

# DISNEY CRUISE LINE & CRUISE GURU GENERAL TERMS AND CONDITIONS



## Deposit

Deposits are due immediately at time of booking.

The deposit amount is dependent on the selected voyage, destination and length of cruise and time of booking and is displayed on your booking confirmation. The deposit amount includes a Cruise Guru administration fee of A\$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 Disney Cruise Lines 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. Please enquire for details.

## 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 Disney Cruise Line once the cancellation advice has been processed by Disney Cruise Line.

## Below is a GUIDELINE for cancellation charges imposed by Disney Cruise Lines

CATEGORIES WITH RESTRICTIONS: Reservations for Inside, Outside or Verandah Categories with Restrictions are NONREFUNDABLE and NONTRANSFERABLE. A 100% cruise cancellation fee applies from time of payment.

### Cruises 1 to 5 Nights (Excluding Suites and Concierge Staterooms)

Days Prior to Vacation Commencement Date	Fee Amount
89-45 days	Deposit per Guest*
44-30 days	50% of vacation price per Guest*
29-15 days	75% of vacation price per Guest*
14 days or less	100% of vacation price per Guest*

\*Holiday Sailings such as sailings that include Christmas Day, New Year's Day, Thanksgiving Day (U.S.), Halloween or July 4 may incur different cancellation fees.

### Cruises 6 nights or more (Excluding Suites and Concierge Staterooms)

Days Prior to Vacation Commencement Date	Fee Amount
119-56 days	Deposit per Guest*

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55-30 days	50% of vacation price per Guest*
29-15 days	75% of vacation price per Guest*
14 days or less	100% of vacation price per Guest*

\*Holiday Sailings such as sailings that include Christmas Day, New Year's Day, Thanksgiving Day (U.S.), Halloween or July 4 may incur different cancellation fees

## **Suites and Concierge Staterooms: All Sailings Days Prior to Vacation Commencement Date**

	<b>Fee Amount</b>
90 days	Deposit per Guest*
89-56 days	50% of vacation price per Guest*
55-30 days	75% of vacation price per Guest*
29 days or less	100% of vacation price per Guest*

\*Holiday Sailings such as sailings that include Christmas Day, New Year's Day, Thanksgiving Day (U.S.), Halloween or July 4 may incur different cancellation fees

Vacation fare is defined as Cruise Fare, Air Supplement, Transfer Services and Pre/Post Cruise Vacation Packages.

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

Cruise Guru & Disney Cruise 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.

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

Please note: For services included in your booking not provided by Disney Cruise Line, additional cancellation fees may be incurred.

## **Cancellations by Supplier**

If your service/s booked through Cruise Guru are cancelled for any reason, the service provider may offer Future Cruise 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 Cruise Credits will have their

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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**

An additional per person amendment fee may be charged by Disney Cruise Lines if you request a change in your travel arrangements. The amount of the amendment fee is at the discretion of Disney Cruise Line. Name changes or additions are always at the discretion of Disney Cruise Line and may be subject to cancellation charges, rate increases and amendment fees.

For Restricted Fare Category reservations amendments are NOT permitted.

An additional per person amendment fee may be charged by Disney Cruise Lines if you request a waitlist. Disney Cruise Line has the right to impose cancellation and amendment fees for changes made to any bookings.

### 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, some beverages during meals, snacks and ice cream throughout the ship, Disney Character Meet & Greets and 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 portion of the fare does not include airfare, ground or baggage transfers, fuel supplements, shore excursions, sightseeing or meals ashore in the ports of call, optional gratuities, alcoholic beverages, soft drinks, bottled water, laundry or valet services, or any other items not specifically included.

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

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

## **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

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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**

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

## **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



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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.

## **Restricted Fare Category Staterooms**

Disney Cruise Lines have a range of Category GTY (Category VGT, OGT, IGT) staterooms — also known as restricted-fare staterooms that are available on a limited basis. FULL PAYMENT is required at the time of booking for all Guests and is NON-REFUNDABLE.

