



Deposit

In order to hold space beyond option date, the deposit amount shown on your Cruise Guru invoice is required by the option date as stated on the invoice. Bookings made within the below cancellation penalties will require full payment upon confirmation. The amount includes a Cruise Guru administration fee of AUD110 per person. If the deposit is not received at Cruise Guru's office by the due time / date, the booking will automatically cancel.

The amount of deposit payable in respect of your Ponant holiday and will be confirmed to you at the time of your booking.

With some special promotions or fly/tour packages you may be required to make a second deposit to cover air or other services not directly provided by Ponant.

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.

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 Ponant for incorrect information supplied by guest/s.

Failure to complete any necessary forms or documents required for Cruise Guru may result in delay in release of documentation and/or cancellation of the booking or denial of boarding.

Final Payment

Refer to your invoice to determine when final balance will be due. Full payment must be received no later than the date stipulated on your booking confirmation. All reservations will auto cancel if payments are not received by this due date

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.

Cruise Fare

Your Cruise fare includes:

- Cruise accommodations as booked
- All meals from dinner on the day of embarkation to breakfast on the day of disembarkation
- Captain's welcome cocktail & gala dinner
- "Open Bar" (pouring wines, house champagne, alcohol except premium brands) mineral water, tea & filter coffee.
- 24 hour room service (selected menu)
- Evening entertainments and events, and/or organized shows
- Luggage transfer from pier to the ship and vice versa
- Water sports activities (except scuba diving) using the ship's equipment, when permitted by local authorities and confirmed by ship Master according to safety and sea conditions onsite.
- English speaking guest speaker (when applicable)
- Highly experienced bilingual (French-English) Expedition team for all cruises identified as Expedition Cruises

Your Cruise fare does not include:

- Any ground services before and/or after the cruise other than the ones in each "Cruise & Flights" packages for which details are available upon request.
- Optional "Golf package" on selected sailings – to be booked prior to your departure
- Optional Spa package – to be booked prior to your departure
- Optional shore excursions
- Beverages other than the ones mentioned
- Laundry services, hair salon and a la carte Spa treatments
- Personal expenses onboard including medical consultations and drug prescriptions
- Gratuities
- Cancellation/luggage/assistance/repatriation/medical insurances
- Visa, disembarkation taxes, environmental taxes and/or national park fees if applicable

Cruise fares are in Australian Dollars and include governmental fees and taxes (which are subject to change). Fares are capacity controlled and subject to change at any time up until you book without prior notice. Once booked, your fare is only subject to any increased government fees and taxes which may be added to the fare or to your onboard account.

Fares, Taxes and Surcharges

The prices quoted at the time of booking are based on expected economic conditions at the time of sailing. These conditions include the cost of transport and fuel, relevant taxes including embarkation and disembarkation taxes, port charges, entrance costs to tourist sites, international currency rates, and other variable costs which are inherent to the calculation of applicable fares. Cruise Guru advises that Ponant reserves the right within the legal limits of French Law to vary the prices if necessary and appropriate even after final payment. Whilst Ponant reserves the right to refuse boarding to passengers who have not paid the additional amount due, no price adjustments can be made within 60 days of departure. This does not include Fuel Surcharges which can be charged up until sailing and maybe charged to your on board account.

Non Refundable & Promotional Fares

Ponant may at times release special promotional fares that attract differing terms and conditions from those outlined within and reflected in the Ponant brochure 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 the conditions which may apply to your booking.

Flights & Transfer Packages/Programs

Ponant provides flight & transfer programs on selected cruises including some Expedition Cruises (e.g. Antarctica). Flights and Transfers are provided to some ports of embarkation and disembarkation from/to a designated airport as specified by Ponant. These flights and transfer packages are MANDATORY on some sailings including Antarctica and are included in the FULL cruise fare cost. Full details of Flight Transfer packages are available from 10 months prior to departure of cruise and are available on the website

<https://au.ponant.com>

Flights & Transfer Package / Programs include

- Ground services before and/or after the cruise. These may include and not with holding to
 - Meet and Greet by Ponant representative at destination airport
 - Transfers to and/or from the ship and after services before and after the cruise according to detailed programs.
 - Additional ground services which may include, as applicable hotel room, restaurant bookings or guided tours

- Economy Class air on selected flights from a designated departure/arrival airport on either a private charter flight organised by Ponant or a selected regular air service depending on destination. Final timings and schedule of the day by day program will be communicated with the cruise ticket
 - All air programs are made in economy class and according to number of seats available. If the class is not available, depending on the availability, extra seats with a fare supplement may be available
 - Requests for an upgrade to Business Class are on application and may not be available on all flights.
 - Luggage restrictions apply according to airlines regulations. Airline carriers charge for extra weight (which must be paid by the passenger) and sometimes refused for security reasons to check-in overweight and oversized luggage. Ponant and the airline carriers waive all liability with extra weight that is refused at the check-in.

