

# PRINCESS 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 the Terms and conditions outlined below. No responsibility will be taken by Cruise Guru or Princess 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. Please enquire for details.

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## 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 once the cancellation advice has been processed by Princess Cruises plus a Cruise Guru administration fee.

### ***Princess Cruises Cancellation Guideline***

#### **Sailings 24 nights or less (including World Cruise Segments)**

##### **Days Prior to Departure    Cancellation Charge**

181 days or more	Full refund
180-90 days	Deposit amount <sup>^</sup>
89-43 days	25% of total fare <sup>^</sup>
42-15 days	50% of total fare <sup>^</sup>
14 days or less	100% of total fare

#### **Sailings 25 nights or more (including Full World Cruise and World Cruise Segments)**

##### **Days Prior to Departure    Cancellation Charge**

181 days or more	Full refund
180-120 days	Deposit amount <sup>^</sup>
119-64 days	50% of total fare <sup>^</sup>
63-43 days	75% of total fare <sup>^</sup>
42 days or less	100% of total fare

Note: <sup>^</sup>Total Fare is the total amount payable for your booking.

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

Cruise Guru & Princess 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.

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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.

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: Princess 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.

## **Partial Cancellations & Change in Stateroom Occupancy**

Changes in stateroom occupancy when one guest cancels and the other guest is still travelling will result in cancellation fees for the cancelled guest/s and recalculation of the remaining guest/s' fare. In some circumstances, guest/s still travelling maybe required to pay a surcharge for the changed occupancy stateroom regardless of the cancellation fees paid by the cancelling guest/s.

Promotions such as onboard credits or other promotional inclusions can be affected by changes made to your booking.

## **Booking Changes & Amendments**

Sometimes Princess 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.

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Changes can only be made up to 48 hours before departure.  
Change fee policies and charges are always at the discretion of Princess Cruises.

## Cruise Guru Change and Amendment Fees

These fees are charged if Cruise Guru are required to make any of the following changes / amendments to bookings held by Cruise Guru

Amendments to Existing Bookings – AUD50 per booking

- Name changes
- Cabin grade or cabin numbers
- Change in stateroom occupancy
- Cancellation of additional services including transfers, flights and pre and post accommodation
- Transfer of booking to another agency or directly to cruise line

Cancellation and Rebook – AUD110 per person

- Change in cruise departure date
- Full cancellations

Service Charges – AUD50 per booking

- Booking shore excursions
- Completing online check in
- Sending printed documentation for cruise lines where E-docs are available
- Sending brochures/shore excursion booklets and information internationally

Additional Price Match / Guarantee – AUD50 per booking

- There is NO charge for initial price match request. In the event of a further price match request, Cruise Guru will charge the above fee.  
\*Please be advised that Price Match / Guarantee requests must comply to [Price Match / Guarantee terms and conditions](#).

No fees are charged for changing dining options, resending of E-docs and resending Cruise Guru invoices

Guests who do not wish to book directly online and prefer to book by phone, Cruise Guru reserves the right to charge a AUD50 booking fee.

Please note: Promotions/Inclusions such as onboard credit or other promotional inclusions may be affected by changes made to your booking.

## **Cruise Fare**

The price of your cruise includes ship accommodations, ocean transportation, meals, some beverages most entertainment and activities onboard the vessel. All prices are per-person, based on double occupancy of the stateroom, and are quoted in AUD dollars.

The cruise price does not include air transportation, transfers or items of a personal nature, such as shore excursions, some beverages, photographs, gratuities, medical services, etc.

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In addition, Princess Cruises 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 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**

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

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## **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 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.

## **Non-Australian Residents/International Sales Policy**

It is Princess Cruises policy that bookings are made through an approved booking office for your country of residence. Cruise Guru cannot accept bookings from non-Australian residents. Should a booking be made through Cruise Guru for non-Australian Residents, Cruise Guru have the right to charge an additional AUD\$100 per person plus all applicable credit card fees. This may occur after FULL payment has been made or after sailing has been completed.

