

# SILVERSEA & CRUISE GURU GENERAL TERMS AND CONDITIONS



## Deposit

Deposits are due immediately at time of booking.

The deposit amount is dependent on the selected voyage, destination and length of cruise and time of booking and is displayed on your booking confirmation. The deposit amount includes a Cruise Guru administration fee of A\$110 per person which is deducted from the final balance.

Only Australian dollar payments are accepted.

Deposits must be paid by Mastercard, Visa or American Express at time of booking. Credit card fees do not apply to Mastercard or Visa card deposit payments made online. Credit Card fees do apply to Mastercard or Visa card deposit payments made through the Cruise Guru call centre, please consult with your reservations cruise expert for applicable fees at time of deposit. Credit card fees do apply to American Express card deposit payments made online and through the call centre at 2% of total amount, processed and charged at time of payment.

Please note on select voyages a second deposit may be required before final payment to secure the booking. For your convenience the second deposit will be automatically deducted from the credit card used at time of first deposit. If you wish to use a different card for the second deposit please [Contact Us](#). If the second deposit is not processed and confirmed by due date the booking may auto cancel and be subject to cancellation fees.

## Booking

It is important that the reservation is booked using full names as per passport. Fees may apply to amend names after booking is confirmed. By confirming your booking with Payment you are agreeing the Terms and conditions outlined below. No responsibility will be taken by Cruise Guru or Silversea 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 POLipay. 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 Silversea once the cancellation advice has been processed by Silversea

## Silversea Cancellation Guideline

<b>Standard Cruises</b>	
From the date of deposit to 121 days prior to the initial sailing date:	AUD 250 administrative fee per booking*
120 – 91 days prior to the initial sailing date:	15% of the total cruise fare per guest
90 – 61 days prior to the initial sailing date:	50% of the total cruise fare per guest
60 – 31 days prior to the initial sailing date:	75% of the total cruise fare per guest
30 – 0 days prior to the initial sailing date, or non-appearance at the time of sailing:	100% of the total cruise fare per guest

<b>World Cruise Classic 2020 &amp; sectors</b>	
<u>Sailings 53+ days</u>	
For Vista, Terrace, Veranda 1, Veranda 2, Veranda 3 or Veranda 4 suites:	
From the date of deposit to 151 days prior to the initial sailing date	AUD625 per guest*
150 – 121 days prior to the initial sailing date	25% of the total cruise fare per guest
120 – 91 days prior to the initial sailing date	50% of the total cruise fare per guest
90 – 0 days prior to the initial sailing date or non-appearance at the time of sailing	100% of the total cruise fare per guest
For Medallion, Silver, Royal, Grand, or Owner's Suites:	
From the date of deposit to 181 days prior to the initial sailing date:	AUD1250 per guest*
180 – 121 days prior to the initial sailing date:	25% of the total cruise fare per guest
120 – 91 days prior to the initial sailing date:	50% of the total cruise fare per guest

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90 – 0 days prior to the initial sailing date or non-appearance at the time of sailing:	100% of the total cruise fare per guest
<b>Sailings up to 52 days</b>	
From the date of deposit to 121 days prior to the initial sailing date:	AUD 250 administrative fee per booking*
120 – 91 days prior to the initial sailing date:	15% of the total cruise fare per guest
90 – 61 days prior to the initial sailing date:	50% of the total cruise fare per guest
60 – 31 days prior to the initial sailing date:	75% of the total cruise fare per guest
30 – 0 days prior to the initial sailing date, or non-appearance at the time of sailing:	100% of the total cruise fare per guest

<b>World Cruise Classic 2021 &amp; sectors plus World Cruise Expedition 2021</b>	
<b>Sailings 50+ days</b>	
For Vista, Terrace, Veranda 1, Veranda 2, Veranda 3 or Veranda 4 suites:	
From the date of deposit to 151 days prior to the initial sailing date	AUD625 per guest*
150 – 121 days prior to the initial sailing date	25% of the total cruise fare per guest
120 – 91 days prior to the initial sailing date	50% of the total cruise fare per guest
90 – 0 days prior to the initial sailing date or non-appearance at the time of sailing	100% of the total cruise fare per guest
For Medallion, Silver, Royal, Grand, or Owner's Suites:	
From the date of deposit to 181 days prior to the initial sailing date:	AUD1250 per guest*
180 – 121 days prior to the initial sailing date:	25% of the total cruise fare per guest
120 – 91 days prior to the initial sailing date:	50% of the total cruise fare per guest
90 – 0 days prior to the initial sailing date or non-appearance at the time of sailing:	100% of the total cruise fare per guest
<b>Sailings up to 49 days</b>	
From the date of deposit to 121 days prior to the initial sailing date:	AUD 250 administrative fee per booking*
120 – 91 days prior to the initial sailing date:	15% of the total cruise fare per guest
90 – 61 days prior to the initial sailing date:	50% of the total cruise fare per guest
60 – 31 days prior to the initial sailing date:	75% of the total cruise fare per guest
30 – 0 days prior to the initial sailing date, or non-appearance at the time of sailing:	100% of the total cruise fare per guest

