

# ROYAL CARIBBEAN & 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 AUD25 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 or additional deposit may be required before final payment to secure the booking and may be non-refundable. 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.

Air Promotion Offers will incur an additional non-refundable deposit required at time of booking.

## 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 Royal Caribbean 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 administrative 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 by Royal Caribbean once cancellation advice has been processed by Royal Caribbean

## Royal Caribbean Cancellation Guideline

For bookings made on standard cruises and cruisetours (cruise portion only) the following cancellation conditions will apply effective to new bookings made on or after 02 April 2024:

### 1 – 5 nights

<u>Days prior to Departure</u>	<u>Cancellation Charge</u>
75 days or more	Refundable deposit except for non-refundable deposit amounts & specific promotions ++
74 – 61 days	50% of total cruise fare ++
60 – 31 days	75% of total cruise fare ++
30 - 0 days	100% of total cruise fare++

### 6 – 9 nights

<u>Days prior to Departure</u>	<u>Cancellation Charge</u>
90 days or more	Refundable deposit except for non-refundable deposit amounts & specific promotions ++
89 – 75 days	25% of total cruise fare ++
74 – 61 days	50% of total cruise fare ++
60 – 31 days	75% of total cruise fare ++
30 - 0 days	100% of total cruise fare++

### 10 – 14 nights

<u>Days prior to Departure</u>	<u>Cancellation Charge</u>
90 days or more	Refundable deposit except for non-refundable deposit amounts & specific promotions ++

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89 – 75 days	25% of total cruise fare ++
74 – 61 days	50% of total cruise fare ++
60 – 31 days	75% of total cruise fare ++
30 - 0 days	100% of total cruise fare++

## **15 nights or longer**

<u>Days prior to Departure</u>	<u>Cancellation Charge</u>
120 days or more	Refundable deposit except for non-refundable deposit amounts & specific promotions ++
119 – 75 days	25% of total cruise fare ++
74 – 61 days	50% of total cruise fare ++
60 – 31 days	75% of total cruise fare ++
30 - 0 days	100% of total cruise fare++

**++ In instances where the deposit amount paid is higher than the 25/50/75% of cruise fare cancellation charge, then the highest of the two amounts is payable as the cancellation charge, i.e. the full deposit amount is retained. Please note that onboard Suites may be subject to higher deposits and cancellation charges.**

**Royal Caribbean International Onboard Bookings** - For Royal Caribbean International's 'Next Cruise Offer' bookings made onboard our ships, deposit may incur a cancellation fee, please consult the specific terms and conditions provided at time of booking onboard.

**Air Promotion Offers** have their own cancellation charges in addition to the above. All flights cancelled will incur a cancellation charge of AU\$50 per person plus any airline cancellation charges. In some cases, these could be the full cost of the airline ticket. Please confirm the charges with our Reservations team as they vary by airline, destination and fare type.

**Hotel cancellations** will incur a 50% cancellation fee between 30 and 8 days prior to sail. No refunds will be made to no shows or cancellations within 7 days of sailing.

Cruise Guru & Royal Caribbean 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 services/providers due to cancellations including a Cruise Guru cancellation fee of AUD110 per person charged on all cancellations regardless whether a cruise protection plan has been purchased. The Cruise Guru cancellation fee will be deducted from any refund due. If there are insufficient funds from any refunds due to cover the Cruise Guru cancellation fee of AUD110 per person, Cruise Guru will charge the difference to the credit card held on file. Please note: For services included in your booking that are not provided by Royal Caribbean, additional cancellation fees may be incurred.

Royal Caribbean reserves the right to change deposit, payment and cancellation/terms/conditions without prior notice.

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## **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**

When booking a non-refundable deposit fare, a fee of AUD100 per person (plus Cruise Guru fees, see below) will be incurred for any changes to ship or sail date only. There is no limit on the number of changes permitted to ship or sail date up to 151 days prior to sailing, however a separate change fee will be incurred for each request.

For bookings booked on a refundable fare some changes (excluding change to ship or sailing date) can be made to your booking. You may request changes up to 45 days before departure. We make every effort to meet your change request, however we cannot guarantee that we will be able to make any requested change. Up to 45 days before departure an administration fee of AUD50 per booking will be payable for each change request. If you request a change within 45 days of departure this will be treated as a cancellation of your original booking and cancellation fees will apply. The changed arrangements will then be treated as a new booking.

