

TRAVELMARVEL RIVER CRUISING & CRUISE GURU GENERAL TERMS AND CONDITIONS



Deposit

Deposits are due immediately at time of booking.

The deposit amount is dependent on the selected cruise, 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.

The deposit amount is NON-REFUNDABLE.

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 cruises 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 Travelmarvel River Cruising 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

Travelmarvel Deposit Cancellation Cover

Applicable when an upfront fee of \$95 per person is paid with your deposit. The holiday package can be cancelled prior to the final payment date and your deposit will be retained as an Travelmarvel holding credit to be used for future bookings. If Deposit Cancellation Peace of Mind is claimed, monies held must be used on a future cruise or tour and cannot be redeemed against the original cruise or tour departure date. Deposit held in credit will exclude fees imposed by third parties, including but not limited to air travel, rail travel and hotels. When booking airfares through Travelmarvel (including when taking advantage of a special offer that includes air travel), standard airline cancellation fees will apply. In some cases, airfares will be non-refundable. In the event of cancellation, these fees will be deducted from the deposit paid, and therefore the credit being held. Travelmarvel Deposit Cancellation Peace of Mind applies to new bookings only and is only valid up until 100 days prior to travel. After three years, unused credit funds will incur the original cancellation conditions as per brochure. This does not replace travel insurance, which you are required to purchase at the time of booking.

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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.

Third Party Credit Card Authorisation

During the booking process if you have made any payment against the booking using a credit card whereby the cardholder is not part of the travelling party, we are required to have a written consent from the cardholder giving Cruise Guru authority to process the charge via a Third Party Verification Form. This is a common business procedure where an individual authorises a payment on their credit card when they are not utilising the service. This requirement prevents unwanted and fraudulent chargebacks that can hurt the relationship between a business and the travelling party. Failure to submit the Third Party Verification Form on time will cause the booking to be cancelled. If in the instance the booking is cancelled or a refund is to be processed on the booking, funds due for refund will be refunded to the original form of payment less any applicable administrations fees. To access this form please contact our team.

Cancellations due to Covid-19

Due to the continued uncertainty surrounding the time frames of the current government travel restrictions, some cruise lines are altering their refund policies, offering Future Cruise Credits in the place of cash refund or credit card refund if your booking is cancelled for any reason in the future. Due to this uncertainty if your booking is cancelled for any reason, Cruise Guru will not offer cash or credit card refund unless we have the refund back from cruise lines or other suppliers. Cruise Guru fees apply.

Cancellations

Please [Contact Us](#) should you wish to cancel your cruise. All cancellation requests must be submitted by email. Cancellations must be received no later than 2pm EST/EDT on a scheduled NSW working business day for booking to be cancelled that day. Cancellations received after 2pm will not be processed until the following NSW working business day.

The Cancellation Fee Amount will be advised by Travelmarvel River Cruising once the cancellation advice has been processed by Travelmarvel River Cruising.

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Travelmarvel River Cruising Cancellation Guideline

Days prior to Departure	Cancellation Charge
100 days or more	Loss of deposit
99 – 61 days	90% of holiday package price
60 days or less	100% of holiday package price

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

Cruise Guru & Travelmarvel River Cruising 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 is 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.

Travelmarvel River Cruising reserves the right to change deposit, payment and cancellation/terms/conditions without prior notice.

Please note: For services included in your booking that are not provided by Travelmarvel River Cruising, additional cancellation fees may be incurred.

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 Cabin Occupancy

Changes in cabin 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 cabin 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

If you want to change any part of your holiday arrangements after your invoice has been issued, Travelmarvel River Cruising will do their best to make the change, but it may not be possible. If it is possible to make the change, it will be subject to an administration charge by Travelmarvel River Cruising and payment of any further costs incurred as a result of the change.

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If you request changes after Travelmarvel has issued your documents, Travelmarvel may charge a fee of AUD70 per person in addition to any applicable cancellation fees.

Please note: Booking changes and amendments are always at the discretion of Travelmarvel River Cruising and subject to approval. Change and Amendment fees may apply

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.

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, gratuities, airport transfers on the first and last day, sightseeing, specified excursions, meals admissions, port charges and the services of a cruise director as stated in your itinerary. Beer, wine, soft drink is included with lunch and dinner during your cruise. Beer, wine and soft drink is included for dinner only on Russian cruises.

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Travelmarvel River Cruising reserves the right to change, whether via an increase or decrease, any published rates, including cruise rates and airfare charges, without prior notice. We reserve the right to impose on any existing booking or new bookings (whether paid in full or not) a supplement for fuel or other matters without prior notice. In addition, we reserve the right to pass on any fuel or other surcharges imposed by third parties, also without prior notice. Guests will remain liable for any applicable taxes, fees or surcharges that may be assessed by any governmental or quasi-governmental agencies.