Please refer to your cruise for full disclosure of the Flight & Transfer Package/Program available.

Please Note: Not all Flight & Cruise programs are MANDATORY and some are offered pre or post cruise only.

Onboard Credits/Shipboard Credits & Promotional Inclusions

From time to time there maybe promotions which include onboard credits or other inclusions such as 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 inclusion 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 Cruise Guru travellers. Any promotional inclusions not used will be forfeited on conclusion of the cruise.

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.

Public Rates

They are the reference rates of an applicable cruise. Public rates are per person and based on double occupancy and can be charged when there is no Bonus Fare offered.

Ponant Bonus Fares

Ponant Bonus price is the best price you can obtain on the DAY you make your reservation. Ponant Bonus Fares are capacity controlled, subject to availability and may change at any time without notice. Ponant Bonus may not be combinable with other promotional offers unless otherwise stipulated. Ponant Bonus saving can save you up to 30% and is not applicable on taxes, excursions, airline ticket and any additional items than the cruise itself.

Special Savings

Ponant offers special savings which require guests to qualify e.g. Ponant Yacht Club Members, Family & Friends, Honeymoon and Wedding Anniversary, Referral Program and Consecutive Cruises. If a guest receives a special promotional saving, they MUST be able to verify their qualifications and produce any supporting documentation before savings will be applied. If guests are unable to provide proof of qualification, Ponant has the right to cancel the booking or adjust the price of booking to a suitable cruise fare to which the guest qualifies. Any outstanding monies due to such change must be paid immediately otherwise booking will be cancelled.

Special savings only applies to the Ponant Bonus Fare or Brochure Fare and is not applicable on taxes, excursions, airline tickets, flights and transfer packages and any additional items than the cruise itself. Promotional savings may not be applicable to ALL sailings and may not be combinable with any other promotions.

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 booking to be cancelled that day. Cancellations received after 2pm will not be processed until the following NSW working business day.

Ponant will apply the cancellation fees shown below for guests who cancel for any reason, including medical or family related reasons.

The cancellation fee amount will be advised by Ponant once the cancellation advice has been processed by Ponant.

Ponant Cancellation Guideline

The following cancellation charges will apply to any cancellation by guests from May 2022

<u>For all PONANT cruises Days prior to Departure</u>	<u>Cancellation Charge</u>
More than 365 days prior to departure	\$250 per person PLUS Cruise Guru Administration Fee
364 - 211 days prior to departure	10% of FULL fare PLUS Cruise Guru Administration Fee
210 - 91 days prior to departure	25% of FULL fare PLUS Cruise Guru Administration Fee
91 days prior to departure	100% of FULL fare PLUS Cruise Guru Administration Fee

For other services:

No refund will be given for cancelling or forfeiting an air-or land-based Service included in the contract, or any service forming part of the Cruise, no matter the reason.

Note: FULL fare is defined as the entire cruise booking, including cruise fare, port and safety taxes. For Back to Back or Consecutive cruises are assessed on each of the individual cruises booked. Cancellation penalties apply for each cruise.

For services included in your booking NOT provided by Ponant, additional cancellation fees may be incurred.

Cruise Guru impose their own cancellation fees.

Ponant reserves the right to charge you for cancellation fees incurred which may be 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. The Cruise Guru cancellation administration fee will be deducted from any refund due.

Please note: Ponant 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.

Flights & Transfer Packages/Programs

Ponant provides flight & transfer programs on selected cruises including some Expedition Cruises (e.g. Antarctica). Flights and Transfers are provided to some ports of embarkation and disembarkation from/to a designated airport as specified by Ponant. These flights and transfer packages are MANDATORY on some sailings including Antarctica and are included in the FULL cruise fare cost. Full details of Flight Transfer packages are available from 3 months prior to departure of cruise and are available on the website <https://au.ponant.com>

Flights & Transfer Package / Programs include

- Ground services before and/or after the cruise. These may include and not with holding to
 - o Meet and Greet by Ponant representative at destination airport
 - o Transfers to and/or from the ship and after services before and after the cruise according to detailed programs.
 - o Additional ground services which may include, as applicable hotel room, restaurant bookings or guided tours