The restricted fare category guarantees you a stateroom within the selected stateroom type: Inside, Oceanview and Verandah. Disney Cruise Line will assign the stateroom at a later time, based on availability. Staterooms are assigned run of house, and location requests are not accepted. Category VGT staterooms may feature a whitewall verandah. Sail date and stateroom category changes are not permitted. The stateroom offer cannot be combined with any other discounted or promotional offer. Full legal names of all Guests are required at time of booking as no name changes are allowed

## **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.

## **Fuel, Taxes and Surcharges**

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The fare you pay was determined far in advance of Initial Departure on the basis of then-existing projections of fuel and other costs. In the event of an increase in fuel or other costs above amounts projected, Disney Cruise Lines has the right to increase the fare at any time up to Initial Departure and to require payment of the additional fare prior to Initial Departure. Disney Cruise Lines has the right to refuse to transport you unless the additional fare is paid. Within seven (7) days after you are notified of the additional fare (but no later than Initial Departure), you may elect to surrender this contract to us for cancellation, whereupon you will receive the Refund Amount. Cancellation fees do not apply to this type of refund.

In addition to your cruise fare, you will also be charged an amount for Taxes. That term, as used by us, refers to certain taxes, fees and charges imposed by governmental or quasi-governmental authorities, including port authorities, relating to any aspect of your cruise or tour. If governmental action results in any element of Taxes exceeding the estimates used by Disney Cruise Lines for purposes of computing the quoted amount, Disney Cruise Lines reserves the right to pass through the extra amount at any time prior to departure. Similarly, Disney Cruise Lines reserves the right to impose or pass through fuel surcharges, security surcharges or similar incidental surcharges at anytime and can be charged after final payment of booking or to guest/s' onboard account. Request for payment is at the discretion of Disney Cruise Lines and can occur at anytime.

Disney Cruise Lines may elect to impose a fuel supplement at any time. The total price quoted to you at the time of booking will be inclusive of any applicable fuel supplement.

Please note: No right of cancellation exists under either of these circumstances by the guest. If guests do not pay any outstanding monies booking will be subject to cancellation and cancellation fees.

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

If you purchase transfers, pre or post accommodation packages through Disney Cruise Line International 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



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

## **Upgrade & Stateroom Change Policies**

Disney Cruise Line reserves the right to upgrade a guest or guests to more expensive category accommodation at no additional cost. Disney Cruise Line also reserves the right to move guest/s from their original stateroom number booked to another stateroom in the same category. Stateroom changes can occur at anytime including up to the day of sailing and is always at the discretion of Disney Cruise Line. If you do not wish to have your stateroom changes, you need to advise Cruise Guru at time of booking your request to decline an upgrade or change in stateroom. Please note, the request to have no stateroom changes made to your booking cannot be guaranteed.

## **Single Guests**

Single occupancy may be available in select categories at a higher charge. The supplement for single use of a stateroom varies depending on availability, sailing date, duration and stateroom category for the chosen departure.

Please note 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 Disney Cruise Line.

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

All Disney staterooms are designed with the family in mind, providing substantially more space for relaxation than you would find on most other cruise ships. Depending upon the stateroom, anywhere from 2 to 7 Guests can occupy a stateroom, which must include at least one adult.

Fares for third and subsequent guests in a stateroom vary by sailing date, voyage duration and stateroom category.

Not all staterooms and suites are equipped for additional guests.

Staterooms for occupancy of guests greater than 2 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.

## **Gratuities**

It is customary to give gratuities in recognition of exceptional service, which you'll receive in abundance aboard the ship. Disney recommend a gratuity amount of US\$14.50 per night, per stateroom Guest, including infants and children (subject to change).

Gratuities are distributed to the Crew Members who take care of you in the following roles:

Dining room server  
Dining room assistant server  
Dining room head server

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## Stateroom host

Guests staying in Concierge Staterooms and Suites are recommended a gratuity amount of US\$15.50 per night, per stateroom Guest (subject to change). This includes gratuity for the Stateroom assistant host, who services the Concierge accommodations, in addition to the positions listed above.

