

# CELESTYAL CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



## Deposit

Deposits are due immediately at time of booking.

The deposit amount is dependent on the selected voyage, destination and length of cruise and time of booking and is displayed on your booking confirmation. The deposit amount includes a Cruise Guru administration fee of A\$110 per person which is deducted from the final balance.

Only Australian dollar payments are accepted.

Deposits must be paid by Mastercard, Visa or American Express at time of booking. Credit card fees do not apply to Mastercard or Visa card deposit payments made online. Credit Card fees do apply to Mastercard or Visa card deposit payments made through the Cruise Guru call centre, please consult with your reservations cruise expert for applicable fees at time of deposit. Credit card fees do apply to American Express card deposit payments made online and through the call centre at 2% of total amount, processed and charged at time of payment.

Please note on select voyages a second deposit may be required before final payment to secure the booking. For your convenience the second deposit will be automatically deducted from the credit card used at time of first deposit. If you wish to use a different card for the second deposit please [Contact Us](#). If the second deposit is not processed and confirmed by due date the booking may auto cancel and be subject to cancellation fees.

## Booking

It is important that the reservation is booked using full names as per passport. Fees may apply to amend names after booking is confirmed. By confirming your booking with Payment you are agreeing the Terms and conditions outlined below. No responsibility will be taken by Cruise Guru or Celestyal Cruises for incorrect information supplied by guest/s. Failure to complete any necessary forms or documents required for travel may result in cancellation of the booking or denial of boarding.

## Final Payment

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

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

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

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

## **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 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 Celestyal Cruises once the cancellation advice has been processed by Celestyal Cruises

## ***Celestyal Cruises Cancellation Guideline***

Cancellation fees for individual bookings:

### 2022 departures

90 days or more prior to sailing:	No charge/ Full Refund
89 – 30 days:	loss of deposit amount
29 days or less:	No refund

### 2023 departures

90 days or more prior to sailing:	AU\$80 per person administration fee
89 – 30 days:	loss of deposit amount
29 days or less:	No refund

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

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

Cruise Guru & Celestyal Cruises reserve the right to charge you for cancellation fees incurred that maybe greater than the amounts of payments received at the time of cancellation of your booking. Any outstanding amounts must be paid by the cancelled parties.

In addition, guests will be liable for any additional fees charged by any non-cruise providers due to cancellations including a Cruise Guru cancellation administration fee of AUD110 per person charged on all cancellations regardless whether a cruise protection plan has been purchased. The Cruise Guru cancellation administration fee will be deducted from any refund due.

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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.

## **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**

Sometimes Celestyal Cruises 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, the following administration fees may apply.

Spelling Correction ( per person )	AUD0
Replacement Passenger* ( per person)	AUD25

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

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## 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**

Your cruise rate includes:

Port Charges

Gratuities

Stateroom Accommodation in the Category you have booked

Full Board (except specialty menu in the Dining Room & Room Service)

Onboard Entertainment, day & night activities

Use of Swimming Pools

Use of Fitness Center & Sauna

Use of safety deposit box

Selected unlimited Classic drink package (house wine, beer, soft drinks, teas, coffees, cocktails and branded spirits onboard)

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Selected shore excursions

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.

## **Non Refundable & Promotional Fares**

Celestyal Cruises may at times release special promotional fares that attract differing terms and conditions from those outlined within and reflected in the Celestyal Cruises brochures and website.

These may include different deposit amounts, different payment and cancellation conditions including non-refundable deposits and fares.

To confirm if you have been booked on a promotional fare please check at time of booking with Cruise Guru for what conditions may apply to your booking.

In addition Cruise Guru may offer special promotions that will also attract different deposits, final payment dates and amounts from the cruise line.

When making a payment on these special promotions you are confirming your booking subject to the Cruise Guru special promotions terms and conditions.

### **Cruise Guru Reduced Deposit Promotions**

1. Offer only valid on specific promotional period and subject to select cruises and availability
2. Non refundable and non transferable deposits to be paid to Cruise Guru upon confirmation of booking.
3. No Cruise Guru additional administration fee is collected or charged at time of booking for cancellations.
4. Final Payment due date will vary from standard booking due dates
5. If full payment is NOT received by final due date booking will AUTO CANCEL and no refunds will apply.
6. Once Final Payment has been received, Cruise Guru will charge a 10% cancellation fee of the FULL CRUISE VALUE in addition to the normal cruise line cancellation penalty.

