

HURTIGRUTEN & CRUISE GURU GENERAL TERMS AND CONDITIONS



Deposit

Deposits are due immediately at time of booking.

The deposit amount will be displayed at 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 to the Terms and conditions outlined below. No responsibility will be taken by Cruise Guru or Hurtigruten for incorrect information supplied by guest/s. Failure to complete any necessary forms or documents required for travel may result in cancellation of the booking or denial of boarding.

Final Payment

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

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

Credit card fees may be charged on final balance for both MasterCard and Visa card at 1.3%. American Express will incur a 2% charge on the total amount processed.

Alternative payment options are available through POLipay. Please enquire for details.

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Cancellations due to Covid-19

Due to the continued uncertainty surrounding the time frames of the current government travel restrictions, some cruise lines are altering their refund policies, offering Future Cruise Credits in the place of cash refund or credit card refund if your booking is cancelled for any reason in the future. Due to this uncertainty if your booking is cancelled for any reason, Cruise Guru will not offer cash or credit card refund unless we have the refund back from cruise lines or other suppliers.

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 bookings 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 Hurtigruten once the cancellation advice has been processed by Hurtigruten.

Cancellation Guideline

Expedition cruises

Up to 90 days prior to departure: Loss of deposit

89 - 60 days prior to departure: 40% of the total cruise package price

59 - 28 days prior to departure: 70% of the total cruise package price

27 - 15 days prior to departure: 90% of the total cruise package price

15 days or less: 100% of the total cruise package price

All other cruises

Up to 60 days prior to departure: Loss of deposit

59 - 42 days prior to departure: 30% of the total cruise package price

41 - 28 days prior to departure: 60% of the total cruise package price

27 - 15 days prior to departure: 90% of the total cruise package price

15 days or less: 100% of the total cruise package price

*100% cancellation fee will be imposed in the even of a non appearance/no show at the port on the day of departure.

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

Cruise Guru & Hurtigruten 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 (if applicable) 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.

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

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.

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.

Booking Changes & Amendments

Name changes require the prior approval of Hurtigruten and may not always be possible. Cruise contracts are non transferable. Name changes and departure date changes are considered reservation cancellations and are subject to cancellation fees.

Hurtigruten charge additional administrative and service fees for amendments made to your travel arrangements. Name changes or additions will be allowed at Hurtigruten 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.

No refunds will be made for unused or partially used portions of a cruise, including shore excursions or air/land programmes arranged by third parties.

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

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- 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

Prices do **not** include:

Travel Insurance

Luggage Handling

International Flights except where included in the Air Package Holiday Price

Optional Excursions

Gratuities

Optional Excursions booked before you travel, local excursions or other activities you may choose to book and pay for whilst on holiday are not part of your voyage or air package holiday arrangements provided by Hurtigruten nor are Hurtigruten the agents for the provider of the service.

For any excursion or other activities you book before departure or with which you are assisted in arranging whilst on holiday, your contract will solely be with the supplier of the excursion or activity and not with Hurtigruten. Hurtigruten are not responsible for the provision of your excursion or activity or for anything that happens during the course of its provision by the supplier.

Non Refundable & Promotional Fares

Hurtigruten may at times release special promotional fares that attract differing terms and conditions from those outlined within and reflected in the Hurtigruten brochure and website. These may include different deposit amounts, different payment and cancellation conditions and different 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.

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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 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.

Future Cruise Credits (FCC)

A Future Cruise Credit (FCC), can be thought of as a gift voucher for a cruise line (though there are restrictions as to what this particular gift voucher (FCC) covers). It is usually given to a passenger for a cancelled or somehow otherwise affected cruise. The FCC amount is typically calculated on the base fare paid for the cruise, less any taxes, gratuities, port charges, value-adds (for example, drinks packages or Wi-Fi) and additional pre-purchased onboard or onshore items (like spa treatments or shore excursions). These additional items are usually refunded to the original form of payment.

An FCC is attached to an individual passenger's name and profile, and can only be used to pay for that specific passenger's future cruise. Each cruise line and FCC issued has its own terms and conditions such as expiry date and charges it cannot be used towards which are typically deposits, shore excursions, taxes and onboard spending.

If your new cruise is more expensive than the value of your FCC, the difference will be required to be paid by the due dates. Depending on the conditions of the FCC and the cruise line, in the event your FCC is more than your future cruise, some cruise lines will allow the difference to remain as an FCC or the balance may be forfeited. An 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.

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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.

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.

Transfers

If you purchase transfers, pre or post accommodation packages through Hurtigruten 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.

Single Guests

Single/Sole occupancy of cabins with more than one berth is at our discretion as single/sole use of multiple berth cabins will be limited. Single supplements may be applicable and will be advised at time of quote/booking.

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 Hurtigruten's 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, Hurtigruten reserves the right to surcharge guests to cover such unexpected costs.

