

# CUNARD LINE & CRUISE GURU GENERAL TERMS AND CONDITIONS



## Deposit

Deposits are due immediately at time of booking.

The deposit amount is dependent on the selected voyage and time of booking and 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 Cunard Line for incorrect information supplied by guest/s. Failure to complete any necessary forms or documents required for travel may result in cancellation of the booking or denial of boarding.

## Final Payment

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

For your convenience, on the final payment due date, the final balance will be charged automatically to the credit card originally processed for deposit that we have on file. If you need to change your payment details including credit card details or new expiry date you must [Contact Us](#) a minimum of 5 days prior to payment due date. If your credit card should be declined or insufficient funds available, your booking will be automatically subject to cancellation fees and charges.

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.

# CUNARD LINE & 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 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 once the cancellation advice has been processed by Cunard Line plus a Cruise Guru administration fee.

## *Cunard Voyages Cancellation Guideline*

### **CUNARD FARE**

| <b>Days prior to Departure</b> | <b>Cancellation Charge</b> |
|--------------------------------|----------------------------|
| 180 days or more               | Full refund                |
| 179 – 90 days                  | Deposit amount             |
| 89 – 64 days                   | 25% of total cruise fare   |
| 63 – 43 days                   | 50% of total cruise fare   |
| 42 - 15 days                   | 75% of total cruise fare   |
| 14 days or less                | 100% of total cruise fare  |

### **EARLY SAVER FARE**

| <b>Days prior to Departure</b> | <b>Cancellation Charge</b> |
|--------------------------------|----------------------------|
| 90 days or more                | Loss of deposit            |
| 89 – 64 days                   | 25% of total cruise fare   |
| 63 – 43 days                   | 50% of total cruise fare   |
| 42 - 15 days                   | 75% of total cruise fare   |
| 14 days or less                | 100% of total cruise fare  |

### **LATE SAVER FARE**

| <b>Days Prior to Departure</b> | <b>Cancellation Charge</b>         |
|--------------------------------|------------------------------------|
| At time of confirmation        | 100% of gross fare including NCFs* |

Note: 'Total Fare' is the total amount payable for your booking

Cunard may at times release promotional fares that have a different cancellation policy to above. This will be advised at time of booking.

# CUNARD LINE & CRUISE GURU GENERAL TERMS AND CONDITIONS



Cancellation fees apply to the entire cruise booking, including cruise fare, non-commissionable fare (NCF). Cunard Line Air Fare Supplement (if applicable), transfer services, pre/post cruise vacations and tour packages. Additional cancellation fees maybe imposed on non-cruise portions of your booking including pre/post accommodation packages and/or transfers.

Cruise Guru & Cunard Line 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 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.

Cunard Line 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**

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

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

Should you need to make changes to your booking, Cunard Line administration fees may apply to spelling corrections and replacement passengers if permitted\*

\*One original passenger from the booking must always remain in the stateroom.

# CUNARD LINE & CRUISE GURU GENERAL TERMS AND CONDITIONS



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

Changes can only be made up to 48 hours before departure.

Change fee policies and charges are always at the discretion of Cunard Line.

## 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.

## **Cruise Fare**

The price of your cruise includes ship accommodations, ocean transportation, meals, some beverages most entertainment aboard the vessel. All prices are per-

# CUNARD LINE & CRUISE GURU GENERAL TERMS AND CONDITIONS



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, Cunard Line separately assesses airport facility charges and certain departure taxes and other taxes/fees that are implemented by various governments and quasi-governmental agencies. Such assessment is subject to change without notice at any time whether or not you have a confirmed booking under deposit, or if you have made final payment.

Your fare is determined by the fare type, the number of passengers in your stateroom, its location on the ship, the amenities offered, port charges, government taxes, and any applicable airfares including taxes and fees, transfers and hotel accommodation. Once booked, your fare is only subject to any increased taxes. Airfares do not include stopover accommodation, transfers or baggage handling. 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.

## **Non-Refundable & Promotional Fares**

Cunard Line may at times release special promotional fares that attract differing terms and conditions from those outlined within and reflected in the Cunard Line 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.

# CUNARD LINE & CRUISE GURU GENERAL TERMS AND CONDITIONS



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

# CUNARD LINE & CRUISE GURU GENERAL TERMS AND CONDITIONS



forfeited. An FCC can be redeemed as per its conditions on full priced cruises via Cruise Guru. Our Reservations team are able to help with all your FCC questions.