## **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.

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

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

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

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

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

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

## **Onboard Credits/Shipboard Credits & Promotional Inclusions**

From time to time there maybe promotions which include onboard credits or other inclusions which are but not limited to speciality restaurant vouchers or drink packages/cards. These promotions can be applied to the cabin or to individual passengers. An Onboard Credit is a monetary amount which is applied to your onboard account for onboard purchases. Some Onboard Credits or promotional inclusions may not be combinable with other offers and are non-transferable. Any unused portion of the Onboard Credit will expire at midnight on the last night of your cruise and is not redeemable for cash at any time. Onboard Credit or other promotional inclusions are not transferable between any cruises, including consecutive cruises and fellow travellers. Any promotional inclusions not used will be forfeited on conclusion of the cruise.

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

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

## **Guarantee Staterooms**

If a GUARANTEED stateroom (cabin with no cabin number assigned), is booked an identical or higher category stateroom (for the same price) will be assigned at any time after booking is made and may not be advised until day of sailing. The allocated stateroom may be located on any passenger deck on the ship, but you will be assigned AT LEAST the category for which you paid. Your stateroom

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assignment will be advised when you check in for your cruise. Please note: Guarantee staterooms assigned may be equipped differently from general category description including certain staterooms with obstructed view and modified accessible staterooms.

Special stateroom requests cannot be assigned to guarantee stateroom bookings.

When booking a guarantee stateroom, bookings cannot be cross referenced for cabin assignments but can be cross referenced for dining only. To cross reference cabin assignments, bookings MUST be made with an original cabin assignment to apply.

## **Upgrade & Stateroom Change Policies**

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

## **Single Guests**

Single occupancy may be available in select categories at a higher charge.

The supplement for single use of a stateroom varies depending on availability, sailing date, duration and stateroom category for the chosen departure.

Please note that the percentage of the sole occupancy supplement may be increased without prior notice. Single occupancy availability is capacity controlled and is always at the discretion of Celestyal Cruises.

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

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

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

## **Fuel, Taxes and Surcharges**

Once booked your fare is only subject to any increased taxes which will be added to the fare or to your on board account. We may elect to impose a fuel supplement at any time, in which case any additional fees will apply to new bookings only. The



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total price quoted to you at the time of booking will be inclusive of any applicable fuel supplement.

## **Gratuities – Onboard Service**

Cruise gratuities can put a serious dent in your holiday budget so when you sail with Celestyal all your port fees, service charges and crew gratuities are already included with the cost of your ticket.

The Celestyal Inclusive Experience is designed to enrich your cruise experience so you can enjoy your cruise experience from start to finish. Our principal concern is to ensure you have a wonderful cruise holiday and our all-inclusive offer enables you to plan and manage your holiday budget with confidence.

## **Dining**

Each of Celestyal's dining areas has been carefully designed to accommodate and preserve the intimacy and comfort you would hope for whilst enjoying a meal with your family and friends. With a choice of dining experiences to choose from you will find an array of authentic Mediterranean flavors to savor.

Main Dining – open during all mealtimes, offers a buffet breakfast with a huge choice of hot and cold items, including pastries, fresh bread, cold meats, bacon, eggs and omelets. Lunch is also served buffet-style and includes meats, fish, salads, pasta, traditional gyros and a chef's special, but you can order lunch from a menu if you fancy something different. Dinner is a three-course affair, meaning you'll be treated to an appetizer, main course and tempting dessert.

Leda Buffet (Olympia) - Leda is a casual dining venue and a very popular self-serve buffet restaurant that's semi-open to the elements. You can eat breakfast, lunch and dinner here whilst enjoying a cool breeze and breathtaking sea views. The Leda Buffet is open most times of the day and is a delightful place to go for a mid-morning snack and afternoon tea as well.

Aura Grill and Greek Deli – If you like casual meals and you want to enjoy lunch in different settings, Aura Grill and Greek Deli serve up lots of lunchtime favorites and classics including gyros, burgers, fries and lots of sweet treats. The Aura Grill also hosts the legendary American BBQ night.

Other Dining Options: The Aegean Restaurant has a separate lunch and dinner menu for kids which includes simple dishes like burgers, chicken nuggets and pizza. There's also our 'Kwik and Easy' menu with snacks and hot meals that can be served in our lounges or delivered to your stateroom for an additional fee. Room service is available at a supplement for private dining in your cabin.

Specialty Restaurants are available at a charge onboard.

## **Special Diets**

Guests with a regulated diet or food allergies simply let us know your gastronomy requirements at time of booking up until two weeks before your departure date and Celestyal will do their best to accommodate your needs.

We recommend once onboard to check with the Maitre D' to confirm your request.



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## Dress Code On-board

For your safety and comfort on-board we suggest sports or flat shoes with low heels. These types of footwear will make it easier for you to walk in the outside decks and stairwells.

On Celestyal Cruises seven-night cruises, they will host a Gala Night and the Captain's Cocktail in honour of guests, Celestyal Cruises advises you attend in formal attire: a cocktail dress or something smart for the ladies, jacket and tie for the men.

