise protection plan has been purchased. The Cruise Guru cancellation administration fee will be deducted from any refund due.

If there is insufficient funds from any refunds due to cover the Cruise Guru cancellation administration fee of AUD110 per person, Cruise Guru will charge the difference to the credit card held on file.

Please note: Cruise & Maritime Voyages reserves the right to change deposit, payment and cancellation/terms/conditions without prior notice.

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## **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**

In the event Cruise & Maritime Voyages can meet your requested change, you will have to pay \$100 per person per change as well as any applicable rate changes or extra costs incurred as well as any costs incurred by Cruise & Maritime Voyages and any costs or charges incurred or imposed by any of Cruise & Maritime Voyages suppliers. Within 90 days of departure, administration charges will increase to approximately 25% of the total cruise fare. Only one amendment per booking can be made and within 90 days changes may not be approved. Please note that any requested amendments will be approved at Cruise & Maritime Voyages discretion.

Note: Certain arrangements may not be amended after they have been confirmed and any alteration could incur a cancellation charge of up to 100% of that part of the arrangements in addition to the charges detailed above.

Sometimes Cruise & Maritime Voyages may 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 'Cancellation & Refunds' policy will apply.

If you choose to change your booking to a different cruise it will be considered as a cancellation of your original booking. In this instance, cancellation charges, as per Cancellations Policy will apply.

Change fee policies and charges are always at the discretion of Cruise & Maritime Voyages.

### 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

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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.

## **Cruise Fare**

The price of your cruise includes ship accommodations, ocean transportation, full board cuisine, afternoon teas and late night snacks, self-service tea & coffee (6am to 10pm), big show entertainment, cabarets and classical interludes and daytime activities and leisure facilities. All prices are per-person, based on double occupancy of the stateroom, and are quoted in AUD dollars.

The cruise price does not include travel insurance, optional shore excursions, expenditure of a personal nature such as drinks, gifts, shopping, laundry, communications such as telephone calls and emails, visa charges, medical assistance, vaccinations and gratuities.

In addition, Cruise & Maritime Voyages 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.

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## **Non Refundable & Promotional Fares**

Cruise & Maritime Voyages may at times release special promotional fares that attract differing terms and conditions from those outlined within and reflected in the Cruise & Maritime Voyages brochures and website.

These may include different deposit amounts, different 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.

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 addition 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.

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

If you purchase transfers, pre or post accommodation packages through Cruise & Maritime Voyages or Cruise Guru 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.

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## **Guarantee Staterooms**

On each cruise, a limited number of Voyager Inside Guarantee and Voyager Outside Guarantee cabins are available to book. This means that while you are booked into your chosen cabin category, it is not possible to request a specific cabin location, category or number. Cruise & Maritime Voyages will allocate your cabin approximately 2 weeks prior to departure, ensuring it is within your chosen category or a higher priced category.

## **Upgrade & Stateroom Change Policies**

Cruise & Maritime Voyages reserves the right to upgrade a guest or guests to more expensive category accommodation at no additional cost. Cruise & Maritime Voyages also reserves the right to move guest/s from their original stateroom number booked to another stateroom in the same category due to operational reasons including when the number of people booked in the stateroom is less than the number of beds in the stateroom. Stateroom changes can occur at anytime including up to the day of sailing and is always at the discretion of Cruise & Maritime Voyages. 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 can not 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 Cruise & Maritime Voyages .

## **Third Guest & Children's Fares**

Fares for third/fourth guests in a stateroom vary by sailing date, voyage duration and stateroom category. Both third and fourth guests in a stateroom pay the same fare, including children. Not all staterooms and suites are equipped for additional guests. Child fares where applicable only apply when children occupy the 3<sup>rd</sup> or 4<sup>th</sup> bed in a stateroom.

Staterooms for occupancy of guests greater than two guests are subject to availability and are capacity controlled. A stateroom must be assigned at time of booking that is equipped additional guest bedding. Bedding configurations may differ per stateroom. Guarantee staterooms cannot be assigned to a triple or quad booking. Confirmation for triple and quad and other multiple occupancy staterooms may sometimes be on a request basis and require external confirmation.

## **Pullman Beds**

A number of cabins can accommodate a third or fourth passenger in upper pullman berths. Such berths are accessed by a short ladder, which is stored in the cabin and when not in use, the berths are folded back against the cabin wall. Potential occupants

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of pullmans therefore need to be sufficiently fit and able to climb the ladder to reach their berth. Please refer to the deck plans to ascertain which cabins offer pullman berth capacity for additional occupants.

