

# P & O AUSTRALIA 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\$25 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 P & O Australia 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.

# P & O AUSTRALIA 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

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 P & O Australia Cruises plus a Cruise Guru administration fee.

### ***P & O Australia Cancellation Guideline – effective 15 November 2023*** **Applicable to Value Plus & Value Fares (for sailings 27 nights or less)**

<u>Days prior to Departure</u>	<u>Cancellation Charge</u>
181 days or more	Full refund
180 – 91 days	Deposit amount
90 – 76 days	25% of total fare
75 – 31 days	50% of total fare
30 – 15 days	75% of total fare
14 days or less	100% of total fare

### **Applicable to Value Plus & Value Fares (for sailings 28 nights or longer)**

<u>Days prior to Departure</u>	<u>Cancellation Charge</u>
181 days or more	Full refund
180 – 90 days	20% of total fare
89 – 64 days	50% of total fare
63 – 43 days	75% of total fare
42 days or less	100% of total fare

### **Go Fare/Pack & Go Fare (for sailings 27 nights or less)**

<u>Days prior to Departure</u>	<u>Cancellation Charge</u>
181 days or more	Loss of Deposit
180 – 91 days	Loss of Deposit
90 – 76 days	50% of total fare
75 – 31 days	75% of total fare
30 – 15 days	90% of total fare
14 days or less	100% of total fare

### **Go Fare/Pack & Go Fare (for sailings 28 nights or longer)**

<u>Days prior to Departure</u>	<u>Cancellation Charge</u>
--------------------------------	----------------------------

# P & O AUSTRALIA CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



181 days or more	Loss of Deposit
180 – 90 days	20% of total fare
89 – 64 days	50% of total fare
63 – 43 days	75% of total fare
42 days or less	100% of total fare

Total Fare is defined as total amount payment including cruise fare, taxes, fees and port expenses. Additional cancellation fees may also be imposed on non-cruise portions of your booking including pre/post accommodation packages and/or transfers.

Cruise Guru & P & O Australia 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. 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.

## **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**

P & O Australia Cruises understands that on occasion you need to change to a different cruise. The fare your booking is booked on, inventory and time of changes can determine fee charges. When this happens the following policy will apply:

You may make changes to the guest details on your booking to correct a spelling mistake or replace a guest. You may need to pay administration fees, depending on your Fare type, as set out below:

# P & O AUSTRALIA CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



FARE TYPE	FEE PER NAME CHANGE/GUEST REPLACEMENT
Value Plus and Value Fares	No Fee
GO Fare	\$50 per change

Please be aware that one\* original guest from the booking must always remain on the booking or the booking will be subject to the applicable cancellation charges.

\*One original passenger from the booking must always remain in the cabin. If original guests cancel, the booking is subject to Cancellation and Refunds policy. In addition, 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.

Sometimes P&O 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 the 'Cancellation & Refunds' policy will apply.

All flight changes and requests are subject to relevant airline fees.

## 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

# **P & O AUSTRALIA CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS**



Guests who do not wish to book directly online and prefer to book by phone, Cruise Guru reserves the right to charge an 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 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 subject to any increased taxes. You will be notified of this before it is added to your fare or to your on board account.

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.

In addition, P&O Australia 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.

## **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.

## **Special Promotions & Non-Refundable Fares**

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

# P & O AUSTRALIA CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



These may include different deposit amounts, special inclusions, 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 additional to the normal cruise line cancellation penalty.

## **Future Cruise Credits (FCC)**

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

An FCC is attached to an individual passenger's name and profile, and can only be used to pay for that specific passenger's future cruise.

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

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

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

From time-to-time Cruise Guru will offer discounts on cruises. These discounts apply as part of our promotional offers. Discounts are not applicable to bookings



# **P & O AUSTRALIA CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS**



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 P & O Australia you are required to provide your arrival/departure information to Cruise Guru. You need to [Contact Us](#) with your flight arrival/departure details, including airline name, flight number and arrival and departure cities. If this information is not received before your departure, we cannot guarantee your transfers will be available.

## **Guarantee Staterooms**

If a GUARANTEED stateroom (cabin with no cabin number assigned), is booked an identical or higher category stateroom (for the same price) will be assigned at any time after booking is made and may not be advised until day of sailing. The allocated stateroom may be located on any passenger deck on the ship, but you will be assigned AT LEAST the category for which you paid. Your stateroom assignment will be advised when you check in for your cruise. Please note: Guarantee staterooms assigned may be equipped differently from general category description including certain staterooms with obstructed view and modified accessible staterooms.

Special stateroom requests cannot be assigned to guarantee stateroom bookings.

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

## **Upgrade & Stateroom Change Policies**

P & O Australia Cruises reserves the right to upgrade a guest or guests to more expensive category accommodation at no additional cost. P & O Australia 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

# **P & O AUSTRALIA CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS**



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 P & O Australia 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 is currently 200% (the full cabin cost). This may be increased without prior notice. Single occupancy availability is capacity controlled and is always at the discretion of P & O Australia 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.

