

COSTA 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 that 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 Costa 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. Please enquire for details.

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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 Costa Cruises once the cancellation advice has been processed by Costa Cruises

Cancellation Guidelines

All cruises (except World Cruises)

Days prior to Departure	Cruise Cancellation Fee
45 days or more	€50 per person of total fare
44-30 days	25% of total fare
29-15 days	50% of total fare
14-6 days	75% of total fare
5 days or less	100% of total fare

World Cruises & segments

Days prior to Departure	Cruise Cancellation Fee
270 days or more	15% of total fare
269-90 days	25% of total fare
89-30 days	50% of total fare
29-10 days	75% of total fare
9 days or less	100% of total fare

Promotional Offers

Costa Cruises reserves the right to impose different cancellation fees for promotional offers. To confirm if you have a promotional fare, please check with your consultant at time of booking.

Please note:

Cruise Guru & Costa Cruises 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: Costa Cruises reserves the right to change deposit, payment and cancellation/terms/conditions without prior notice.

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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

Costa Cruises may charge additional fees for any amendments made to your travel arrangements. Name changes or additions may be allowed at Costa Cruises discretion and are subject to cancellation charges and rate increases Amendment fees are not charged for stateroom upgrades, unless travel documents need to be reissued.

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](#)

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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, 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, Costa 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.

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.

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.

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Non-Refundable & Promotional Fares

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

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.

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An FCC is attached to an individual passenger's name and profile, and can only be used to pay for that specific passenger's future cruise.

Each cruise line and FCC issued has its own terms and conditions such as expiry date and charges it cannot be used towards which are typically deposits, shore excursions, taxes and onboard spending.

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

Discounts and Promotional Offers by Cruise Guru

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

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

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

Options - Transfers, Pre & Post Accommodations

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

Guarantee Staterooms

If a GUARANTEED stateroom (cabin with no cabin number assigned), 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

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Upgrade & Stateroom Change Policies

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

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 3rd or 4th bed in a stateroom.

Fuel, Taxes and Surcharges

The fare you pay is determined far in advance of initial departure on the basis of then-existing projections of fuel and other costs. In the event of any significant change in such costs beyond Costa Cruises' control including, but not limited to increases in the price of fuel, currency fluctuations affecting costs, increases in government taxes or levies, or increases security costs, Costa Cruises reserves the right to surcharge guests to cover such unexpected costs.

Cruise Taxes are subject to change at anytime up until sailing date and may be charged onboard. Costa Cruises reserves the right to reinstate fuel supplement surcharge at anytime and can be charged after final payment or maybe charged onboard.

Gratuities – Onboard Service

The service charge, which is calculated on a daily basis according to the length of the cruise, the destination and the ship, is used to provide incentive to staff who perform hotel duties and to continually improve the quality of service offered onboard Costa Cruises ships. The service charge is an integral part of the cruise and therefore the amount cannot be altered. As a convenience, Costa Cruises will add a modest service charge per person, per night to the onboard account as a gratuity for cabin and dining services. Bartenders, servers, deck stewards and other staff may be tipped as service is received. A 15% gratuity is added to beverage purchases which are added to the onboard account.

Costa Cruises may modify, amend or update the Service Charges at any time with or without notice to guests.

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Dining

When booking your cruise, please select the type of table at which you would like to dine (with the number of guests), as well as the service hours.

The dining times shown are general guidelines only. Times may vary by itinerary and vessel and may include open seating on certain days for breakfast and lunch. Most ships have specialty-dining restaurants available by reservation only and for an additional charge.

Dining Time Schedule

Breakfast	
06:30 - 07:00am	Buffet
07:00 -10:00am	Buffet
07.00 - 09.00am	Main Dining Room
Lunch	
12:00 - 1:30pm	Main dining room
12:00 - 2:30pm	Buffet
Dinner	
6:30pm	1st seating Main Dining Room
9:00pm	2nd seating Main Dining Room

Special Diet

Costa will make every attempt to satisfy special dietary needs. Guests must notify their travel agent or Costa Cruises of any special dietary request at the time of booking. A form will be provided for guests to complete and submit at a minimum of four (4) to six (6) weeks prior to sailing.

Documents

For your convenience and to expedite processing Costa Cruises has created the online process at <https://www.mycosta.com/en/login.html> which will allow you to complete the Guest Registration Form quickly and securely. Using the online form will ensure your information is complete and legible when received. The process will only take a few minutes, and then your registration will be complete and the ships' staff will be well prepared for your arrival and embarkation

Once you've completed Guest Registration, made your final payment and are within 40 days of departure, your ePass will be available for you to print.

Passports / Visas / Immunisations

Cruise Guru & Costa 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.

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

Minors and Children

Infants must be at least six (6) months of age at the time of embarkation to sail. Infants must be at least 12 months of age at the time of embarkation to sail on transatlantic cruises, World Cruises, cruises of 15 days or longer duration, and any other itinerary which may in the opinion of Costa Cruises present serious risk to infants in need of emergency medical care.

Guests under the age of 21 must be accompanied by a parent or guardian. On certain departures, guests 21-24 years old must have one person at least 25 years old in the same cabin, who shall be responsible for the under age 25 years old guest(s). Guests who are responsible for the supervision of underage guests shall ensure that they do not purchase, possess or consume alcoholic beverages or violate any other shipboard regulation. The minimum drinking age onboard is 21 years old for cruises departing from U.S. ports and 18 years old for cruises departing from non-U.S. ports. Guests under the age of 18 may not play at the casino or use any spa facilities and must be accompanied by a person over 18 on shore excursions. The guest's age on the date of sailing determines their status for the entire cruise.

Pregnancy

Costa Cruises welcomes pregnant women but will NOT accept guests who have entered 23 weeks and 6 days week of pregnancy by the beginning of the cruise. All pregnant women must provide to Costa Cruises at the time of booking and at embarkation a physician's letter stating the estimated date of delivery, the mother and baby are in good health and fit to travel and the pregnancy is not at risk.

Shore Excursions

The organised shore excursions are scheduled to fit in with the ship's sailing times. They are optional and can only be purchased on board the ship, although they may be booked prior to departure (up until approx. 10 days before sailing) on our website <https://www.mycosta.com/en/login.html>. Space is limited on some excursions (particularly those in Northern Europe), so we recommend booking in plenty of time. The excursions are not refundable. The price includes transport, a guide in the ports in the languages offered, and entry to museums and monuments, unless otherwise stated in the relevant excursion descriptions. Meals and drinks are only included in the price when explicitly indicated. The tour schedule and prices may be altered without prior notice by the organiser at any time before the excursion takes place. Excursions will only take place if a minimum number of participants has been reached. If there are too few people the excursion will be cancelled and payment will be refunded, without any form of compensation. For further details, please see the descriptions of the individual excursions on the website <https://www.costacruises.eu/excursions.html>. Some excursions may not be suitable for guests with mobility problems. Shore Excursion discounts may apply for children, teens and when booking three or more different shore excursions. These discounts are subject to itinerary, port of embarkation and availability.

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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 Costa Cruises vessels is provided solely by Costa 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 <https://www.costacruises.com/countries/australia.html>. This contains complete and important information regarding cancellations, itineraries, Costa 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.

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For further information, please refer to the Costa Cruises website <https://www.costacruises.eu> or brochure.

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