If you wish to pay the suggested gratuity amounts listed on this page for your party, based on the length of your cruise, you have 2 easy options:

- Pay the suggested gratuity in advance by contacting us before your cruise begins
- Pay by automatically having the suggested gratuity added to your onboard account prior to the end of your cruise

If you wish to change the amount of a gratuity or pay the gratuity in cash, stop by the Guest Services desk onboard the ship.

Gratuities do not include the following which are either included in the charge or based on your discretion:

- Extras added to rotational dining meals such as alcoholic beverages
- Adult dining locations such as Remy, Palo, Palo Steakhouse and Enchanté by Chef Arnaud Lallement, which are not part of rotational dining
- Food or drink in shops and outdoor or poolside eateries
- Room service
- Port Adventures
- Senses Spa & Salon
- Concierge Lounge Team—Guests staying in Concierge accommodations are recommended a gratuity amount of \$8.00 per night, per stateroom Guest
- Any other additional services

Please note: an 18% gratuity is automatically added to bar, beverage, wine and deck service tabs. All gratuities can be charged to your stateroom folio.

## Minors

Minors under the age of 18 not travelling with a parent or legal guardian must be accompanied by an adult 21 years of age or older in the same stateroom. The parent or guardian of any minor not travelling with a parent or guardian must appoint an adult to have custody and control over the minor and to contract on their behalf in connection with the **Disney Cruise Line** vacation. A minor authorisation form can be obtained by visiting visit

<https://disneycruise.disney.go.com/faq/kids-teens/minor-authorization-form/>

The form must be signed by a parent or legal guardian prior to embarkation at the **Disney Cruise Line** Terminal.

For the safety and enjoyment of all onboard, there are limits on the number of children that can be carried within different age groups. The age of the guest on the day they board the cruise, is the age used for the entire holiday. Disney Cruise Line will advise whether they are able to accept bookings for children on the cruise

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chosen. It is important the correct date of birth be entered at time of booking. This will help to ensure Disney Cruise Line have all information at time of booking and help to reduce any impact caused by wrong information. Failure to enter correct required booking information at time of booking could result in a cancellation of your booking. Cruise Guru & Disney Cruise Line will not be held responsible for wrong information.

## **Infant Pool Policy**

For health and safety reasons, parents must observe the rule that only children who are toilet trained are permitted in pools and spas. Diapers and swim diapers are not allowed. Young children not toilet trained can enjoy the water play areas which has been designed exclusively for the enjoyment of children wearing swim diapers. These areas include Nemo's Reef on the Disney Dream and Disney Fantasy, Nephews' Splash Zone aboard the Disney Magic and Dory's Reef aboard the Disney Wonder.

## **Infant Policy**

The minimum age requirement for infants to sail varies depending on the type of cruise and when the reservation was booked.

For most itineraries, the minimum age to sail is 6 months at time of embarkation. For the South Pacific, Transatlantic, Hawaii and Panama Canal repositioning cruises, the minimum age to sail is one year old at the time of embarkation.

Guests not conforming to age policies will be denied boarding and assessed a 100% cancellation penalty. NO exceptions will be made at embarkation.

## **Pregnancy**

Disney Cruise Line welcomes pregnant women but will NOT accept guests who will enter the 24<sup>th</sup> week of pregnancy by the beginning of the cruise.

## **Special Needs**

If you require special assistance this should be advised at time of booking. A special accommodation requirement information form needs to be obtained, completed and returned to us. Once this is completed you will be contacted by the appropriate department to assist in making the necessary arrangements for your cruise.

## **Dining**

Each night, there is a Main Seating and a Second Seating for dinner. In general, the Main Seating begins between 5:45 PM and 6:15 PM and the Second Seating begins between 8:00 PM and 8:30 PM, though these times may vary based on itinerary. For your assigned seating time and restaurant rotation, please check the dining tickets located in your stateroom upon arrival.

When you book your cruise, you may request either the Main or Second Seating. If your seating preference is not available, an alternate seating will be assigned. Regretfully, requests for a specific dining time cannot be guaranteed.

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Requests to change your seating assignment are subject to availability and can be made through the Planning Center.

Remember, you also have the option to enjoy flexible mealtimes with casual and quick-service dining throughout the evening, or 24-hour room service in your stateroom.

