

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 through POLIipay. Please enquire for details.

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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.

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 the Non-refundable fare the following cancellation conditions will apply:

<u>Days prior to Departure</u>	<u>Cancellation Charge</u>
151 days or more	Loss of Deposit++
150 – 71 days	Loss of Deposit++
70 – 46 days	25% of total cruise fare or deposit amount if the deposit amount is higher than 25% of total cruise fare++
45 – 31 days	50% of total cruise fare or deposit amount if the deposit amount is higher than 50% of total cruise fare++
30 - 15 days	75% of total cruise fare or deposit amount if the total deposit amount is higher than 75% of total cruise fare++
14 days or less	100% of total cruise fare++

For bookings made on the Refundable Fare the following cancellation conditions will apply:

<u>Days prior to Departure</u>	<u>Cancellation Charge</u>
151 days or more	Full refund
150 – 71 days	Deposit amount++
70 – 46 days	25% of total cruise fare or deposit amount if the deposit amount is higher than 25% of total cruise fare++
45 – 31 days	50% of total cruise fare or deposit amount if the deposit amount is higher than 50% of total cruise fare++
30- 15 days	75% of total cruise fare or deposit amount if the total deposit amount is higher than 75% of total cruise fare++
14 days or less	100% of total cruise fare++

++Cancellation schedule varies for Holiday sailings (Christmas, New Year & Easter) and Transpacific and Asia repositioning cruises.

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Air Promotion Offers have their own cancellation charges in addition to the above. All flights cancelled will incur a cancellation charge of AUD50 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.

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

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 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.

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.

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.

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

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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

- 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

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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.

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 additional to the normal cruise line cancellation penalty.

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Onboard Credits/Shipboard Credits & Promotional Inclusions

From time to time there may be 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.

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.

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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.

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.

Royal Caribbean reserves the right to impose a fuel supplement on all guests if the price of West Texas intermediate fuel exceeds USD65 per barrel. The fuel supplement for 1st and 2nd guests would be no more than USD10 per guest per day, to a maximum of USD140 per cruise an additional guests would be no more than USD5 per person per day to a maximum of USD70 per cruise.

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.

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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 anytime 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.

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 3rd or 4th 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 (subject to change) is also automatically added to beverages, mini bar items, spa & salon purchases.

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For international cruises the automatic tip is USD 14.50 USD, or USD 17.50 USD 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 that 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.

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 DiningSM - (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. If My Time DiningSM is selected, pre paid tips/gratuities are to be included at time of booking.

My Family Time DiningSM - 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. Pre-paid gratuities/tips are discretionary for My Family Time DiningSM.

Dining times may vary slightly on port days.

Room service is complimentary throughout the day. A service charge will apply to any orders made after hours.

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

We make every effort to accommodate your dietary requirements whenever possible. We can cater for:

- Food allergies
- Gluten-free

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- Kosher
- Low-fat
- Low-sodium

Vegetarian Meals (including Indian-style vegetarian) are available on all menus in the Dining Room and Windjammer Cafe every day. Guests do not need to make a special request for these meals. Lactose-free/soy milk, Ensure, and kosher meals are available no extra charge. All you have to do is notify us at least 45 days prior to sailings in US (90 days in Europe & 100 days for Asian/Australian Itineraries). Kosher for Passover meal requests MUST be received 45 days in advance for US sailings and 90 days all other itineraries in order to be accommodated. Special meal requests that are received less than 45/90 days of sailing are dependent on the ship's product availability. We will try to accommodate to the best of our ability

Please note: Items for babies such as food and nappies are available for order in advance of sailing through our Shop Gifts section. Guests may not bring on board any food items other than baby food and/or dry, non perishable snack items (cookies, crackers, chips, energy bars, etc).

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.

Guests wishing to bring personal wine or champagne onboard with them (either in their carry on or luggage) on embarkation day may do so, limited to two (2) bottles of 750ml each per stateroom (no boxes permitted). Pier staff will inspect bottles and if they appear to be tampered with they will not be allowed to be brought onboard.

When consumed in any shipboard restaurant, restaurant or dining venue, each shall be subject to a corkage fee. 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 sailing.

Guests who violate any alcohol policies maybe disembarked or not allowed to board at their own expense in accordance with Guest Conduct policies.

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.

To check in online visit 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.

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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 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 parents 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 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.

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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 sailings 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.

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

Pregnancy

Royal Caribbean welcomes pregnant women but will NOT accept guests who will enter the 24th 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) to special services at least 6 weeks prior to sailing.

Special Requests

You must ensure that 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 conditions 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.

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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).

Shore Excursions

Royal Caribbean offer shore excursions for you to enjoy in every port of call we 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 from a point 6 months before your sail date and can be 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. Royal Caribbean does not send out details of the shore excursions in a booklet, but full details are available for viewing or download by clicking on *Before You Board* and then *Shore & Land Excursions* from www.royalcaribbean.com.au. From here you can download the brochure and log in to your reservation to book tours. You will find details of the tours themselves, the timings and pricing. Please remember, the only way to see exactly what tours are available for your sailing, is by logging in to your reservation to view the tours online, or by downloading the brochure for your ship and sail date. If you simply browse by port, you may see details of tours which are not available on your sailing. Royal Caribbean offer child prices on some tours and the age limit for this is 13 and under. An infant aged 3 or younger is not charged for going on an excursion as long as they sit on a parent/guardian's lap on any transport. Certain tours may have age, weight or height restrictions and these must be adhered to. Minors under the age of 18 must be accompanied by someone over 18 to take an excursion. If you have mobility limitations, you will find that we do offer some tours for you. Each tour will state how strenuous it is, including details of walking distances, surfaces and if steps or inclines are involved. Most vehicles we use will take a collapsible wheelchair in the luggage compartment, so if you can board a coach you can still take this kind of tour, but please bear in mind whether your destination is suitable for wheelchairs. If you have severe mobility limitations, we ask that you contact our Miami head office by email at shorexaccess@rccl.com where they will supply you with details of the tours available on your sailing. This must be done well in advance of your sailing and all tours are subject to availability. Tour timings are from the ship and time arriving back to the ship, if planning on doing multiple tours in one day, we advise that a period of 45 minutes is left between the end of one tour and the start of another. If you have pre-booked your tours, the tickets will be delivered to your stateroom on the day of boarding. When you board, you can also book excursions at the Explorations desk, or through your interactive stateroom television.

Travel Insurance

We strongly recommend that all guests independently purchase comprehensive Travel

ROYAL CARIBBEAN & CRUISE GURU GENERAL TERMS AND CONDITIONS



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.

** 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 For further information, please refer to the Royal Caribbean's website <https://www.royalcaribbean.com/aus/en> or brochure.

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