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\* If your cancellation request is received more than 120 days prior to your initial sailing date AUD\$250 non-refundable administrative fee will be charged per booking. This administration fee may be converted to a future cruise credit valid for travel within 12 months from the date of the cancelled voyage.

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

## **Air Charter Package and Galapagos Air Package Cancellations**

The following cancellation fees are in addition to the applicable cruise penalty. Air Charter Packages may only be cancelled upon complete cancellation of the cruise reservation

90 – 61 days prior to initial sailing AUD\$100 per person processing fee

60 – 0 days prior to initial sailing AUD\$100 per person processing fee PLUS 100% of the air/sea package paid

Cruise Guru & Silversea reserve the right to charge you for cancellation fees incurred that maybe greater than the amounts of payments received at the time of cancellation of your booking. Any outstanding amounts must be paid by the cancelled parties

In addition, guests will be liable for any additional fees charged by any non-cruise providers due to cancellations including a Cruise Guru cancellation administration fee of AUD110 per person charged on all cancellations regardless whether a cruise protection plan has been purchased. The Cruise Guru cancellation administration fee will be deducted from any refund due.

If there is insufficient funds from any refunds due to cover the Cruise Guru cancellation administration fee of AUD110 per person, Cruise Guru will charge the difference to the credit card held on file.

Please note: Silversea 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.

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## **Booking Changes & Amendments**

Name changes require the prior approval of Silversea 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.

Silversea may charge additional fees for any amendments made to your travel arrangements after the due date for final payment, Name changes or additions will be allowed at Silversea discretion and are subject to cancellation charges and rate increases Amendment fees are not charged for stateroom upgrades, unless travel documents need to be reissued.

Should the cruise of your choice be unavailable, you may ensure a position on a waitlist for that cruise by making a deposit of AUD270 which will be applied toward your cruise deposit requirement and/or final payment should a suite become available. If a suite becomes available and you choose not to reserve, or should no suite become available, your deposit will be refunded.

### Cruise Guru Change and Amendment Fees

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

Amendments to Existing Bookings – AUD50 per booking

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

Cancellation and Rebook – AUD110 per person

- Change in cruise departure date
- Full cancellations

Service Charges – AUD50 per booking

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

Additional Price Match / Guarantee – AUD50 per booking

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

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

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

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

## **Cruise Fare**

Your cruise only fare covers most shipboard services including: suite accommodation, all onboard meals and entertainment, all gratuities aboard ship (except spa), complimentary beverages onboard ship (including select wines, champagnes and spirits) and, on a limited number of select sailings, a special shore event. All fares are quoted in Australian dollars, are per guest and based on double occupancy

Not included in your cruise-only fare are: optional hotel accommodation, transfers and luggage handling, optional shore excursions, meals ashore or fuel surcharges, meals in Le Champagne and Seishin Restaurant, accommodation whilst ashore, security surcharges, casino gaming, laundry or valet services, purchases from the ship boutiques, childcare services aboard ship or any item or service of a personal nature such as massages, spa treatments, private fitness instruction, hair styling and manicures. Some champagne, premium wine and spirit selections, caviar, cigarettes and cigars are not included in your fare

## **Non Refundable & Promotional Fares**

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

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

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

### **Cruise Guru Reduced Deposit Promotions**

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

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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.

## **Onboard Credits/Shipboard Credits & Promotional Inclusions**

From time to time there maybe promotions which include onboard credits or other inclusions which are but not limited to speciality restaurant vouchers or drink packages/cards. These promotions can be applied to the cabin or to individual passengers. An Onboard Credit is a monetary amount which is applied to your onboard account for onboard purchases. Some Onboard Credits or promotional inclusions may not be combinable with other offers and are non-transferable. Any unused portion of the Onboard Credit will expire at midnight on the last night of your cruise and is not redeemable for cash at any time. Onboard Credit or other promotional inclusions are not transferable between any cruises, including consecutive cruises and fellow travellers. Any promotional inclusions not used will be forfeited on conclusion of the cruise.