### 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 and are in addition to any cruiseline or supplier charges.

Amendments to Existing Bookings – AUD50 per booking

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

Cancellation and Rebook – AUD110 per person

- Change in cruise departure date
- Full cancellations

Service Charges – AUD50 per booking

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- 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, most meals and entertainment aboard the vessel, gym, sauna and steam room, select beverages, port charges and taxes. 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, shore excursions, items of a personal nature (for example, onboard drinks, laundry charges, medical services, beauty treatments, telephone calls, etc); speciality dining venue cover charges, photographs, gratuities and anything else not specifically mentioned as being included in the price.

In addition, Royal Caribbean 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

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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.

## **Promotional Fares**

Royal Caribbean may at times release special promotional fares that attract differing terms and conditions from those outlined within and as included in the Royal Caribbean brochure or website. These may include different deposit amounts, service fees, different final 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.

If you wish to take advantage of these offers then you will have to cancel your existing booking, whereupon standard cancellation policy (including charges) will apply.

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

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

## **Cruise Guru Reduced Deposit Promotions**

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

## **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.

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## **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.

## **Consecutive Cruises**

Consecutive cruises are two or more cruises taken immediately after one another(back-to-back) on the same ship. There may be a duplication of onboard programmes, menus and entertainment. Due to the preparation of the ship between sailings, some shipboard facilities may not be available on change over days. On the changeover day, it may be necessary for you to disembark the ship in order to comply with customs and immigration requirements and to re-register for your next cruise. It may not be possible for you to retain the same stateroom on consecutive cruises. Consecutive cruises are treated as independent cruises for the purpose of payments, changes and cancellations. Onboard credit offers are not transferable between any cruises, including consecutive cruises.

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## **Passenger Services Act (Jones Act) - USA Consecutive cruises**

Due to restrictions under the U.S Passenger Vessels Services Act (Jones Act), we cannot accept reservations for consecutive itineraries that begin in one U.S port and conclude in a different U.S port. In the event such an itinerary is booked, Royal Caribbean International reserves the right to cancel one of the cruises at the guests' expense and/or the guest shall be responsible for any and all Jones Act fines that result due to such booking.

## **Fuel, Taxes and Surcharges**

In the event of there being any adverse movement in currency exchange rates or cost of fuel or other operating costs of the vessel or of Royal Caribbean between date of reservation of passage and sailing, Royal Caribbean shall be entitled to impose a surcharge upon the passage fare of the amount to be assessed by Royal Caribbean which the passenger shall pay prior to embarkation.

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

If you purchase transfers, pre or post accommodation packages through Royal Caribbean 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 Cabins (GTY Booking)**

If a GUARANTEED stateroom (GTY), 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.

Once your GTY stateroom has been allocated to you, Royal Caribbean are unable to accept any changes requested by you. Guests booked in GTY cabins may not be berthed with other travelling parties due to availability.

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.

In the event of you booking back-to-back cruises in guaranteed staterooms, you may be allocated different staterooms on each cruise. You will be required to move between staterooms on the changeover date.

## **Upgrade & Stateroom Change Policies**

Royal Caribbean reserves the right to upgrade a guest or guests to more expensive category accommodation at no additional cost. Royal Caribbean also reserves the right to move guest/s from their original stateroom number booked to another stateroom in the same category. Stateroom changes can occur at any time including up to the day of sailing and is always at the discretion of Royal Caribbean. 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.



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## 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 Royal Caribbean.

## Third Guest & Children's Fares

Fares for third/fourth guests in a stateroom vary by sailing date, destination, voyage duration and stateroom category. Both third and fourth guests in a stateroom pay the same fare, including children. Child fares where applicable only apply when children occupy the 3<sup>rd</sup> or 4<sup>th</sup> bed in a stateroom and/or suite. Triple and Quad 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. Triple and Quad bedding configurations may differ per stateroom. Guarantee staterooms cannot be assigned to a triple or quad booking.

Confirmation for triple and quad occupancy staterooms may sometimes be on a request basis and require external confirmation.

## Gratuities – Tips

For the Australian market, onboard service charges (gratuities) for stateroom attendants and dining room staff are included in your voyage fare.

An 18% gratuity\* is also automatically added to beverages, mini bar items, spa & salon purchases.