- Economy Class air on selected flights from a designated departure/arrival airport on either a private charter flight organised by Ponant or a selected regular air service depending on destination. Final timings and schedule of the day by day program will be communicated with the cruise ticket
 - o All air programs are made in economy class and according to number of seats available. If the class is not available, depending on the availability, extra seats with a fare supplement may be available
 - o Requests for an upgrade to Business Class are on application and may not be available on all flights.
 - o Luggage restrictions apply according to airlines regulations. Airline carriers charge for extra weight (which must be paid by the passenger travelling) and sometimes refused for security reasons to check-in overweight and oversized luggage. Ponant and the airline carriers waive all liability with extra weight that is refused at the check-in.

Please refer to your cruise for full disclosure of the Flight & Transfer Package/Program available. Please Note: Not all Flight & Cruise programs are MANDATORY and some are offered pre or post cruise only.



Options - Transfers, Pre & Post Accommodations

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

Booking Changes & Amendments

Name changes require prior approval of Ponant 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.

Ponant may charge additional fees for any amendments made to your Cruise Guru arrangements after the due date for final payment. Name changes or additions may be allowed at Ponant discretion and are subject to cancellation charges and fare increases.

Amendment fees are not charged for stateroom upgrades, unless Cruise Guru documents need to be re-issued or the change is of a lesser value to the original booking.

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

Modification/Change Penalties on Deposited Bookings

PONANT have a strict policy with alterations to amend or cancel part of or all of the services described in the contract. Requests to alter a cruise shall only be accepted subject to Ponant being informed as soon as possible. Alteration requests shall be considered as cancellation requests, and shall therefore be managed as per the cancellation schedule.

In addition Cruise Guru will charge an AUD25 administration fee per booking each time a change is made.

Combination and Back to Back Cruises

Guests may wish to book consecutive cruises – back to back options. When booking consecutive cruises, Ponant may not be able to guarantee guests will be in the same stateroom for their entire journey due to availability.

Cruises will be invoiced as individual voyages and will be referred to as individual sailings.

Consecutively booked cruises will need to be cross-referenced at time of booking.

The deposit amount for back to back cruises or combination cruises is the TOTAL of all individual cruise deposits for each cruise required and payable at time of confirmation.

At times, Ponant may offer a discount off the 2nd or subsequent cruises. This discount only applies on the amount of the cruise only fare excluding port taxes and charges and applies to the 2nd or further consecutive cruise only. Should guests cancel the initial or 1st cruise the back to back discount will be removed from the 2nd cruise booked.

Please note: Back to Back discounts and amounts are at the discretion of Ponant and may not apply to all sailings. Discounts and amounts can change at anytime.

Guarantee Staterooms

Depending on how full the ship is (excluding Le Ponant) at the time of booking, a "guaranteed" stateroom in the Deluxe Stateroom Deck 3 category may be offered. This means the booking is made in the Deluxe Stateroom Deck 3 category, but no stateroom number is assigned. Staterooms will be allocated at the discretion of the Ponant and may change at any time until embarkation. Once a stateroom number has been assigned, no change request can be accepted. The advantage of this approach is passengers can enjoy superior-category accommodation without paying a surcharge. In any case, the minimum category chosen when booking is guaranteed.

Upgrade & Stateroom Change Policies

Ponant reserves the right to upgrade a guest or guests to more expensive category accommodation at no additional cost. Ponant 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 Ponant. If you do not wish to have your stateroom changed, 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 itinerary. Please note the percentage of the sole occupancy supplement may be changed without prior notice. Single occupancy availability is capacity controlled and is always at the discretion of Ponant. There is no single supplement on selected cruises for certain stateroom categories. This selection is updated according to inventory.

Third/fourth Guest & Children's Fares

Fares for third/fourth guests in a stateroom vary by sailing date, destination, voyage duration and stateroom category. Fares for third/fourth and children's fare are available on application. Third/fourth occupancy staterooms are subject to availability and are capacity controlled. A stateroom must be assigned at time of booking that is equipped with third and/or fourth guest bedding. Guarantee staterooms cannot be assigned to a triple/fourth booking.

Booking Forms

It is a requirement of Ponant that a booking form must be completed and returned with the deposit. The booking form should have been sent with the initial Cruise Guru invoice. If you have not received, please contact Cruise Guru to obtain this form. Failure to return the booking form, may delay documentation.