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

If you purchase transfers, pre or post accommodation packages through Silversea, you are required to provide your arrival/departure information to Cruise Guru. You



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need to [Contact Us](#) with your flight arrival/departure details, including airline name, flight number and arrival and departure cities. If this information is not received before your departure we cannot guarantee your transfers will be available.

## **Guarantee Staterooms**

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

Special stateroom requests cannot be assigned to guarantee stateroom bookings.

When booking a guarantee stateroom, bookings cannot be cross referenced for cabin assignments but can be cross referenced for dining only.

To cross reference cabin assignments, bookings MUST be made with an original cabin assignment to apply

## **Upgrade & Stateroom Change Policies**

Silversea reserves the right to upgrade a guest or guests to more expensive category accommodation at no additional cost. Silversea 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 Silversea. 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 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 Silversea.

## **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.



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

## **Fuel, Taxes and Surcharges**

The fare that you pay is determined far in advance of initial departure on the basis of then-existing projections of fuel and other costs. In the event of any significant change in such costs beyond Silversea's control including, but not limited to increases in the price of fuel, currency fluctuations affecting costs, increases in government taxes or levies, or increases security costs, Silversea reserves the right to surcharge guests to cover such unexpected costs

## **Gratuities – Onboard Service**

All gratuities aboard ship are included in your voyage fare except for spa services

## **Dining**

An open-seating policy of dining when, where and with whom you desire, you can be as private or congenial as you desire. Silversea features a variety of dining options on board plus complimentary 24 hours in suite dining. Some options a surcharge may apply. For more information please enquire with Reservations.

## **Special Diets**

If you have special dietary requirements, Silversea will make every attempt to accommodate your requests. Please advise Silversea of your needs on the Guest Information Form at least 75 days prior to sailing. Notification should be sent to [specialservices@silversea.com](mailto:specialservices@silversea.com).

## **Documents**

Cruise Documents will be issued after receipt of final payment and the booking form and guest Contact Information has been received by Silversea and cleared. Documents are sent approximately 21 days prior to departure of cruise. It is most important the reservation is made in the full passport name of the guests.

## **Passports / Visas / Immunisations**

Cruise Guru & Silversea 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](#).

## **Minors and Children**

For Classic Fleet voyages: Carrier is unable to accommodate children less than six (6) months of age. Guests must notify Carrier of any children between the ages of six (6) months and one (1) year who will be sailing onboard and they will

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require a signed and notarized waiver. Carrier reserves the right to limit the number of children less than three (3) years of age aboard the vessel.

For Expedition Fleet voyages: Carrier is unable to accommodate children less than one (1) year of age. No children under the age of six (6) years will be allowed onboard Zodiacs. Children under the age of six (6) years will be unable to participate in any expeditions which require the use of Zodiac transfer to go ashore.

For Silver Galapagos voyages: Carrier is unable to accommodate children less than six (6) years of age.

Any child under the age of eighteen (18) years of age must be accompanied in the same or connecting suite by a parent or other responsible adult over the age of twenty-one (21) years. In addition, if the adult accompanying this child is not a parent, a "Parental Consent Guardianship Form" must be signed by parent or legal guardian and received by Carrier prior to sailing. Children under eighteen (18) years of age are not permitted in the Vessel's casino.

No childcare services will be provided onboard.

To ensure the safety of younger guests, children up to the age of 8 years old are only permitted to participate in suitable Silver Shore Excursions/shuttle service if the vehicles are equipped with the correct safety harness and seating equipment to accommodate young guests. Alternately guests may use their own approved safety seat, booster seat or harness provided they are compatible with the local touring vehicle and can properly secure the young guest. Child harnesses and secure seating cannot be guaranteed and Silversea reserves the right to refuse children under the age of 8 years old on any tour on the grounds basis of safety.

## **Pregnancy**

Silversea welcomes pregnant women but will NOT accept guests who will enter the 24<sup>th</sup> week of pregnancy by the beginning of the cruise

## **Shore Excursions**

Shore excursions at most ports-of-call will be available to reserve 60 days in advance of voyage departure by visiting the My Voyage on [www.silversea.com](http://www.silversea.com) as well as offered for purchase on board, subject to availability.

## **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 Silversea vessels is provided solely by Silversea and is governed by the terms and conditions printed on the Passage Contract. The Passage Contract will be included with guests travel documents, is available upon request, or can be accessed through the website at [www.silversea.com](http://www.silversea.com). This contains complete and important information regarding

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cancellations, itineraries, Silversea'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 these terms and conditions can change without prior notice. For further information, please refer to the Silversea website [www.silversea.com](http://www.silversea.com) or brochure.

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