Disney Cruise Lines have a range of other dining options available, including some with additional cover charges.

## ***Special Diets***

Low-sodium meals, kosher meals and certain other special diet-restricted meals are available. Please detail any dietary requests at the time of booking so that Disney Cruise Line can accommodate your dining requirement.

## **Onboard Account / Room Charges**

On board all Disney Cruise Line ships, all transactions are in U.S. dollars. You won't need cash while at sea because Disney Cruise Line has a convenient "cash-free" system on board the ship. When you arrive at the Disney Cruise Line terminal, your signature will be requested for check-in. At this time you may also present a credit card (Visa, MasterCard, American Express, Discover Credit Card, Diners Club International, Japanese Credit Bureau or Disney's Visa Credit Card), which will give you charging privileges at both the aboard the ship. Any purchases on the ship, including beverage services, spa, salon services, photography, medical and laundry services, purchases from our retail shops, gratuities and any item or service of a personal nature must be charged to your room. All charges must be settled before debarkation from the ship by cash, traveller's checks, Disney Dollars or by the credit cards mentioned above.

## **Planning Center**

The Planning Center is the one place <https://disneycruise.disney.go.com/login/> where you can easily organize all the details of your Disney Cruise Line vacation. You can choose your personal favourites for your cruise activities—things you want to see and do on your vacation, like port adventures and spa treatments. As you get closer to your vacation, you can actually book reservations for adventures, Palo and spa treatments as well as pre-register your children for youth activities. With the Planning Center, you can get the most out of every magical day of your Disney Cruise Line cruise.

Further, it is recommended prior to departure to download the Disney Cruise Line Navigator App via Apple Store or Google Play. This app will allow to you pre-plan, book activities, make special requests and check in online. Once on board, use it to review your cruise schedule, reserve activities, communicate with family, friend and Crew with the handy chat feature. You will also get important information about the ship locations and ports of call, access the virtual queues, receive digital receipts and add gratuities should you wish, plus more.

## **Shore Excursions**

Port Adventures—shore excursions have been specially selected by Disney Cruise Line—provide you and your family with the very best recreation, leisure and sightseeing each destination has to offer.

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You can visit <https://disneycruise.disney.go.com/login/> and go to Planning Center and browse through the shore excursions section online. Here you will find detailed information regarding the various shore excursions that may be offered at the destinations and ports your cruise visits. You can reserve shore excursions for eligible guests in your travel party, including guests in other staterooms. All Guests you select for a particular shore excursion must meet that excursion's age requirement. If you have a valid booking number, have met all deposit requirements for each guest you will be able to book shore excursions online. Some excursions have a limited capacity so booking early may ensure that the excursions you want are available.

Upon boarding your ship, you will find a detailed listing of all available excursions for your cruise. You will also receive a shore excursion order form (listing all of the prices, departure times and meeting places for each excursion) as well as instructions on how to book these excursions onboard.

## Documents

Once full payment is received, you can check in online at least 4 days prior to your sail date. You can print your electronic cruise documents online at <https://disneycruise.disney.go.com/login/> in the Planning Center. You must bring along the completed and signed cruise documents, a printed and signed Online Cruise Contract and Payment Authorization Form. There are also four optional forms that maybe required: Special Services Information, Minor Authorization, Flight Information, Flight Modification. Filling out your forms in advance is a great way to make embarkation much faster and easier for your whole travel party.

## Passports / Visas / Immunisations

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

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

Please also refer to Disney website for further information on [passports, visas & citizenship documentation](#).

## 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 Disney Cruise Lines' vessels is provided solely by Disney Cruise Lines and is governed by the terms and conditions printed on the Passage Contract. The Passage Contract will be included with guests

# DISNEY CRUISE LINE & CRUISE GURU GENERAL TERMS AND CONDITIONS



travel documents, is available upon request, or can be accessed through the website at <https://disneycruise.disney.go.com/> This contains complete and important information regarding cancellations, itineraries, Disney Cruise Lines 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 these terms and conditions can change without prior notice.

For further information, please refer to the Disney Cruise Line website <https://disneycruise.disney.go.com/> or brochure.

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