For Greek night during your cruise, passengers are invited to wear blue and white attire.

## Documents

Documents will be available at least 3 weeks prior to your departure. You can manage your booking via

<https://booking.celestyalcruises.com/en/manage/dashboard>. Documents are issued in the form of eTickets.

## Passports / Visas / Immunisations

Passports, visas, vaccinations and other travel documents are your responsibility. Cruise Guru & Celestyal Cruises do not provide advice regarding passports and/or visas. However, all guests are required to carry a passport usually valid for 6 months after disembarking the ship, and any necessary visas. Please contact your nearest consulate for the most up to date information regarding visas. As to immunisations, please check with a travel medicine specialist or local health department for specific recommendations and/or requirements. We recommend the use of [www.smartraveller.gov.au](http://www.smartraveller.gov.au) for advice in these areas without the necessary passport, visas and/or vaccinations local authorities may deny you boarding, prevent you from going ashore, issue a fine or deny the ship entry into the port. If you do not have all the necessary documentation you may be denied boarding and no refunds will be given.

For international voyages (cruises that visit a foreign port), passports are required for all passengers and must be valid for a minimum of 6 months beyond the date of the cruise return. In addition, travel on our cruises will not revalidate an Australian re-entry visa.

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

## Pregnancy

For their own health and safety, ladies may travel up to their 24th week of pregnancy, provided they are holders of a written certification for travelling ability issued by their Doctor/Gynaecologist. We recommend pregnant women who have not yet completed the 12th week of their pregnancy by the date of the cruise to consult their Doctor/Gynaecologist.

## Minors and Children

INFANTS - For their own health and safety, infants under three months old are not permitted on-board. If you require a baby cot, please [Contact Us](#) at the time of the booking, to ensure that the booked stateroom is suitable for a baby cot.

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We must advise Celestyal do not carry baby food on-board, nor do they provide a babysitting service.

CHILDREN - Celestyal does not accept unaccompanied minors under 18 years on the date of outward travel and children will not be allowed to embark unless they are accompanied by a parent or guardian. Children on board should be supervised by a parent or guardian at all times, and are welcome at activities on board or at shore excursions provided that a parent or guardian is present. Children cannot remain on board if their parent(s) or guardian go(es) ashore.

## **Specials Needs/Mobility**

If you are physically challenged or your mobility is impaired, at the time of booking we kindly request you provide us with full and detailed information in connection to your disability. If Celestyal Cruises believes there might be a safety issue for you or for your traveling companion, Celestyal Cruises reserves the right to advise that the guest with health or mobility problems must have the assistance of a person who will be responsible for and take charge of all of this guest's needs and requirements. If you or your travelling companion requires personal, individual care or supervision, this must be organised by you or your traveling companion at your cost. No Celestyal Cruises ship or staff or crew member can provide specific care or supervision to anyone, nor can we provide any form of medical care for a physical or psychiatric condition.

Celestyal Cruises have a limited number of staterooms suitable for people with disabilities or whose mobility is impaired, and not all areas of our ships are accessible to these guests or equipped for them. Guests travelling with a wheelchair should be aware they may not be allowed to disembark in the ports when tender service is in use, for their own safety. Given these restrictions, bookings for such guests are dependent upon the availability of suitable on-board lodging. If Celestyal Cruises deems it necessary, the assistance of a fully able person capable of catering to the guest for the duration of the selected cruise may be requested to escort the guest with mobility restrictions. All costs are to be supported by the guest. Guests in wheelchairs must bring their own wheelchairs, of normal size. Celestyal Cruises only carries wheelchairs for emergencies on its vessels.

## **Shore Excursions**

Selected shore excursions are included in your cruise fare. Should you wish to reserve additional shore excursions, you can do so:

- Add them at time of booking your cruise.
- Purchase shore excursions (after booking your cruise) via the Manage My Booking section of the website:  
<http://booking.celestyalcruises.com/en/manage/login>
- Purchase onboard.

## **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](#)

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## Important Notice

The transportation of guests and baggage on Celestyal Cruises vessels is provided solely by Celestyal Cruises and is governed by the terms and conditions printed on the Passage Contract. The Passage Contract will be included with guests travel documents, is available upon request, or can be accessed through the website at [www.Celestyal.com.au](http://www.Celestyal.com.au). This contains complete and important information regarding cancellations, itineraries, Celestyal Cruises liability, health and immigration requirements, and other relevant terms and conditions.

## Responsibility

Cruise Guru accepts bookings subject to the following conditions:

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

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

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

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

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

## Privacy Policy

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

NB – Please note these terms and conditions can change without prior notice.

For further information, please refer to the Celestyal Cruises website <https://celestyal.com/au/> or brochure.

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