Itinerary Variations

Whilst Hurtigruten endeavours to deliver the itinerary destinations and times displayed, all itineraries, including points of embarkation and debarkation, are at the discretion of Hurtigruten and may be modified up to and during the voyage. Hurtigruten reserves the right to amend, cancel or make substitutions for any travel component without prior notice to the guest, including hotels, ports of call or other modes of transportation if, in its opinion, the situation requires a change or cancellation of arrangements. Hurtigruten does not assume responsibility or liability for any loss, inconvenience, or expense incurred by guests as a result of any changes or cancellations. When possible, Hurtigruten will promptly notify guests or their Travel Agent of a cruise itinerary change.

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Advanced, Cancelled or Delayed Sailing

Hurtigruten reserves the right to cancel, advance or postpone any scheduled sailing date and may, but is not obligated to, substitute hotels or vessels. Hurtigruten shall not be liable for any loss to you by reason of any such cancellation, advancement or postponement.

Dining

After embarkation passengers are requested to go to the restaurant to make their table reservation for the voyage. Each Hurtigruten ship has a slightly different practice with regard to meal times. The usual meal times are:

Breakfast from 08:30 to 10:00 hours (open sitting).

Lunch from 12:00 to 13:00 hours (open sitting).

Dinner from 18:00 hours (set sitting).

During the high season, there may be several sittings for dinner. Your sitting will normally be allocated on your first evening with the times of the sittings shown on board.

The food on board is Norwegian and breakfast is buffet style with a plentiful selection of cold meats, cheese, eggs, bacon as well as cereals, fruit and freshly baked bread. Lunch is the famous 'Cold Table' with a tempting selection of marinated herring dishes, smoked fish, poached fish, cold meats, salads, some hot dishes, as well as desserts and fruit.

Dinner is usually a three course set meal, where the main course is either meat or fish, generally served with potatoes and vegetables. There is not usually a choice of meal. On occasion, the 'Cold Table' may be served in the evening and the set meal at lunch time.

All Hurtigruten Ships are fully licensed.

Special Diets

Please notify Cruise Guru immediately if you have any special dietary concerns or considerations that need to be taken into account while traveling with Hurtigruten. Hurtigruten will do their best to ensure your request is accommodated, but it is not guaranteed that every request can be met in all cases. Passengers on very strict diets may find the food offers limited variety.

Documents

Approximately 2 weeks pre-departure, documents will be emailed through and consists of a printable booklet.

Passports / Visas / Immunisations

Cruise Guru & Hurtigruten 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.](#)

It is important to note, you will need to bring a drivers licence or other photo ID when you go ashore as your passport is held by the Purser's Office for Customs & Immigrations requirements and will be returned to you at the end of the cruise.

Minors and Children

Hurtigruten offers a Young Explorers' programme on MS Roald Amundsen, MS Fridtjof Nansen, and MS Otto Sverdrup. Young Explorer is complimentary for children aged 6 to 12 years. At the beginning of the voyage, you will receive more practical details of the programme. Parents/guardians do not participate in Young Explorers' activities, but depending on the size and variation of the group some parents may be asked to join on an informal basis. The Young Explorer activities will only be offered in English. **NOTE:** Due to Covid-19 Young Explorer has been temporarily stopped for the safety of guests and employees and the strengthening of infection control measures on board. To find out if the programme has recommenced for the cruise you are undertaking, please check with our Reservations team.

Shore Excursions

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

Norway

A separate Excursions Booklet is available, detailing all the shore excursions. Pre-booking excursions, wherever possible, is recommended as only remaining seats will be sold on board. Excursions booked on board will be payable in Norwegian Krone and the price may vary as a result of exchange rate fluctuations or local changes. It is not possible to pre-book within 14 days of departure. Excursions and their contents are subject to maximum/minimum numbers and local conditions. Excursions can be booked directly with Cruise Guru or by completing excursion booking forms which can be found on our website www.hurtigruten.com.au

Explorer Voyages

A selection of shore excursions are already included in some of Hurtigruten explorer holidays with additional optional excursions available to book on board. Where available Hurtigruten will supply you with excursion information with your travel documents. Otherwise you will receive full details and prices on board. Excursions and their content are subject to maximum/minimum numbers and local conditions.

Excursions by Zodiac and Polar Cirkel boats

These sturdy inflatable boats enable both water based exploration and safe landings in otherwise inaccessible areas. You will need to be fairly agile to board these but there is otherwise no need to worry about travelling in them. The crew will show you what to do and as long as you follow their instructions, after a few days it will become second nature.

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Expedition/Explorer Voyages Information

Must I bring boots?

In Antarctica and Svalbard, it is mandatory to use rubber boots for all landings. For nature landings in Arctic Canada, Greenland, Iceland, Norway, or other, rubber boots are recommended. A pair of special purpose boots can be borrowed on board for free for the duration of your voyage, and Hurtigruten will make sure they are rinsed and declared clean from seeds or other biological material that could, unintentionally, lead to spread of invasive species into fragile environments, after every landing.

Please note: Rubber boots are not be available on MS Maud & MS Otto Sverdrup.

What size boots do you have on board?

Hurtigruten carry sizes from 32 to 50. If you need a smaller or larger size than this, or prefer to wear your own boots, you are welcome to bring private rubber boots but be sure our expedition team will have them checked before going ashore to make sure they are suitable for landing.