Special Offers

Special Offers on set departures are strictly limited and are subject to availability at time of booking. Offers cannot be combined with any other offer and maybe withdrawn at anytime. Savings figures shown are the maximum possible savings available for the itinerary for which they appear and may not apply to all departures or all suite categories

Non Refundable & Promotional Fares

Travelmarvel River Cruising may at times release special promotional fares that attract differing terms and conditions from those outlined within and as included in the Travelmarvel River Cruising brochures or website. These may include different deposit amounts, different final payment and cancellation conditions including non-refundable deposits and fares. To confirm if you have been booked on a promotional fare or special offer please check at time of booking with Cruise Guru for what conditions may apply to your booking.

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

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

Cruise Guru Reduced Deposit Promotions

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

Future Cruise Credits (FCC)

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

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(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.

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 Travelmarvel River Cruising between date of reservation of passage and sailing, Travelmarvel River Cruising shall be entitled to impose a surcharge upon the passage fare of the amount to be assessed by Travelmarvel River Cruising which the passenger shall pay prior to embarkation.

Travelmarvel River Cruise Transfers

Airport transfers are included on the first and last day of the holiday package at designated times. No refund will be given for unused transfers. Transfers cannot

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be re-routed to other pick up points or destinations. Passengers who miss the pre-booked transfers must make their own way to/from the ship/hotel at their own expense.

Details of transfers will be provided when flight arrival and departure details are provided to Travelmarvel River Cruising and documents have been issued.

Options - Transfers , Pre & Post Accommodations

If you require transfers, pre or post accommodation packages through Travelmarvel River Cruising you are required to provide your arrival/departure information to Cruise Guru. You need to [Contact Us](#) with your flight arrival/departure details, including airline name, flight number and arrival and departure cities. If this information is not received before your departure we cannot guarantee your transfers will be available.

Guarantee Staterooms

If a GUARANTEED stateroom (GUAR), is booked an identical or higher cabin (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 cabin may be located on any passenger deck on the ship, but you will be assigned AT LEAST the category for which you paid. Your cabin 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 cabins with obstructed view and modified accessible cabins.

Special cabin requests cannot be assigned to guarantee cabin bookings.

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

Upgrade & Stateroom Change Policies

Travelmarvel River Cruising will make every effort to assign specific cabin numbers or locations on the ship if requested. If this is not possible Travelmarvel River Cruising reserves the right to make changes to cabin assignments within the category booked without prior notice.

Travelmarvel River Cruising reserves the right to upgrade a guest or guests to more expensive category accommodation at no additional cost. Travelmarvel River Cruising also reserves the right to move guest/s from their original cabin number booked to another cabin in the same category. Cabin changes can occur at anytime including up to the day of sailing and is always at the discretion of Travelmarvel River Cruising. If you do not wish to have your cabin changes, you need to advise Cruise Guru at time of booking your request to decline an upgrade or change in cabin. Please note, the request to have no cabin 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 cabin varies depending on availability, sailing date, duration and stateroom category for the chosen departure.

A limited number of single cabins may be available at time of booking. Single cabins are not available on certain cruises. Single cabins are usually smaller than standard twin or double rooms and often only have a single bed.

Single occupancy availability is capacity controlled and is always at the discretion of Travelmarvel River Cruising.

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Gratuities

Gratuities have been included for all services as indicated in the itinerary on all Travelmarvel River Cruises and cannot be redeemed for a cash refund.

Passengers Needing Special Assistance

Travelmarvel River Cruising welcomes passengers with disabilities or special needs provided they are accompanied by a companion capable of providing all necessary assistance. Any disability or medical condition requiring special attention must be reported to Travelmarvel River Cruising at time of booking. A Health, Fitness & Mobility Checklist can be requested at time of making your reservation. Travelmarvel River Cruising will make reasonable efforts to accommodate special needs of disabled passengers but it is not responsible for any denial of services by carriers.

Dining

All meals on board are included and are served in the dining room in a single sitting. Open seating allows you to sit at different tables if you wish to meet other passengers. European chefs prepare all meals and comprise European-style food that has been adjusted for our passengers. On board, enjoy a buffet breakfast in the restaurant. Lunch offers salads, soups, a choice of mains and dessert. Dinner is a multi-course meal with a selection of mains

Special Diets

If you have special dietary requests, please advise us at the time of booking and remind the Maitre d' on board on arrival. Please note that facilities to grant special dietary requests on board are limited and, while the chefs will try to accommodate requests, no guarantees can be made.