For international cruises the onboard automatic tip is USD16.50\*, or USD18.50\* for suite guests, applied to each guest's SeaPass account on a daily basis. The tip applies to individual guests of all ages and stateroom categories. As a way to reward our crew members for their outstanding service, tips are shared between dining, bar & culinary services staff, stateroom attendants and other hotel services teams who work behind the scenes to enhance the cruise experience.

In the unlikely event a guest onboard being charged the daily automatic tip does not receive satisfactory service, the guest may request to modify the daily amount at their discretion by visiting Guest Services onboard and will be able to do so until the morning of their departure. Guests who have pre-paid their tips will not see a daily charge during their cruise.

The automatic daily gratuity is based on customary industry standards. Applying this charge automatically helps to streamline the recognition process for the crew members that work to enhance your cruise.

*\*Amounts are subject to change.*

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## **Dining**

You have a choice of options for dinner in the Main Dining Room.

Fixed sitting – dine at the same reserved table each night on either early or late sitting (approximately 6pm and 8.30pm respectively). Please request your preferred seating and table size at the time of booking and your table number will be confirmed in your stateroom at the start of your cruise.

My Time Dining - (open seating). Giving guests flexibility with their evening dining. You can decide when you would like to dine between the hours of 6pm and 8.30pm each evening.

My Family Time Dining - available onboard selected sailings for the earliest dining time (varies by ship & sailing) for guests aged between 3 – 11 years at the date of sailing.

Dining times may vary slightly on port days.

Room service is available throughout the day and will incur a US\$7.95 delivery charge per stateroom order, with the exception of Grand Suites and above. Continental breakfast is complimentary.

Royal Caribbean 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***

Guests must notify us of any dietary requirements at time of booking. If you have any special dietary needs, Royal Caribbean International will use best endeavours to accommodate the following special dietary needs onboard: food allergies, gluten free, vegetarian, diabetic, low-fat, low-sodium, and low-cholesterol. Other special diets such as Kosher and lactose-free meals may be available upon advanced request. Please contact us with details as soon as your booking is in place.

Note: Kosher meals are pre-packed and are only available for dinner in the Main Dining Room. Royal Caribbean International does not provide baby food.

To accommodate special services or requirements such as dietary requirements, medical requirements, pier embarkation assistance, wheelchair use etc., Royal Caribbean International requires the information in writing 45 days prior to the sail date. However, Kosher meal requests must be supplied in writing 100 days prior to sail date for cruises in Australia/New Zealand and Asia; 90 days prior to the sail date for cruises in Europe and South America and 45 days prior for cruises in North America. Any dietary requirements caused by medical conditions must be provided to us at the time of booking. Please note that whilst Royal Caribbean can take requests for specific dietary requirements and take note of food intolerances, this is confined to the Main Dining Room on each ship. We are unable to guarantee or accept responsibility that the food served in any other food establishment onboard our ships will be able to cater for specific dietary requirements and food intolerances.

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## Alcoholic Beverages Policy

The minimum age to consume alcohol on Royal Caribbean International ships on sailings originating in:

- Europe, Asia, Australia and South America is eighteen (18), and
- North America is twenty-one (21).

The originating turnaround port dictates the policy (eg such as in a crossing from Europe to the US it would be 18 or from the US to Europe or Asia it would be 21). Royal Caribbean reserves the right, on rare occasions, to raise the minimum age of alcohol consumption on any sailing when local laws require or permit such a modification.

Unless otherwise permitted by security personnel or crew, guests are prohibited from bringing alcoholic beverages onboard; with the exception of embarkation day when each guest who is of drinking age will be permitted to bring onboard with them one (1) sealed 750 ml bottle of wine or champagne. Boxed wine and other containers are prohibited. Security personnel may inspect containers (including water bottles, soda bottles, mouthwash, canteens, etc.) at any time and will dispose of alcohol concealed in such containers. Alcoholic beverages that are purchased from onboard shops or in ports of call must be presented to security upon re-boarding and will be secured by ship's personnel. Alcohol secured by ship's personnel will be returned to guests just prior to the conclusion of their cruise vacation. Guests who are under the permitted drinking age will not have alcohol returned to them.