## **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. We 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.

## **Onboard Payments**

All prices on board Astor are in Australian dollars (AUD). Vasco de Gama operates in AUD for UK Southbound/Northbound plus Australian season and Euro (EURO) for maiden voyage Singapore to UK/Europe. The rest of the fleet are in British Pound Sterling (GBP), and a cashless system is in operation for all your on board purchases. An account is opened for you at the start of your cruise and you sign a debit when purchasing goods and services on board. This is charged to your shipboard account and a final invoice is presented at the end of the cruise itemising all charges. This can be settled by American Express, MasterCard or Visa credit cards, or by Visa debit cards and of course, cash. It is not possible to use personal or travellers cheques to settle onboard accounts. The Reception staff also offer a facility to purchase small amounts of certain foreign currencies for use in some of the ports of call. Please note there may be a surcharge for credit card transactions.

## **Gratuities – Onboard Service**

According to international custom in the hospitality industry, tipping is accepted as the standard recognition for good service. For your greater convenience, we operate an automatic tipping system aboard all Cruise & Maritime Voyages cruises.

All service charges and gratuities are collated, so a portion goes to each crewmember who helps to make your cruise special. This is not only distributed to your cabin steward, waiter or bar attendant but also between the hidden stars behind-the-scenes, such as laundry operatives and kitchen staff, who might never get to meet in person. Passengers wanting to reward a specific crewmember for exceptional service are at liberty to additionally reward the individual.

## **Astor & Vasco de Gama**

AU\$12.00 per person per night (AU\$10 per person per night for cruises longer than 11 nights duration) will be debited to your on-board account daily. CMV Additions packages allows guests to book and pre-pay gratuities at a reduced rate.

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## **Magellan, Marco Polo, Astoria and Columbus**

GBP7.00 per person per night (GBP6.00 per person per night for cruises of more than 16 nights duration) will be debited to your on-board account daily. CMV Additions packages allows guests to book and pre-pay gratuities at a reduced rate.

*Gratuity information is correct as of August 2018 and is subject to change.*

## **Dining**

Whilst breakfasts and lunches are generally served in the restaurant on an open seating basis, two sittings with allocated seating are operated for dinner in the evening. On days at sea, these sittings are normally timed to commence from 18:00hrs and 20:15hrs and these timings may vary during port days. You should state any preference for a particular dinner sitting and/or table size at the time of booking. Please note that requests for specific dining sittings and/or table sizes will be treated strictly on a 'first come, first served' basis and will be subject to availability. Whilst every effort will be made to accommodate preferences, no guarantee or confirmations will be given.

## **Special Diets**

If you, or member of your party, have a particular dietary requirement, we are able to offer the following dietary options: Gluten-Free, Lactose-Free, Low Cholesterol, Low Fat, Low Salt, Vegan and Vegetarian meals. If you have not done so at time of booking, please advise any requirements no later than two weeks prior to departure. Pre-packed Kosher and Halal meals are available but only if requested at least six weeks prior to sailing.

## **Documents**

Cruise & Maritime Voyages online facility Manage My Cruise, accessed through their website, enables you to view your booking at any time and complete or amend the personal information of all of the passengers on your booking. Please note the completion of Manage My Cruise is a requirement. Passenger information may be completed by client or agent and must be received before documentation may be released. Photo ID or copy of the passengers birth certificate is required for domestic cruises. Passports with six months validity are required for international cruises. Please note the form of ID provided must be taken with you on your cruise for check in procedures and will be returned to you upon disembarkation.

Please [click here](#) to access Manage My Cruise.

Documents can be issued 21 days prior to cruise departure, as long as Manage My Cruise has been completed. If documents are required earlier, please advise us as soon as possible.

## **Passports / Visas / Immunisations**

Passports, visas, vaccinations and other travel documents are your responsibility. Cruise Guru & Cruise & Maritime Voyages 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



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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 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. If you do not have all the necessary documentation you may be denied boarding and no refunds will be given.

For international voyages (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 re-entry visa.

For cruises within Australia that do not visit any foreign country/port, current and valid government issued photo identification is required (ie passport, driver's licence or proof of age card). Children 17 years or under can board with a Medicare Card or Student ID card. Please note expired ID will not be accepted and will result in denied embarkation.