## **Discounts and Promotional Offers by Cruise Guru**

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

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

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

## **Fuel, Taxes and Surcharges**

In the event of there being any adverse movement in currency exchange rates or cost of fuel or other operating costs of the vessel or of Cunard Line between date of reservation of passage and sailing, Cunard Line shall be entitled to impose a surcharge upon the passage fare of the amount to be assessed by Cunard Line which the passenger shall pay prior to embarkation.

Cunard Line may elect to impose a fuel supplement at any time, in which case the supplement will be applied to new bookings only. The total price quoted at time of booking will be inclusive of any applicable fuel supplement.

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

If you purchase transfers, pre or post accommodation packages through Cunard Line, you are required to provide your arrival/departure information to Cruise Guru. You need to [Contact Us](#) with your flight arrival/departure details, including airline name, flight number and arrival and departure cities. If this information is not received before your departure we cannot guarantee your transfers will be available. It is your responsibility to ensure you have adequate overnight accommodation before or after your cruise.

## **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

# CUNARD LINE & CRUISE GURU GENERAL TERMS AND CONDITIONS



cabin assignments, bookings MUST be made with an original cabin assignment to apply.

## **Upgrade & Stateroom Change Policies**

Cunard Line reserves the right to upgrade a guest or guests to more expensive category accommodation at no additional cost. Cunard Line 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 any time including up to the day of sailing and is always at the discretion of Cunard Line. If you do not wish to have your stateroom changes, you need to advise Cruise Guru at time of booking your request to decline an upgrade or change in stateroom. Please note, the request to have no stateroom changes made to your booking cannot be guaranteed.

## **Single Guests**

Single occupancy may be available in select categories at a higher charge. The supplement for single use of a stateroom varies depending on availability, sailing date, duration and stateroom category for the chosen departure. Please note that the percentage of the sole occupancy supplement may be increased without prior notice. Single occupancy availability is capacity controlled and is always at the discretion of Cunard Line.

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

Fares for third/fourth guests in a stateroom vary by sailing date, destination, voyage duration and stateroom category. Both third and fourth guests in a stateroom pay the same fare, including children. Child fares where applicable only apply when children occupy the 3<sup>rd</sup> or 4<sup>th</sup> bed in a stateroom and/or suite. Triple and Quad occupancy staterooms are subject to availability and are capacity controlled. A stateroom must be assigned at time of booking that is equipped with third and/or fourth guest bedding. Triple and Quad bedding configurations may differ per stateroom. Guarantee staterooms cannot be assigned to a triple or quad booking. Confirmation for triple and quad occupancy staterooms may sometimes be on a request basis and require external confirmation.

## **Dogs, cats and service animals**

Cunard is pleased to permit individuals to bring service animals on board, subject to applicable Customs and Quarantine requirements. In addition, dogs and cats may be carried in the kennels onboard specific Queen Mary 2 transatlantic voyages. In order to make appropriate arrangements, notice that a guest will be travelling with an animal must be provided at the time of booking. Local laws or customs may prevent animals, including service animals, from embarking or disembarking at particular ports and countries.

It is the responsibility of the passenger to consult with local customs authorities' for information and to obtain all documents/health certificates that may be required. Local laws or customers may prevent animals from disembarking at particular ports and countries. Please note that animals cannot be brought on board without prior written permission from Cunard.



# CUNARD LINE & CRUISE GURU GENERAL TERMS AND CONDITIONS



Note there is no vet service onboard and the ship's doctors are unable to assist should your assistance dog be taken ill on board. It is imperative you consult your vet prior to your cruise for advice to ensure your dog is fit to travel.

## **Gratuities – Onboard Service Charges**

During your voyage, you will receive excellent service from many members of staff in a variety of locations. Additionally, many more crew behind the scenes support those who serve you directly. For your convenience, a hotel and dining charge will be automatically added to your onboard account on a daily basis. This charge will be shared amongst those staff who help provide and support your experience, including the restaurant staff, stateroom stewards, buffet stewards and others. Please note this is a discretionary charge and should you wish to adjust or remove it; simply contact the Purser's office on board.

Guideline of charges: Grill Accommodation – USD16.50 per person (including children) per day. All other accommodation – USD14.50 per person (including children)

In addition, a 15% service charge is automatically added to beverage and spa/salon purchases.