## **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.

P & O Australia Cruises may elect to impose a fuel supplement at any time, in which case any additional fees will apply to new bookings only. The total price quoted to you at the time of booking will be inclusive of any applicable fuel supplement.

## **Gratuities – Tipping**

You are welcome to reward our on board crew for exceptional service, however, tipping is not required.

## **Dining**

Your Choice Dining on board means you can choose who you dine with, where and when. À la Carte four-course evening meals are served in the main dining rooms from 5.30pm-10pm. Arrive when you choose at any of the dining venues or pre-book a time that suits you in the main dining rooms (subject to availability).

Casual evening dining from 5pm until late is also available. Venues vary across our fleet and choices include lavish buffets at waterfront restaurants, quick snacks, bistro meals, pizza and pasta, burgers and more.

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.

## **Special Diets**

P & O Australia Cruises can cater for most special dietary requests, such as vegetarian, however, some limitations apply. If you have any special dietary



# P & O AUSTRALIA CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



requests, please ensure we are advised at least 60 days prior to your cruise departure. All special diet requests must be authorized in advance by P&O Australia Cruises Australia.

If you have special dietary requirements, we ask that you confirm your dietary requests with the Maitre d' or Head Waiter upon arrival. They will discuss the details with you to avoid any misunderstanding.

## Documents

With eTickets, you can access and print important P & O Australia vacation documents conveniently online — including your Travel Summary, Passage Contract and cruise Boarding Pass.

Only one eTicket is generated per booking, which should be used for all passengers on the booking. Multiple copies of this can be printed however, if each passenger wants a copy or if they will be embarking at different times.

For each booking, the following documents will be provided:

- Double-sided eTicket
- T&Cs
- Single-sided luggage tag - print one tag for each piece of luggage, and complete Passenger Name & Mobile Number on each (Ship name/Cruise number will be populated, and Cabin number if allocated at time of generation).

In addition, bookings with flights booked by us will receive a single-sided Flight Information page with all passengers on the booking listed on the one page. Bookings on Pacific Sun will also have a Payment Authorisation Form for passengers to complete. All other ships do not require the printed form.

You can download your eTicket via the "Your eTicket" page on [Cruise Control](#) located on the P&O Cruises website as early as 70 days prior to sailing, providing full payment and all your personal details, including Emergency Contact, have been provided.

## Passports / Visas / Immunisations

Cruise Guru and P&O Australia 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.

Passports, visas and vaccinations are your responsibility. 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. For international cruises (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 or New Zealand re-entry visa. For domestic cruises (cruises that do not visit a foreign port), a valid passport or government issued photo identification is required (Queensland Proof of Age cards will not be accepted). For Australian

# P & O AUSTRALIA CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



passengers, a current Medicare card can be used for passengers under 18 years of age. For New Zealand passengers, an original or certified copy of the child's birth certificate or a school pass with photo will be accepted.

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 are limits on the number of children that can be carried within different age groups. The age of the guest on the day they board the cruise, is the age used for the entire holiday. We will advise at the time of booking whether P&O Cruises Australia able to accept bookings for children on the cruise you have chosen.

For safety reasons, there needs to be at least one guest 18 years or older in each room. However, to accommodate families cruising together, children may occupy a separate room to their parent/legal guardian, including an inter-connecting room, providing one child is 16 years or over.

### ***Responsible Adult Requirement***

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

1 November and 7 January, P&O will permit a quota of 20 guests per Cruise who are aged 18 years or under and are not accompanied by a Responsible Adult (aged 19 years or older); and 8 January to 31 January, P&O will permit a quota of 60 guests per Cruise who are aged 18 years or under and are not accompanied by a Responsible Adult.

Once the Quota is filled, guests who are aged 18 years or under must occupy the same room as a Responsible Adult. When the Responsible Adult Requirement applies to your booking, guests aged 18 years or under must at all times be supervised by the Responsible Adult. P&O will advise whether the Responsible Adult Requirement applies to Your booking.

P&O may waive the Responsible Adult Requirement at their discretion. To request a waiver of the Responsible Adult Requirement, please email [feedback@pocruises.com.au](mailto:feedback@pocruises.com.au), and outline your reasons for requesting a waiver. In determining any waiver request, P&O 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 P&O have advised that the Responsible Adult Requirement applies to your booking and you no longer wish to travel on the cruise, P&O will offer a full refund for all guests on your booking.

### ***Travelling with Children***

Parents/Legal guardians are responsible for children at all times, including when participating in Kids Club activities. If a child displays dangerous or disruptive behaviour, the 'Travel Restrictions and Rights of the Captain' under clause 33 will be applied to both parent/legal guardian and child.

# **P & O AUSTRALIA CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS**



Parents/Guardians must not disembark the ship without their Children (or Children in their care) unless they have pre-arranged for an Adult or the Kids Club to supervise their Child while they are not onboard.

Some areas, amenities (including pools and spas) and entertainment are designated as 'Adults only'. Parents/Guardians are responsible for ensuring Children do not attend any restricted areas and activities onboard.