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

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

## **Waitlist Bookings**

If your requested cruise or stateroom category is unavailable, you can choose to create a 'waitlist booking'. This means that if your requested cruise or stateroom category becomes available, you will be sent a 'waitlist match' via email. Once sent, you have until specified to accept the booking, typically within 24 hours. If accepted, your booking will be subject to our normal Payments and Cancellations & Refunds policies. There is no deposit required for passengers who already have a booking and would like to waitlist for a different stateroom category on any cruise. For a waitlist booking a deposit of \$200 per booking is required. If your waitlist is accepted the waitlist deposit paid will contribute to your booking deposit. If you do not accept the waitlist match, or a waitlist match does not become available, the waitlist deposit is fully refundable.

## **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

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

## **Upgrade & Stateroom Change Policies**

Princess Cruises reserves the right to upgrade a guest or guests to more expensive category accommodation at no additional cost. Princess 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 Princess 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 Princess 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. Princess Cruises may elect to impose a fuel supplement at any time, in which case any additional fees will apply to new



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

## **Gratuities – Onboard Service**

During your cruise, regardless of which Princess ship you choose, you will meet staff who provide you with excellent service. Crew members often rotate to different vessels within the Princess fleet which helps to maintain our high standards on every ship. These dedicated workers reflect our philosophy that all crew on all ships are but one family who share in our success.

For our Australian passengers, when sailing on cruises departing from Australia, a daily gratuity amount will no longer be added to your on board account. You are welcome to reward our on board crew for exceptional service, however, tipping is not required.

For all other Princess itineraries and passengers on cruises not departing from/returning to Australia, to save you the worry of who to tip and how much, an automatic gratuity per day (including children) is automatically added to your shipboard account in the onboard currency on a daily basis and may be adjusted or removed at your discretion on board. Amount of gratuity is dependent on stateroom type. A guide for gratuities charged is based on stateroom category: \$16 per guests in Interior, Oceanview and Balcony, \$17 per guest in Mini-Suite and Reserve Collection/Club Class, \$18 per guests in Suites, and is subject to change without notice. This gratuity will be shared amongst those staff who help provide and support your cruise experience, including all waitstaff, stateroom stewards, buffet stewards, and housekeeping staff across the fleet.

On all worldwide itineraries, a 18% gratuity is also added to bar charges and dining room wine accounts. This is shared amongst the beverage staff and their support staff. For Casino dealers and Lotus Spa personnel do not share in these gratuities, as not all passengers utilise these services.

## ***Gratuities on your Alaska Cruisetour***

Gratuities are not included during the land portion of your tour.

Gratuities are a personal matter and an expression of appreciation for genuine, personal service provided by knowledgeable and creative professionals.

Please extend any gratuities on an individual basis, not as a group. Gratuities may vary by program. Tips to the tour director and motorcoach driver have not been provided and should be rendered on a voluntary and personal basis. See the tour director to verify if additional tips are customarily rendered on your particular tour.

## **Dining**

With Princess, you have the choice of Anytime or Traditional Dining.

### **TRADITIONAL DINING**

Traditional Dining (not available on all ships) is the classic cruise dining experience. Indulge in freshly-prepared, award-winning cuisine, served at set times in an elegant dining room with the same waitstaff and table mates each evening.

### **ANYTIME DINING**

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Anytime Dining offers a flexible dining experience – just like a restaurant would – and gives you the freedom to dine with whomever you wish, at your convenience in your chosen venue.

Once onboard and subject to availability, you may attempt to switch preferences with 24 hours' notice to the Maitre D'. Princess will do their best to accommodate your preference.

Dining options vary by ship. Dining Hours are posted onboard and are subject to change. Actual times may vary based on itinerary and season

Variety is the spice of life, especially when it comes to gourmet fare. That's why Princess offers several Specialty Dining options for you to choose from on every ship. These distinctive restaurants provide intimate dining in an upscale atmosphere. Reservations are suggested at these popular venues. As these restaurants at sea are truly a special treat, a cover charge will apply per person

Princess Cruises cannot accept any bookings which are conditional on your preferred seating time being or becoming available before departure. If you cancel because your preferred seating time is not available (whether or not this was confirmed at the time of booking) normal cancellation charges will apply. Seating time requests cannot be guaranteed.