Medical Questionnaires and Forms

Any specific health issue, if known must be reported in writing to Ponant medical department through the MANDATORY medical questionnaire to be completed and returned by EACH participant on Arctic, Antarctic and any other Expedition cruise as advised by Ponant no later than 50 days prior to departure. Cruise documentation will not be released unless the Medical Questionnaires and forms have been received by Ponant. Any guest not having provided this MANDATORY document will be denied to embarkation and will not receive any refund.

Passports / Visas / Immunisations / Formalities

Each passenger is personally responsible for complying with required legal regulations. All passengers must carry a valid passport, as well as the visas and vaccination certificates which may be required at the airport and/or at the port of arrival and departure. Ponant and Cruise Guru waives all liability for not complying with the required legal regulations regarding immigration, customs or sanitary documents required before departure during your trip. Ponant and/or Master of the ship are entitled to refuse embarkation or prevent disembarkation of any passengers who do not show the documents allowing them to disembark at the scheduled destination or stopover ports. Any guest who fails to obtain the appropriate Cruise Guru documentation to board the airplane or access the ship is responsible and may not claim any compensation or refund of their trip or services.

Cruise Guru & Ponant General Terms & Conditions



Cruise Guru & Ponant do not provide advice regarding passports and/or visas. However all guests are required to carry a passport valid for at least 6 months beyond the completion of your Cruise Guru and may also be required to contain at least two completely clear, blank, unused visa pages as well as any necessary visas and vaccination certificates which may be required in destination ports where the ship calls.

For some ports shipboard visas maybe arranged by Ponant and a fee charged to your shipboard account. For full access details please refer to the formalities section of your specific Ponant cruise on the website www.ponant.com. This information is always subject to change at any time without advance notice from government authorities.

For any necessary visas, please contact your nearest consulate for the most up to date information. As to immunisations, please check with a Cruise Guru medicine specialist or local health department for specific recommendations and/or requirements. We recommend the use of 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.](#)

In addition to Visa, Passport and Health requirements- specific environmental taxes, disembarkation fees and entrance fees to National Parks are assessed by government authorities for different cruises. A fee maybe imposed and can be charged to your shipboard account.

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.

Documentation

Cruise documents are prepared in France and will be sent to you approximately 10-12 days prior to sailing. It is most important all reservations be made in the full passport name of the passengers. It is also important to advise Cruise Guru of the clients ex Australia date.

Please note:

Ponant must receive a copy of guest's passport and copies of all relevant visas obtained for guest's cruise before documentation is released. If Ponant does not receive copies of passport and relevant visas before departure, guests may be denied boarding.

Minors and Children

Ponant will not accept reservations for children to the following guidelines:

- From 8 years on Le Commandant Charcot
- From 6 years on Expedition cruises (except Commandant Charcot)
- From 1 year on all Yachting/classic cruises, including Paul Gauguin cruises (excluding expedition cruises).

For all Expedition Cruises, children must be totally independent during external activities organised and when disembarking by inflatable boats, be big enough to sit on craft rubber sides, and understand and respond immediately to orders given by responsible persons. The ships do not carry parka's in children sizes. Parents must arrange to bring a suitable parka for children on Polar Expedition Cruises. While on board/on excursions, children who are minors remain the full and total responsibility of their parents and carers.

Cruise Guru & Ponant

General Terms & Conditions



Ponant reserves the right to a limit of 5 children aged 1 to 6 years per departure. Kid's Club remains available from 4 years only.

Pregnancy

Women who are over 26 weeks pregnant are not permitted to embark. In any case, it is recommended pregnant women hoping to travel on a ship consult a doctor before departure to ensure their health is compatible with the proposed cruise.

Moreover, no pregnant woman will be allowed to embark on cruises to Antarctica, of the North-West Passage or on Ocean Voyages.

Mobility

Please note the sailing vessel LE PONANT is NOT accessible for those with limited mobility or using a wheelchair. L'Austral, Le Boreal, Le Soleal, Le Lyrial and Le Commandant-Charcot have limited cabins which are specially adapted for disabled guests. Nevertheless, for safety reasons, all passengers must either be fully mobile or must be accompanied by a travelling companion fit and able to provide all necessary assistance during the voyage. Persons who are not fully mobile, with physical disabilities or other handicaps requiring special treatment or assistance, including persons who use a wheelchair must advise Travel the World & Ponant in writing of the nature of such conditions when making a reservation request and BEFORE the signing of the booking form. Ponant reserves the right to refuse passage to anyone who has failed to notify them and Travel the World of such limited mobility, disabilities or need of assistance whose medical conditions is not compatible with security rules and requirements specific to the navigation area, or who in the Ponant opinion is unfit for travel.