Documents

Travelmarvel River Cruising provide a documentation e-kit based on the date you are leaving Australia. Documentation is issued and sent approximately 14 days before your departure from Australia. It is important the date you are leaving Australia is advised to Cruise Guru and Travelmarvel River Cruising as soon as confirmed.

Your reservation must be finalised and paid in full in order to receive your documentation

Passports / Visas / Immunisations

Cruise Guru & Travelmarvel River Cruising 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.](#)

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COVID Testing & Requirements

All cruiselines are working to the same goals of protecting their staff and guests. As such, cruiselines will have different policies and procedures on how this is handled which can change depending on the situation at time of departure. It is important you keep up-to-date with these policies and procedures in the lead up to your cruise. In most cases, a COVID test will be required prior to your cruise departure. You will be required to present a negative test result at time of check-in, along with your vaccination certificate status. Any further testing required by the cruiselines may incur a charge which will be applied to your onboard account. As the COVID situation around the World evolves, policies and procedures can change without prior notice. Our Reservations team will be able to offer you guidance in accordance to the current policies and procedures in the lead up to your departure.

Minors and Children

Children under the age of 8 are not permitted on tours and cruises. Children under 18 years of age must be accompanied by an adult and share their accommodation with an adult.

Pregnancy

Travelmarvel River Cruising welcomes pregnant women but ask that you consult medical advice before travelling.

Tour Personaliser

Tour Personaliser <https://tourpersonaliser.aptouring.com.au/> is available for you to make changes up to 45 days from the start of your tour, or before documentation has been issued.

If you require changes to be made to your booking / personal details within this period please contact Cruise Guru with details.

With Travelmarvel Tour Personaliser you can

- Update your booking details, including passport details for international travel.
- Access and up-date your personal details (to avoid amendment fees)
- Book your Freedom of Choice (FOCT) arrangements before departure (if applicable) or Select Experiences
 - Please note that FOCT pre selection or Select Experiences is not available on all tours. In these circumstances you will be asked for your selection while on tour.
- Provide essential flight details necessary for the complete handling of your booking arrangements

Disruption to Cruising and Itinerary Arrangements

Under normal operating conditions itineraries will be delivered as per the brochure. However, sometimes for reasons beyond Travelmarvel River Cruising control, it may be necessary to make alternations to your itinerary. On occasion, significant flooding or low water levels do occur that can cause disruption to itineraries and may lead to early disembarkation. We recommend you take out comprehensive travel insurance that includes coverage of events such as these as Travelmarvel River Cruising and Cruise Guru will not be liable for any direct or

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indirect costs incurred as a result of such events or other factors beyond our control happening. Additionally, you are not entitled to any refund for any alterations to your itinerary that are caused or contributed by flood or water level events or other such events which are beyond our control. If there is a water level problem on a river or canal, it may be necessary to operate part of the itinerary by coach and alternate sightseeing maybe included. Travelmarvel River Cruising will not be liable for any direct or indirect costs that you incur as a result of any event or other factor beyond our control which necessitates changes to your itinerary. Additionally, you are not entitled to any refund for any alternations to your itinerary that are caused or contributed to by any flood or water level ents or such other events which are beyond our control.

Travelmarvel River Cruising cannot guarantee exact arrival and departure times for ships or other carriers and operations used by Travelmarvel River Cruising and therefore will not be liable for failure to make connections with any other services or attractions beyond its control.

Shore excursions (cruise only)

The timing of the shore excursions on all river cruise ship holiday packages may differ slightly for each package. The published times are a guide only and are subject to change without notice. It is impossible for large coaches to be used for some city sightseeing excursions and many towns and cities will be visited by way of walking tours. For river cruising, clients must be able to climb ramps to embark or disembark river cruise ships. Depending on river levels, these may have a number of steep steps. In Asia, our cruise ships regularly dock mid stream and require the use of tenders to reach the shore. Holiday packages including time in South America, Burma, China, Switzerland and other alpine regions may include mountain excursions to, at times, high altitudes.

Enhance your journey – select experiences

Select Experiences are an additional cost to the tour price. Minimum and maximum group numbers may apply for the tour to operate and all tours are 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 Travelmarvel River Cruising vessels is provided solely by Travelmarvel River Cruising 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.travelmarvel.com.au This contains complete and important information regarding cancellations, itineraries, Travelmarvel River Cruising liability, health and immigration requirements, and other relevant terms and conditions.

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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 Travelmarvel River Cruising website www.travelmarvel.com.au or brochure.

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