Naturally, you are free to tip any member of the crew over and above the amounts, at your discretion.

*Correct as of November 2023 and subject to change at anytime.*

## **Dining**

The grade of stateroom you have booked will determine the restaurant you dine in. Seating arrangements in the Britannia dining room are made by request on a first come, first served basis. Requests for first or second sitting should be made at time of booking. Please ensure if you are travelling with family or friends and wish to dine together your bookings are linked. All bookings must have the same dining link code to enable the Restaurant Manager to allocate you a table together.

Please note, groups larger than 8 will be split over 2 or more tables and the Restaurant Manager will do their best to allocate tables next to each other.

Dining in the Britannia Club (where available), Princess Grill or Queens Grill restaurants are open seating and reservations are not required

If you are travelling in accommodation that is allocated dining in the Britannia dining room, it would not be possible for you to dine in the Britannia Club (where available) Princess Grill or Queens Grill as these restaurants are reserved for those guests travelling in Princess or Queens Grill suites.

Alternatively, you can choose alternative dining venues where a cover charge may apply.

Cunard Line 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.

# CUNARD LINE & CRUISE GURU GENERAL TERMS AND CONDITIONS



## **Special Diets**

We will do our best to accommodate your requirements. Please advise us of your needs at the time of booking or at least six months prior to departure, whichever is the sooner.

## **Documents**

After payment and approximately 60 days prior to sailing you will receive your pre-voyage information pack. Alternatively, you can visit [My Cunard](#) to help you prepare for your voyage. This means all guests on the booking will be able to view their pre-voyage information online rather than receiving it by post.

Bookings on selected fares will only receive their pre-cruise documentation electronically via [My Cunard](#).

## **Passports / Visas / Immunisations**

Cruise Guru & Cunard Line do not provide advice regarding passports and/or visas. However, all guests are required to carry a passport usually valid for 6 months after disembarking the ship, and any necessary visas. Please contact your nearest consulate for the most up to date information regarding visas. As to immunisations, please check with a travel medicine specialist or local health department for specific recommendations and/or requirements. We recommend the use of [www.smartraveller.gov.au](http://www.smartraveller.gov.au) for advice in these areas.

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**

### ***Minimum age to travel***

Due to limited neo-natal facilities onboard and at the destinations Cunard visit, the following minimum guest ages apply to their cruises:

Transatlantic Crossings, World Voyages and some remote itineraries - 12 months

All other itineraries - 6 months

Parents/legal guardians are responsible for children and teenagers at all times. If a child or teenager displays dangerous or disruptive behaviour, the 'Rights of the Captain' will be applied to both parent/legal guardian and child/teenager. Children's access to pools and spas may be restricted and adult supervision is required.

### ***Children***

For the safety and enjoyment of all onboard, there may be limits on the number of children that can be carried within different age groups. Cunard will advise whether they are able to accommodate bookings for children on the cruise you have chosen. If Cunard cannot accommodate children on your cruise and you have already made a booking, we will notify you and offer a full refund for all guests on your booking.

For safety reasons, there must be at least one adult occupying each room. However, for families travelling together and with inter-connecting rooms, Children may occupy an inter-connecting room to their parent/guardian on the condition that at least one child in the room is aged 16 years or older and the other child/children in the room are aged 13 years or old.

# CUNARD LINE & CRUISE GURU GENERAL TERMS AND CONDITIONS



## ***Travelling with Children***

- a) Parents and/or guardians are at all times responsible for their children (or children in their care), who must be supervised at all times.
- b) If a child displays behaviour that may reasonably be perceived by the crew to be dangerous, disruptive, unsafe or the like, the 'Travel Restrictions and Rights of the Captain' under clause 33 will be applied to both parent/guardian and child.
- c) Some areas, amenities (including pools and whirlpools) and entertainment are designated as 'Adults only'. Parents/guardians are responsible for ensuring children do not attend any restricted areas and activities onboard.
- d) Children must be toilet trained and under their parent's/guardian's supervision while using onboard pools. Children wearing nappies must not enter any onboard pools.  
Prams and strollers must be collapsible and capable of being stored in your cabin.
- e) Parents/guardians must not disembark the ship without their children (or children in their care) unless they have pre-arranged for an adult or the Kids Club to supervise their child while they are not onboard.

