

# OCEANIA 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 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 Oceania Cruises for incorrect information supplied by guest/s. Failure to complete any necessary forms or documents required for travel may result in cancellation of the booking or denial of boarding.

## Final Payment

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

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

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

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

# OCEANIA CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



## Third Party Credit Card Authorisation

During the booking process if you have made any payment against the booking using a credit card whereby the cardholder is not part of the travelling party, we are required to have a written consent from the cardholder giving Cruise Guru authority to process the charge via a Third Party Verification Form. This is a common business procedure where an individual authorises a payment on their credit card when they are not utilising the service. This requirement prevents unwanted and fraudulent chargebacks that can hurt the relationship between a business and the travelling party. Failure to submit the Third Party Verification Form on time will cause the booking to be cancelled. If in the instance the booking is cancelled or a refund is to be processed on the booking, funds due for refund will be refunded to the original form of payment less any applicable administrations fees. To access this form please contact our team.

## Cancellations 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. Cruise Guru fees apply.

## 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 Oceania Cruises once the cancellation advice has been processed by Oceania Cruises.

## Cancellation Guideline

### Cruises 14 days or less

#### Days prior to Departure

120 - 91 days

90 - 76 days

75 - 61 days

60 - 31 days

30 days or less

#### Cancellation Charge

AU\$350pp Administration Fee++

(category 'G' inside Staterooms to Penthouse Suite 'PH1' Staterooms)

10% of Full Fare (Oceania Suite 'OC' Staterooms to Owner's Suite 'OS' Staterooms))

25% of total fare

50% of total fare

75% of total fare

100% of total fare\*

# OCEANIA CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



## Cruises 15 days or longer

### **Days prior to Departure**

180 - 151 days

150 - 121 days

120 - 91 days

90 - 61 days

60 days or less

### **Cancellation Charge**

AU\$350pp Administration Fee++

(category 'G' inside Staterooms to Penthouse Suite 'PH1' Staterooms)

10% of Full Fare (Oceania Suite 'OC' Staterooms to Owner's Suite 'OS' Staterooms)

25% of total fare

50% of total fare

75% of total fare

100% of total fare\*

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

++ The \$350 Australian dollars administration fee may be converted to a Future Cruise Credit, in which case we will apply this credit amount towards the payment of your next cruise with us. Any Future Cruise Credit is redeemable on bookings made within 12 months of the cancellation date and remain valid for travel within 2 years of the cancellation date.

PLEASE NOTE: Cancellation charges for Grand Voyages cruises differ to above. Please enquire with our consultants for more details.

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

Cruise Guru & Oceania 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 (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.

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

## **Cancellations by Supplier**

If your service/s booked through Cruise Guru are cancelled for any reason, the service provider may offer Future Credits in place of cash or credit card refunds. Refunds from service providers can take up to 3 months to process. Cruise Guru will not offer cash or credit card refunds unless we have the refund back from cruise lines or other suppliers. Future Credits will have their own terms and conditions subject to cancellation and will be provided once the credit has been processed.

# OCEANIA CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



## **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**

Name changes require the prior approval of Oceania Cruises 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.

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

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

- 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.

# OCEANIA CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



\*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 fare includes accommodations as booked, entertainment, gratuities and onboard meals (except where a cover charge may be imposed), soft drinks, bottled water and coffees & teas and juices. Cruise fares include governmental fees and taxes (which are subject to change). Cruise Fares do not include, but are not limited to: shore excursions, meals ashore, specialty restaurants, baggage handling, laundry charges, salon & spa treatments, beverages not included on regular menus, expenses for additional sightseeing not specified and medical services. There will be an additional onboard service fee of approx. 18% added for all purchases.

All advertised fares, including discounts, shipboard credits, offers, upgrade or special amenities are for new bookings only on selected sailings are capacity controlled and subject to change at any time and can be withdrawn without prior notice. Once booked, your fare is subject to any increased government fees, surcharges (including fuel surcharges) and taxes which will be added to the fare or to your on onboard account.

Airport and custom taxes, airport security charges and immigration fees or excess baggage charges imposed by air carriers are not included in the fare and are to be settled with the airline directly.

## **Non Refundable & Promotional Fares**

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

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.

# OCEANIA CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



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 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

# OCEANIA CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



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 Oceania Cruises 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 occupancy will be 200% of double occupancy fare unless otherwise stated. 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 Oceania Cruises.