## ***Special Diets***

Princess is happy to meet your request for low-sodium, low-fat, low-sugar and vegetarian meals (restrictions apply). Visit the [Cruise Personalizer®](#) at [princess.com](#) to indicate your dietary preferences.

In addition, kosher meals (frozen main meals only) may be available on request. Any other special diet requests must be authorised in advance by Princess Cruises.

Please advise at time of booking of any special diet, allergies or medical needs. Once onboard, please check with the Director of Restaurant Operations/Maitre D' to confirm your request.

## **Documents**

With eTickets, you can access and print important Princess vacation documents conveniently online – including your Travel Summary, Passage Contract and cruise Boarding Pass.

Once your booking has been made, just visit [Cruise Personalizer®](#) and fill out the required voyage information. Then you'll be able to view your booking information and print travel-related documents anytime, from any computer.

Your Travel Summary, an electronic version of the cruise ticket, is available online via the [Cruise Personalizer®](#). The Travel Summary provides the following booking details and options:

- Cruise Summary
- Flights ( if purchased through Princess )
- Itinerary

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- Packages & Transfers (if purchased)
- Important Notices
- Pre-Reserved Shore Excursions
- Lotus Spa Appointments
- Special Services (if purchased by the passenger)

The Boarding Pass provides information required at embarkation. There are two types of Boarding Passes: Regular and Preferred.

We recommend you also download the Princess MedallionClass app to be Ocean Ready. More information on accessing Cruise Personalizer and the MedallionClass app can be [found here](#).

## **Passports / Visas / Immunisations**

Passports, visas, vaccinations and other travel documents are your responsibility. Cruise Guru & Princess 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.

For domestic voyages (cruises that do not visit a foreign port) a valid passport or government issued photo identification is required (Queensland 'Adult proof of Age Card' will be accepted, however the older version of Queensland "card 18+" will not be accepted). For Australian domestic voyages, a current Medicare card can be used for passengers under 18 years of age. For New Zealand domestic voyages, an original or certified copy of the child's birth certificate or a school pass with photo will be accepted for passengers under 18 years of age.

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

## **Minors and Children**

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

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The following clauses apply depending from where your cruise departs or operates:

Cruises departing from and returning to an Australian port, or departing from a port in Singapore:

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

Cruises departing from a Japanese port:

To ensure there is suitable supervision, there needs to be at least one guest in each stateroom aged 20 years or older. However, for families travelling together and with inter-connecting staterooms, children may occupy an inter-connecting stateroom to their parent/guardian on the condition that at least one child in the stateroom is aged 16 years or older.

Everywhere else

To ensure there is suitable supervision, there needs to be at least one guest in each stateroom aged 21 years or older. However, for families travelling together and with inter-connecting staterooms, children may occupy an inter-connecting stateroom to their parent/Guardian on the condition that at least one Child in the stateroom is aged 16 years or older.

## ***Responsible Adult Requirement***

For safety reasons, and subject to applicable Laws, for cruises departing from an Australian port between:

1 November and 7 January, Princess will permit a quota of 20 Children each aged 16 years or older who are not accompanied by a Responsible Adult per Cruise; and 8 January to 31 January, Princess will permit a quota of 60 Children each aged 16 years or older who are not accompanied by a Responsible Adult per Cruise.

Once the Quota is filled, children must occupy the same stateroom as a Responsible Adult. When the Responsible Adult Requirement applies to your booking, children must at all times be supervised by the Responsible Adult. Princess will advise whether the Responsible Adult Requirement applies to your booking.

Princess may waive the Responsible Adult Requirement at their discretion. To request a waiver of the Responsible Adult Requirement, please contact Princess' Customer Service Team [exemptions@princesscruises.com.au](mailto:exemptions@princesscruises.com.au) and outline your reasons for requesting a waiver. In determining any waiver request, Princess will take into consideration a number of factors which may include things like the risk of an unauthorised event occurring onboard, the risk of secondary supply of alcohol to children, or any other risks of excessive behaviour.