Children must be toilet trained and under their parent's/Guardian's supervision while using onboard pools, spas, waterpark and waterslides. Children wearing nappies must not enter any onboard pools, spas, waterpark or waterslides.

Prams and strollers must be collapsible and capable of being stored in your cabin.

You acknowledge that if you are travelling with a child of whom you are not the parent or legal guardian, you are required to notify us and complete the 'Consent Form for Minors Travelling with a Responsible Adult' executed by the child's parent or legal guardian. You must carry this form with you at all times during your cruise. You may be asked to make decisions relating to matters such as that child's safety, health and dietary requirements, medical treatment and decisions relating to disciplinary matters.

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

Due to limited neo-natal facilities onboard and at ports of call, the following minimum ages apply:

Minimum age 6 months – Australian & New Zealand domestic (coastal cruises)

Minimum age 12 months - All other itineraries

In addition, children under three years must remain with their parent / legal guardian at all times.

We strongly recommend children aged 6 months to 2 years 11 months sleep in a cot. Cots are available in selected rooms and are not available in any Quad Interior & Quad Oceanview Rooms. Cots can also only be added to rooms with a twin bed configuration. Please make sure that this configuration is requested at time of booking. We supply high chairs and booster seats at all onboard dining facilities on request.

Baby food and baby formula are not supplied on board our ships. However, we are able to store any food or formula carried on board. If you need to store any food during your cruise please contact Customer Care. Please ensure you travel with enough food to cover the entire cruise and a little extra for any unforeseen delays.

## ***Kids Clubs***

Kids Clubs are included in the cruise fare and are divided into four age-specific groups:

Turtle Cove – 2 to 5 year olds

Shark Shack – 6 to 9 year olds

HQ – 10 to 13 year olds

HQ+ - 14 to 17 year olds

# P & O AUSTRALIA CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



Children under two (2) years of age are welcome to use the Kids Club facilities under the direct supervision of their parent/legal guardian. To attend the Kids Clubs without a parent/legal guardian, children need to be two (2) years of age or over. Children who are in nappies are welcome to participate in the Turtle Cove activity program.

Use of Kids Clubs requires daily registration and entry is on a first-come-first-served basis as places are limited. Group child minding for children 2-9 years is available between 9.30pm and 1am only, for a fee.

At all times P&O reserve the right to exercise their discretion and refuse participation in the Kids Clubs or access to the Kids Clubs' facilities.

## **Onboard 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**

P&O Australia 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**

The best chance of securing a place on one of our Shore Tours is to pre-reserve it, simply by logging onto [Cruise Control](#) within 75 days from sailing.

Please keep in mind that you will receive your tickets when you arrive on board and that pre-reservation of shore tour closes 10 days out from sailing. All of your tour purchases will be charged to your shipboard account. Therefore, advance payment is neither required nor accepted.

To avoid disappointment, please reserve your tours as early as possible. Many tours have limited capacity and reservations are made on a first-come, first-served basis. If the specific tour time you requested is fully booked, P&O Australia Cruises may schedule you on an alternate departure that corresponds with your other tour selections. If your tour choice is not available you can be put on a waitlist and attempt to obtain more space on the tour. If you can be accommodated on the alternative tour departure time, the Shore Tours personnel will notify you of the status of the waitlist once on board.

If you have companions travelling with you or in other cabins and would like everyone to be on the same tour departure, ensure you book everyone on the same tour time.

# P & O AUSTRALIA CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



Once on board, you'll receive tickets for the tours you reserved in advance. You can purchase tour tickets on board and you will find a Tour Order Form in your cabin for this purpose. You'll also find a schedule of the daily activities available to you in the daily newsletter prepared on board. The newsletter is delivered to your cabin every evening for the next day's activities. It includes relevant tour information such as the Tour Office location and hours, departure times and locations for your scheduled tours, what deck to disembark from, what to take with you when leaving the ship and what time to be back on board. When booking a tour, the cost of your activities will be added to your on board account and the tickets will be delivered directly to your cabin that same evening, or the following morning. During your cruise, the Shore Tours Manager will hold informative presentations on the various ports of call and the available tours. These presentations will cover the most up-to-date information and we recommend that you attend them, or watch them on your cabin television. Port Guides for each port of call are also available on board. These are specially prepared by P&O Australia Cruises to introduce you to the destination, and include a historical background of the local area and shopping tips, along with other useful information. If you would like to purchase additional tours, or if you have any tour or port related questions, please stop by the Tour Office during its opening hours. The friendly Tour Office staff will be happy to provide further assistance and tour recommendations to make the most out of your day in port.

## **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 P & O Australia vessels is provided solely by P & O Australia 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.pocruises.com.au](http://www.pocruises.com.au). This contains complete and important information regarding cancellations, itineraries, P & O Australia 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

# P & O AUSTRALIA CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



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 or for further information, please refer to the P & O Australia website [www.pocruises.com.au](http://www.pocruises.com.au) or brochure.

© 2023 CruiseGuru