## ***Kids Clubs***

Cunard offer Kids Clubs onboard each ship for children aged between 2 and 17 years of age. The Kids Clubs are included in the cruise fare. Availability in the Kids Clubs and use of the Kids Clubs' facilities is limited and provided on a first-come-first-served basis.

Children under two (2) years of age are welcome to use the Kids Club facilities under the direct supervision of their parent/legal Guardian. To attend the Kids Clubs without a parent/legal Guardian, Children need to be two (2) years of age or over.

At all times Cunard reserve the right to exercise their discretion and refuse participation in the Kids Clubs or access to the Kids Clubs' facilities.

## ***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).

## ***Pregnancy***

Cunard Line welcomes pregnant women but will NOT accept guests who will enter the 24<sup>th</sup> week of pregnancy by the beginning of the cruise. If you are pregnant during your voyage, you are required to have a 'fit to travel' note from your physician, which includes your estimated due date prior to embarkation.

# CUNARD LINE & CRUISE GURU GENERAL TERMS AND CONDITIONS



## Shore Excursions

Shore excursions can be pre-purchased via [My Cunard](#) approximately 6 months prior to departure. You may pre-purchase shore excursions up to 3 days prior to your cruise departure date. Within 3 days of the cruise, you will be able to join a waitlist. Once on board, if your selected shore excursions has availability, tickets will be delivered to your cabin and charges applied to your on board account.

Throughout your voyage there will be informative briefings, announced in the ships' Daily Programme, that will include tour information and other practical suggestions for the ports you will visit.

## Ship & Itinerary Changes

Cunard Line 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, Cunard Line may charter all or part of the ship or remove the ship from service where this becomes necessary. Cunard may change the itinerary, ship or cancel the voyage due to operational or commercial requirements. Cunard Line/Cruise Guru will notify you of these changes as soon as we can. Where Cunard Line 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 Cunard Line are required to change the itinerary or cancel the voyage 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.

## Voyage Personaliser (My Cunard)

It's fast and simple to use – to access, all you need to do is visit [My Cunard](#) and enter your name and booking number.

[My Cunard](#) allows you to view your booking details, update your personal information such as your address, email, phone numbers, emergency contacts, passport and travel insurance details. You can also view your voyage itinerary, pre/post voyage arrangements, dining options, pre-book shore excursions and download a copy of your e-ticket.

## Travel Insurance

We strongly recommend 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 Cunard Line vessels is provided solely by Cunard Line and is governed by the terms and conditions printed on the Passage Contract. The Passage Contract will be included with guests travel documents, is available upon request, or can be accessed through the website at

# CUNARD LINE & CRUISE GURU GENERAL TERMS AND CONDITIONS



<https://www.cunard.com/en-au>. This contains complete and important information regarding cancellations, itineraries, Cunard Line liability, health and immigration requirements, and other relevant terms and conditions.

## **Responsibility**

Cruise Guru accepts bookings subject to the following conditions:

Cruise Guru acts as the co-ordinator for all persons taking any service\*, and in the making of arrangements for the service. Cruise Guru does not own, manage, control or operate any component of the delivery of services and all coupons, receipts and tickets are issued subject to the terms and conditions specified by the laws of the country where a service is provided.

Cruise Guru acts as an agent for the owners contractors and suppliers of services and assume no responsibility for the loss or damage to baggage, property or for injury or illness or death, or for any damages or claims of damage to persons or property, delays, transport failures, strikes, wars & uprisings, or acts of God etc over which we have no control. Clients are strongly advised to insure adequately for the full duration of their travel arrangements in respect of illness or injury death baggage and personal effects.

While Cruise Guru will use its best endeavours to ensure services\* are performed as advertised, reasonable changes in the itinerary may be made without notice where deemed necessary or advisable by Cruise Guru or the operator. Further, whilst Cruise Guru will take all reasonable steps to provide enjoyable services\*, Cruise Guru accepts no liability for any loss of enjoyment whatsoever, and howsoever experienced by a passenger.

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

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

## **Privacy Policy**

Information collected in the booking process will be treated in accordance with Cruise Guru's Privacy Policy as displayed on the Cruise Guru website.

NB – Please note that these terms and conditions can change without prior notice. To be read in-conjunction with or for further information, please refer to the Cunard Line website <https://www.cunard.com/en-au>.

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