If Princess have advised the Responsible Adult Requirement applies to your booking and you no longer wish to travel on the cruise, Princess will apply a full refund for all guests on your booking.

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

Due to limited neo-natal facilities onboard and at the destinations Princess visit, the following minimum guest ages apply to Our Cruises:

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<i>Itinerary</i>	<i>Minimum Age</i>
Transocean crossings (Atlantic, Pacific, Indian, Antarctic, Arctic, etc.) and remote itineraries where there are more than two consecutive sea days.	12 months
Any other itinerary which may in the opinion of medical staff present a significant risk to infants between 6 and 12 months of age requiring emergency medical care. This includes World Cruises (excluding coastal segments), South America, Panama Canal, crossing the Tasman Sea (Australia-New Zealand), South Pacific Islands, including Hawaii-Tahiti (excluding fly cruising to French Polynesia with local cruising only)	
All other itineraries	6 months
Escorted Cruisetours	5 years

In addition, infants aged between six (6) months and three (3) years must remain with their parent/legal guardian at all times.

## **On board Medical Centre**

Each ship has a Medical Centre staffed by registered doctors and nurses, who are available during scheduled clinic times to provide medical care for everyone on board with limited facilities. The Medical Centre is only for medical needs arising on board and cannot cater for treatments that you are aware of prior to you going on holiday. While at sea or in port the availability of medical care may be limited or delayed; all or part of the cruise may be in areas where medical care and evacuation may not be available. Fees and charges relating to medical services are charged at private rates and will be added to your shipboard account. In Australia, this will not be covered by Medicare or private health insurance and will need to be claimed through travel insurance (see travel insurance section).

## **Pregnancy**

Princess Cruises 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

## **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.

Tours are operated by local independent companies, not by Princess®. You will find a variety of shore excursion options selected specifically with families in mind. Discounted rates for children and family-friendly activities may be available to make the most of your time in port.

You can reserve shore excursions for your voyage before you depart with Cruise Personalizer®. Just log-in using your reservation name and booking number, and you'll be able to secure your place on any of the land-based adventures offered in every port.

Many shore excursions have limited space available, so reservation requests will be processed in the order received. Therefore, we encourage you to reserve tours as

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early as possible. When excursions are fully booked, additional requests will be placed on a waiting list in the order received.

You can pre-reserve your tours, review the most up-to-date tour information and receive real-time confirmation of tours online using the [Cruise Personalizer®](#) up until 14 days prior to sailing. In most cases, you may begin to book your tours on the [Cruise Personalizer®](#) approximately 120 days prior to your cruise.

In order to process your tour selections, we must receive your form by the closing date listed. Your tickets will be delivered on embarkation day to your stateroom and will be charged to your onboard account.

## ***Pre-Reserving Lotus Spa Appointments***

Whether you enjoy a brief respite, a bracing workout, or a full day of pampering, the Lotus Spa® is dedicated to renewing body, mind and spirit. You'll find a full range of personalised spa treatments, including traditional hair and beauty services, massage, sensuous wraps, aromatherapies and even teeth whitening. The state-of-the-art fitness centre features professional staff, weight and aerobic conditioning equipment, sauna, steam rooms and classes ranging from yoga to pilates to spin cycling. The spa is open daily, but we suggest you pre-reserve your treatments before your cruise or make arrangements on embarkation day for an appointment time that works best for you.

Guests must be 18 years or older to indulge in any body treatments and at least 16 years of age to utilise the fitness facilities. Other Spa services are available to guests 13 years and older when accompanied by an adult.

Visit [Cruise Personalizer®](#) to pre-reserve your Lotus Spa appointment today!

## **Travel Insurance**

We strongly recommend that 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 Princess Cruises vessels is provided solely by Princess 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.princess.com](http://www.princess.com). This contains complete and important information regarding cancellations, itineraries, Princess 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,

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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.

To be read in conjunction with or for further information, please refer to the [Princess Cruises](#).

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