Alcoholic beverages purchased in ports of call or from onboard shops will be stored by the ship and delivered to guest staterooms on the last day of the sailing. Alcohol will not be delivered to any guest that does not meet the minimum age requirement. Security may inspect containers (water bottles, soda bottles, mouthwash, luggage etc.) and will dispose of containers they reasonably believe to be holding alcohol.

Royal Caribbean International's Guest Conduct Policy may be enforced, up to and including disembarkation, if a guest violates any alcohol policy.

Guests who violate any Royal Caribbean International alcohol policies, (e.g. over consume, provide alcohol to people under the minimum age requirement, demonstrate irresponsible behaviour, or attempt to conceal alcoholic items at security and or luggage check points or any other time), may be disembarked or not allowed to board, at their own expense, in accordance with our Guest Conduct Policies. Guests under the minimum age requirement will not have alcohol returned to them. Royal Caribbean International is committed to the responsible service of alcohol and reserves the right to revoke or otherwise restrict the service of alcohol to any guest, regardless of age.

If during a cruise a guest reaches a birthday that will change their adherence to our alcohol policy, they may visit the Guest Services Desk on that day and on showing their passport as proof of age. Their records will be updated to allow them to purchase and consume alcohol, as long as the other requirements of our alcohol policy are met.

## Documentation

Your cruise documents are emailed directly to you at least 50 days prior to sailing. Royal Caribbean no longer print paper tickets. Your reservation must be finalised and paid in full in order to receive your documentation.

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To check in online visit [www.royalcaribbean.com.au](http://www.royalcaribbean.com.au), if you check in online, take your signed SetSail Pass and identification to the cruise terminal. If you have not checked in online, you need to take your cruise documents and identification documents to the cruise terminal for assistance. Please ensure you are at the cruise terminal early enough to ensure you are checked in and on board the ship no later than 90 minutes prior to sailing. If you arrive after this time, you will be denied boarding and your booking will be cancelled and you will incur cancellation fees.

## **Passports / Visas / Immunisations**

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

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. For Australian passengers, a current Medicare card and a copy of their birth certificate can be used for passengers under 17 years of age. If the child has a different surname to the parent or guardian then they can use a Medicare card as long as a parent's name travelling with the child is included on the same card.

## **Minors and Children**

Infants sailing on a cruise must be at least six (6) months old as of the first day of the cruise, or twelve (12) months old as of the first day of the cruise for Transatlantic, Trans-Pacific, Hawaii, selected South American cruises and other selected cruises/cruisetours. For cruises with 3 or more consecutive 'sea days' (where the ship is not in port, including days spent 'scenic cruising') infants must be at least 12 months of age on the first day of the cruise. In consideration of the limitations of the shipboard medical facility, equipment and staff, the company cannot accept waivers, releases or requests for exceptions to this policy.

## ***Stateroom occupation rules***

For cruises that commence from departure port in Europe, Asia, South America, New Zealand or Australia, the minimum age requirement to sail is eighteen (18).

For all other cruise departure countries, the minimum age requirement to sail is twenty-one (21).

Guests who do not meet the age requirement will not be assigned to a stateroom unless accompanied in the same stateroom by an adult meeting the age requirement. This age

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limit will be waived for children sailing with their parents or guardians in connecting staterooms. A guest's age is established as their age upon the first day of sailing.

Connecting staterooms are counted as different staterooms for this policy, except for minors sailing with their parents or legal guardians in adjacent staterooms. Adjacent staterooms are staterooms that are physically directly next door or directly across the hall – the doors to the staterooms have to be in the same hallway as one another.

The only exception to this policy is for married couples (16 years and above on cruises commencing from non-North American ports) who are allowed to sail together in a stateroom without anyone over the age of 18/21 being required. Documentary proof of marriage will be required in advance.

Adults who are not the parent or legal guardian of any minor aged 17 or under travelling with them are required to present the minor's valid passport and applicable visa (or for domestic Australian cruises a certified copy of minor's birth certificate) and 1 original legally affirmed or notarised letter signed by at least one of the minor's parents/legal guardians along with 1 copy of the legally affirmed or notarised letter. The letter must authorise the travelling adult to take the minor on the specified cruise and must authorise the travelling adult to supervise the minor, sign applicable sports waivers and permit any medical treatment that must be administered to the minor which in the opinion of the treating doctor needs to be carried out without delay.