## **Minors and Children**

There are no dedicated custom-built recreational facilities for children aboard Astor. When numbers dictate, the cruise staff may arrange activities for children five - twelve years. Children over five, teenagers, and parents will be invited to join in special activities during school holiday cruises. Nevertheless accompanied children and teenagers under the age of 18 at the date of sailing are of course welcome on board and, when occupying a third or fourth berth in a cabin with two full fare paying passengers, travel at the reduced extra bed rate on the fare grid. Children and teens under the age of 18 at the date of sailing but occupying a twin cabin with just one accompanying adult, are charged at the full adult fare. Children under the age of 18 years old must be accompanied by an adult. Guests under 18 and not traveling with their parents must bring a signed written letter of consent with them. We are unable to carry infants under the age of six months at the time of sailing.

Please note that Columbus, Magellan, Marco Polo & Astoria are child-free and therefore for the enjoyment of adult passengers only (Adult only passengers must be 16 years and above at the time of sailing).

For Vasco de Gama infants must be six months or older at the time of sailing. Cots on request, subject to availability.

Children are permitted when based in Australia including Bali cruises. Children are not permitted on UK northbound/southbound line voyages. Children 17 years and under must share a cabin with an adult.

## **Medical/Mobility/Special Needs**

### **Medical Services**

The services of qualified medical staff are available to you on board in the event of an emergency. There is a scale of charges for surgery visits and medical treatment. Such charges are usually claimable under your travel insurance policy, less any excess amounts. It should be noted that Medicare in Australia does not

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cover treatment on the ship. There is a scale of charges for surgery visits and medical treatment, which will be added to your bill. Cruise & Maritime Voyages is not a healthcare provider, and is not liable for any act or omission of doctors or other providers of service or those under their orders with respect to the treatment, advice, care or services of any kind given by such persons to any passengers. These medical providers exercise their own judgment and expertise. Seasickness tablets are available from Reception at a nominal charge.

## **Mobility /Special Needs**

If you or one of your travelling companions has a mobility limitation or special needs, it is essential you contact us to discuss your requirements before you make a booking. In the interests of safety and in order to ascertain whether you or members of the party travelling with you have specific mobility or other special needs, you will be asked a series of questions. The answers to these will enable us to determine that you, any other person in your booking and any equipment that you or they are intending to bring onboard can be carried safely for the duration of your cruise. This will then be confirmed in writing to you and will enable your booking to proceed.

A cruise is quite unlike a land-based holiday and the ships of Cruise & Maritime Voyages fleet are not ideally suited to prospective passengers who have limited mobility. It should be noted the layout of the ship could considerably restrict such passengers' movement around the vessel and indeed preclude access to some of the ports of call, where gangway conditions are not conducive or passengers are conveyed ashore by tender. At anchorage ports, access to or from the tenders or launches requires a certain level of mobility which is necessary to manage the steps to the tender platform and to physically board and disembark from the vessel. It should be noted that, on safety grounds, those with restricted mobility may be unable to go ashore at such ports.

## **Pregnancy**

Cruise & Maritime Voyages welcomes pregnant women but will NOT accept guests who will enter the 28<sup>th</sup> week of pregnancy by the beginning of the cruise. Cruise & Maritime Voyages reserves the right to request a medical certificate at any stage of the pregnancy and to refuse passage of such Passengers if the Cruise & Maritime Voyages is of the opinion that the Passenger may be unsafe during the Cruise.

## **Shore Excursions**

Exploring ports of call will be one of the highlights of your cruise, and one of the best ways to do this is on a shore excursion.

An attractive programme of optional excursions is offered at each port of call. Full details and a booking form with your pre-sailing information will be sent around eight weeks prior to sailing. Cruise & Maritime Voyages operate a pre-reservation service and, availability permitting; you will also be able to book on board with Shore Excursion staff who will be pleased to assist you in selecting the excursions most suitable for your requirements. Full details will be advised with the pre-sailing information.

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## **Travel Insurance**

It is a requirement by Cruise & Maritime Voyages you hold fully comprehensive travel insurance cover valid for the entire duration of your cruise and provides health cover for pre-existing conditions and the cost of medical repatriations. It should also include Personal Luggage insurance, as this is an important consideration, since there is limited liability for loss or damage. Failure to hold an appropriate travel insurance policy may result in you being refused boarding. Please ensure you bring copies of your insurance documents with you in case you require medical assistance.

You can organise your insurance through Cover-More Travel Insurance by [clicking here](#)

## **Important Notice**

The transportation of guests and baggage on Cruise & Maritime Voyages vessels is provided solely by Cruise & Maritime Voyages 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 <https://cmvaustralia.com>. This contains complete and important information regarding cancellations, itineraries, Cruise & Maritime Voyages 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.

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

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

## **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 Cruise & Maritime Voyages website [www.cmvaustralia.com](http://www.cmvaustralia.com) or brochure.

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