Please note: Rubber boots are not be available on MS Maud & MS Otto Sverdrup.

What do I need to pack?

In addition to your typical items you would pack for a cruise/holiday, expedition cruises may require extra items. To make packing a bit easier, here is a packing list, covering both polar waters and expeditions in warmer waters such as the crossings of the Atlantic Ocean, South America and in Europe. If you should forget something, on board all Hurtigruten's ships you will find a shop with a wide range of clothes and practical items.

- On board it's smart to wear ordinary shoes
- Bring a memory card with a large capacity – there are sockets in the cabins to recharge photo equipment
- The dress code aboard the ship is relaxed and casual and you are not expected to dress formally for meals
- Extra shoelaces are also a good idea
- Bring a good pair of binoculars
- A small waterproof backpack is necessary for carrying essentials
- Sun protection
- Sunglasses with UV filter lenses
- Lip salve with UV protection. Dry, cold wind and sun often cause chapped lips
- Money in the correct currency. Remember, our ships also accept several credit cards.
- Remember to bring sufficient medication to last through any unforeseen delays
- You will receive a wind and water resistant parka as a memento on all expedition ships except MS Nordstjernen
- Rubber boots are available on loan, at no extra cost, aboard all expedition ships, except MS Nordstjernen.

Expeditions to polar waters – this means voyages to Antarctica, Svalbard, Greenland, Canada and the Norwegian coast.

- Warm winter jacket

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- Wind and water resistant trousers and long thermal underwear and top (we recommend wool)
- Warm cap or headband
- You should also bring swimwear to for use in our on-deck whirlpools
- Scarf or neckie (we recommend natural fabrics)
- Warm woollen jumper and fleece jumper/jacket, remember layers are essential
- Sunglasses with UV filter lenses
- Gloves and mittens, fleece and wool
- Warm socks
- Bring extra batteries for your camera, as battery life is shorter in cold areas
- Shoes or boots with good soles are compulsory for outdoors, on deck, and for excursions ashore. Please make sure they are worn-in walking boots.

Expeditions to warm areas – generally, the Amazon and the areas around the equator are hot and muggy, but during the evenings, it can cool down quite a bit, especially if it rains. Fast-drying clothes that can be layered work best.

- Inexpensive rain poncho
- Sandals or shoes you don't mind getting wet
- Wide-brimmed sun hat
- Light jacket (water resistant) that will keep you warm on a cool evening or dry during a sudden downpour
- Swimwear, both for use on beaches and on the whirlpools on deck
- Short and long-sleeved T-shirts with UV filter
- Sunglasses with UV filter lenses
- Shorts for warm days
- Trousers for cooler days
- Insect repellent
- Anti-itch cream for insect bites

Pregnancy

Pregnant women are highly recommended to seek medical advice prior to travel at any stage of their pregnancy. Women who are up to 23 weeks pregnant at the end of the cruise are required to produce a medical certificate of fitness to travel. The Carrier cannot for safety reasons carry pregnant passengers of 24 weeks or more by the end of the cruise.

On board Medical Centre

There are no doctors on board any of the ships. Should you require medical treatment attention during your cruise then local medical services can be contacted for emergency treatment. The cost of such treatment is the guests responsibility. Hurtigruten are not liable for any aspect of medical treatment provided to you ashore or on board.

If you have any medical condition, which may need treatment during a cruise, this must be disclosed at time of booking in order for a risk assessment to be undertaken as to whether you can be safely carried. You may be asked to provide medical evidence for this purpose. Carriage is dependent on the nature and extent of the medical conditions, the itinerary and length of cruise.

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In relation to your own medical equipment, there are limited storage facilities on board ships. You must check prior to boarding if the equipment is allowed on board aircraft, ships or hotels.

If you are taking medications, it is essential you have sufficient supplies for the duration of your entire holiday booked.

Guests with Disabilities

Hurtigruten want to ensure you make the correct choice before you book your holiday. Hurtigruten are happy to welcome passengers who are not fully mobile on board most of their voyages. Not all ships and itineraries are suitable for passengers who are not fully mobile. Passengers who use a wheelchair must bring their own, standard size, collapsible wheelchair and travel with a companion who is able to assist them.

For intended passengers who are not mobile/less able, landings and sometimes embarkation are by zodiacs or tenders. A certain level of agility will be required to board.

Not all excursions are adapted specifically for disabled passengers, please check at time of booking.

It is essential at time of booking your consultant is aware of all special requirements to ensure necessary arrangements can be made for a trouble free holiday.

Gratuities

Tipping is not expected, however, if you feel crew members should be rewarded for providing exceptional service this is entirely at your discretion. For voyages on board MS Fram you will receive tipping guidelines with your travel documents or on.

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 Hurtigruten vessels is provided solely by Hurtigruten 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.hurtigruten.com.au/>. This contains complete and important information regarding cancellations, itineraries, Hurtigruten 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

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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 Hurtigruten website <https://www.hurtigruten.com.au/> or brochure.

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