A letter can be legally affirmed or notarised by a practicing solicitor, notary or commissioner for oaths who may charge a fee for this service. If such evidence is not produced, the minor(s) concerned will not be permitted to board the ship or undertake the cruise.

Royal Caribbean will not be responsible for any costs, expenses or losses suffered as a result either by the minor affected, the person(s) paying for their cruise (if not the minor him/herself), or any persons travelling with the minor who decide not to continue with the holiday as a result of the failure to produce a letter of authorisation as set out above.

Royal Caribbean will not pay any compensation or give any refund to any minor who we have not permitted to board the ship, any person paying for the minor's holiday (if not the minor him/herself), or any persons travelling with the minor who decide not to continue with the cruise themselves as a result of the failure to produce a letter of authorisation.

Please note that parent(s)/legal guardian travelling with a minor who has a different surname to the parent(s)/legal guardian, will be required to produce official proof such as a full birth certificate/divorce papers etc to prove that they are the parent(s)/legal guardian of the minor(s) concerned.

Individual staterooms can be booked by married couples one of whose minimum age is eighteen (18) (proof of marriage is required at time of booking).

Onboard there are certain facilities where entry is restricted by age. Persons using the Day Spa must be over the age of 18 and over 16 to use the Fitness Centre. Full details of onboard facilities with age and height restrictions are contained within the Daily Programme, which is available from the Guest Relations Desk.

# ROYAL CARIBBEAN & CRUISE GURU GENERAL TERMS AND CONDITIONS



## Health Requirements

Please contact your health professional at least eight weeks prior to travel for advice and the most up to date health requirements for the destinations you are travelling to. Further information may be obtained from the World Health Organisation [www.who.int](http://www.who.int)

## Pregnancy

Royal Caribbean 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. All pregnant guests are required to bring a doctor's fit to travel letter with them to the pier, stating the number of weeks pregnant at date of sailing and that they are not a high risk pregnancy. A copy of the fit to travel letter together with your booking number should be sent via email([special\\_needs@rccl.com](mailto:special_needs@rccl.com))to special services at least 6 weeks prior to sailing.

## Special Requests

You must ensure you are medically and physically fit for travel and that such travelling will not endanger yourself or anyone else. If you have an existing medical condition or should one arise after booking that may require you to have treatment or attention during your cruise, you are required to provide this information in writing. For guests with physical disabilities, select staterooms can be arranged. For guests that use wheelchairs you must have your own collapsible wheel chair and you may find that certain areas of the ship will not be accessible. Details of the wheelchair specifications need to be provided to reservations. The use of a wheelchair may prevent your participation on certain activities such as tenders, shore excursions and thus prevent you visiting certain ports of call.

Guests affected by disability or medical condition must be self-sufficient or travel with someone who can provide assistance.

If you have any special requests such as a baby cot or refrigerator, you must [Contact Us](#) by email to submit your request. Special requests cannot be guaranteed. Not meeting any special request for any reason will not be a breach of contract on our part. If there are additional cost involved, these will be invoiced to you.

## 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).

## Fuel supplements

Currently Royal Caribbean have no fuel supplement charge however, Royal Caribbean reserve the right to reinstitute a fuel supplement in the future.

# ROYAL CARIBBEAN & CRUISE GURU GENERAL TERMS AND CONDITIONS



## Shore Excursions

Royal Caribbean offer shore excursions for you to enjoy in every port of call visit, and often at the end of the cruise when you disembark, which will drop you at the airport or city centre when it is finished. Shore excursions can be available and pre-booked up until 4 days before your cruise. After this point, you must then wait until you board to book your tours. Sometimes the excursions are not available until nearer your cruise than 6 months, so we advise to check back at regular intervals. Full details are available for viewing via the Royal Caribbean website or by downloading the Royal Caribbean app.

## 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 Royal Caribbean vessels is provided solely by Royal Caribbean 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 <https://www.royalcaribbean.com/aus/en>. This contains complete and important information regarding cancellations, itineraries, Royal Caribbean's liability, health and immigration requirements, and other relevant terms and conditions.

## Responsibility

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

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

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

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

# ROYAL CARIBBEAN & CRUISE GURU GENERAL TERMS AND CONDITIONS



*\* 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 that these terms and conditions can change without prior notice  
To be read in conjunction with or for further information, please refer to the Royal Caribbean's website <https://www.royalcaribbean.com/aus/en>.

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