## Third Guest & Children's Fares

Fares for third/fourth guests are on request. Triple and Quad occupancy staterooms are subject to availability and are capacity controlled. Triple and Quad bedding configurations may differ per stateroom. Confirmation for triple and quad occupancy staterooms may sometimes be on a request basis and require external confirmation.

## Fuel, Taxes and Surcharges

The fare that 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 Oceania Cruises'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, Oceania Cruises reserves the right to surcharge guests to cover such unexpected costs.

## Itinerary Variations

Whilst Oceania Cruises endeavours to deliver the itinerary destinations and times displayed, all itineraries, including points of embarkation and debarkation, are at the discretion of Oceania Cruises and may be modified up to and during the voyage. Oceania Cruises 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. Oceania Cruises 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, Oceania Cruises will promptly notify guests or their Travel Agent of a cruise itinerary change.

# OCEANIA CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



## **Advanced, Cancelled or Delayed Sailing**

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

## **Dining**

### ***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 Oceania Cruises. Oceania Cruises will do their best to ensure that your request is accommodated, but it is not guaranteed that every request can be met in all cases.

## **Documents**

Oceania Cruises sends all final documents between 21 and 30 days prior to your trip departure, provided guests have completed and signed Passenger Information Form and your booking is paid in full. A service fee may be charged for expedited shipment of documents.

## **Passports / Visas / Immunisations**

Cruise Guru & Oceania 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.smarttraveller.gov.au](http://www.smarttraveller.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.](#)

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.

## **COVID Testing & Requirements**

All cruiselines are working to the same goals of protecting their staff and guests. As such, cruiselines will have different policies and procedures on how this is handled which can change depending on the situation at time of departure. It is important you keep up-to-date with these policies and procedures in the lead up to your cruise. In most cases, a COVID test will be required prior to your cruise departure. You will be required to present a negative test result at time of check-in, along with your vaccination certificate status. Any further testing required by the cruiselines may incur a charge which will be applied to your onboard account. As the COVID situation around the World evolves, policies and procedures can change without prior notice. Our Reservations team will be able to offer you guidance in accordance to the current policies and procedures in the lead up to your departure.



# OCEANIA CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



## **Minors and Children**

Infants must be one year of age as of the first day of the cruise. Guests travelling with a young infant that does not meet the infant policy will be denied boarding. No refunds or other compensation shall be due from Oceania Cruises to anyone as a result of the denial of boarding to an under-age infant or any accompanying guests. Any guest under the age of 18 must be accompanied by and occupy the same stateroom as an adult 18 years or older. Oceania Cruises does not provide for the care, entertainment or supervision of children. Children under the age of 16 are not permitted in the Fitness Centre.

## **Shore Excursions**

Each cruise program includes comprehensive shore excursions led by a local English-speaking expert; these excursions have been designed to provide guests with the best possible experience ashore. From time to time, Oceania Cruises also offer optional excursions designed to enhance the range of sightseeing already included in the cruise program. These optional excursions are available for purchase when guests are onboard the ship. The Cruise Manager will provide details about the reservation process at the Welcome Briefing. All tours purchased onboard are billed to the shipboard account and can be paid when settling the final bill. Optional excursions are subject to cancellation if a minimum number of participants are not met.

## **Pregnancy**

Oceania Cruises cannot accept guests who will have entered their 24<sup>th</sup> week of pregnancy by the beginning or at any time during the cruise.

## **Gratuities**

For your convenience, gratuities have been included in your cruise fare. An additional gratuity per guest per day has been included for guests occupying Penthouse, Vista or Owner Suites where butler service is provided.

A service gratuity (approx. 18%) is automatically added to all purchases, including but not limited to alcoholic beverages, spa and salon services.

## **Clothing**

Recommended onboard clothing is resort or country club-casual. For evening dining, elegant casual resort wear is suggested. Oceania Cruises request jeans, shorts, t-shirts and tennis shoes (or similar) not be worn at dinner.

## **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 Oceania Cruises vessels is provided solely by Oceania 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.OceaniaCruises.com](http://www.OceaniaCruises.com) This contains complete and important information regarding

# OCEANIA CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



cancellations, itineraries, Oceania 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 Oceania Cruises website [www.oceaniacruises.com](http://www.oceaniacruises.com) or brochure.

© 2022 CruiseGuru