Please note: Landings are done using zodiacs making them very difficult or even impossible for passengers with limited mobility. Each landing will be subject to Captain and Expedition Leader approval.

Gratuities

Recommended gratuities are 12€ per day per passenger, however Ponant says tipping is entirely up to the passenger and you are under no obligation to tip. It is culturally the "French way" to pay on board and passengers are encouraged to put it in the urn at the Reception desk at the end of the voyage.

Shore Excursions

Unless otherwise noted, shore excursions are sold and charged on board and are ruled by general conditions that apply to the contract signed with the local tour operator and the relevant national regulations. The passenger agrees that Ponant acts as agent/ and or trustee for any person including ground and maritime agents and subcontractors, who provide any service in connection with any part of the cruise.

Prices are only given as an indication and may change. Before departure, guests will receive a tour program detailing excursions on offer with the latest rates. Shore excursions can also be viewed on the Ponant website five months prior to cruise departure. Shore excursions are only bookable onboard. In the event of an excursion being cancelled due to a technical reason, shortage of participants or a case of force majeure, the guest will not be eligible for any compensation. Please note that guests will not be reimbursed for excursions if you cancel after registration. Any meals offered during excursions are simple and should not be compared to the standards on board the ship.

Cruises with Complimentary Shore Excursions

If your selected cruise mentions "complimentary shore excursions", one excursion per day per port of call and per person is free from the selection of free tours. Other shore excursions might be available for sale.

The complimentary shore excursions are non-changeable nor exchangeable with shore excursions available for sale.

The tours are subject to a minimum and/or maximum of participants and each reservation will be confirmed onboard based on availability.

Tours may be cancelled due to lack of participants or may be closed due to the maximum number of participants has been reached.

Expedition Cruises & Programs (including Arctic & Antarctica)

Due to exceptional nature of the expedition cruises, site names are given as an indication only. Final route will be confirmed daily by the Captain and Expedition Leader depending on ice conditions, weather forecasts with priority being given to passenger safety.

Ponant, organizer of expeditions, does not undertake and does not have any responsibility for the accuracy of any information it provides or to determine or assure the suitability of any participant to expedition activities proposed by Ponant, in general or as to a particular person. All persons who participate in any expedition activity of Ponant accepts responsibility for making their own determinations as to the suitability of the activity and their own safety, conduct and well-being and agrees to participate solely at their own risk. Attending information briefings is MANDATORY. Thus informed, each participant assumes the risk associated with these activities.

Boot Rental / Parka

For some Expedition Cruises including Antarctica where there are "wet landings", boots are an essential item when you go ashore. Ponant offers complimentary boot rental.

For some Expedition cruises including Antarctica a complimentary polar parka is provided and your yours to keep.

Itinerary Changes / Alterations / Cancellation of a Trip

Arrival and departure times are given as an indication only. Ponant cannot guarantee coincidence with corresponding schedules (plane, train etc.) notably due to modification of the program duration initially planned, which cannot incur any compensation as Ponant cannot be held liable for indirect damages. Ponant reserves the right to withdraw and/or cancel a sailing to make changes in the itinerary whenever, in its sole judgement, or in the judgement of the vessel owner or operator, conditions warrant it.

In the event of adverse meteorological conditions or adverse political or social conditions in the country of a port of call or for any other fact that may jeopardize the safety of guests or of the ship, or in the event of orders by public authorities Ponant may change the itinerary or ports of call or destination, delay end or cancel the trip, divert the ship, tow or to be towed, transfer guests and their luggage aboard any other means of transportation, even when this results in an increase or a shortening of the advertised program.

Itinerary changes, alterations and cancellation of a trip are always at the discretion of Ponant.

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 act only 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, and loss of baggage and personal effects.

Cruise Guru & Ponant General Terms & Conditions



While Cruise Guru will use its best endeavours to facilitate services* to be 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 relating to any service* provided by Cruise Guru are governed by the law of the state of New South Wales – Australia.

**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. This policy can be found at <http://www.cruise guru.com.au/Privacy-Policy.html>.

NB – Please note that these terms and conditions can change without prior notice. For further information, please refer to the Ponant brochure or Ponant website <https://au.ponant.com>