

# U RIVER CRUISES & 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 the reservation is booked using full names as per passport. Fees may apply to amend names after booking is confirmed. By confirming your booking with payment you are agreeing to the Terms and conditions outlined below. No responsibility will be taken by Cruise Guru or U River Cruises 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.

# U RIVER CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



## 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 bookings 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 U River Cruises once the cancellation advice has been processed by U River Cruises.

### ***Cancellation Guideline: Cruise-tour***

Days prior to Departure	Cancellation Charge
120 days or more	A\$250pp for cruise-tour
119 – 90 days	20% of total fare
89 – 60 days	35% of total fare
59 – 30 days	50% of total fare
29 days or less	100% of total fare*

\*100% cancellation fee will be imposed in the event of a non appearance/no show at the port on the day of departure.

Additional cancellation fees may be imposed on non-cruise portions of your booking including airfares, pre/post accommodation packages and/or transfers. Gold Seal Protection Plans are non-refundable once paid.

Cruise Guru & U River Cruises 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.

# U RIVER CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



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 A\$110 per person charged on all cancellations regardless whether a cruise protection plan (if applicable) 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 A\$110 per person, Cruise Guru will charge the difference to the credit card held on file.

Please note: U River Cruises reserves the right to change deposit, payment and cancellation/terms/conditions without prior notice.

## **Cancellations by Supplier**

If your service/s booked through Cruise Guru are cancelled for any reason, the service provider may offer Future Credits in place of cash or credit card refunds. Refunds from service providers can take up to 3 months to process. Cruise Guru will not offer cash or credit card refunds unless we have the refund back from cruise lines or other suppliers. Future Credits will have their own terms and conditions subject to cancellation and will be provided once the credit has been processed.

## **Partial Cancellations & Change in Stateroom Occupancy**

Changes in stateroom occupancy when one guest cancels and the other guest is still travelling will result in cancellation fees for the cancelled guest/s and recalculation of the remaining guest/s' fare. In some circumstances, guest/s still travelling maybe required to pay a surcharge for the changed occupancy stateroom regardless of the cancellation fees paid by the cancelling guest/s.

Promotions such as onboard credits or other promotional inclusions can be affected by changes made to your booking.

## **Booking Changes & Amendments**

A fee of A\$70 per person, per transaction, will be charged for any passenger name change; cruise date change (within the same calendar year only) or itinerary change made to a reservation after the booking is confirmed unless the change increases the value of the booking. A passenger name change, cruise date change or itinerary change within 120 days of departure will be treated as a cancellation subject to the cancellation policy and a new reservation must be made. Cancellation charges (as shown above) will apply.

Any revision to a booking may result in the loss of a confirmed airline reservation (where applicable) and increased airfare in addition to any charges levied by the airlines, will be payable by the passenger.

## **Air Revision Fee**

A fee of A\$70 per person will be charged for any revision or alteration made to an airfare after confirmation. This charge will apply each time you make a change. If you change your air travel plans after your ticket is issued, you will be charged A\$100 per person per change, and you will be responsible for any increase in airfare and/or penalties levied by the airline, which may be up to 100% of the air ticket value.

# U RIVER CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



## 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 – A\$50 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 – A\$110 per person

- Change in cruise departure date
- Full cancellations

Service Charges – A\$50 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 – A\$50 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](#).

Fees are not 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 an A\$50 booking fee.

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

## **Worry-free Deposit Protection**

Should your plans change and you cancel your booking one hundred and twenty (120) days or more prior to your cruise-tour start date, you will receive a credit of A\$250 per person, valid for up to five years from date of cancellation. This credit cannot be used as deposit or Gold Seal Protection payment for a future booking and can only be used as a credit (no cash value) towards a new booking on an alternative departure. Only one credit per person can be applied to each cruise or cruise/tour booked, and is combinable with all current U River Cruises promotions.

# U RIVER CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



## **Cruise Fare**

Your cruise fare includes accommodations as booked, entertainment, gratuities and onboard meals (except where a cover charge may be imposed). Cruise fares include governmental fees and taxes (which are subject to change).

Cruise fares do not include, but are not limited to: airfares to and from your destination except where specified, airport/departure taxes, aircraft seat assignments, cost of passport and visas, taxes, excess baggage charges, laundry, phone calls, all items of a personal nature, items not included on regular menus, expenses for additional sightseeing not specified in the itinerary, and health, accident, baggage, or travel protection plans.

All advertised fares, including discounts, shipboard credits, offers, upgrade or special amenities are for new bookings only on selected sailings are capacity controlled and subject to change at any time and can be withdrawn without prior notice. Once booked, your fare is subject to any increased government fees, surcharges (including fuel surcharges) and taxes which will be added to the fare or to your on onboard account.

## **Non Refundable & Promotional Fares**

U River Cruises may at times release special promotional fares that attract differing terms and conditions from those outlined within and reflected in the U River Cruises brochure and website. These may include different deposit amounts, different payment and cancellation conditions and different 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 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.

# U RIVER CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



## **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.

# U RIVER CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



## Transfers

Transfers are not included in your cruise fare however are available to purchase for the day of embarkation and disembarkation only, and are only applicable for transportation between designated airports and the ship.

### Group Transfer:

Munich Airport to Regensburg ship: Two transfers are available for purchase, one at 1:00pm and the second at 4:00pm.

Regensburg ship to Munich Airport: Two transfers are available for purchase, one at 7:00am and the second at 10:00am.

### Private Car Transfer:

Private car transfers, up to two guests per car are available on day of embarkation and disembarkation only. Transfers include: Amsterdam Airport to Amsterdam Ship and vice versa, Budapest Airport to Budapest Ship and vice versa, Frankfurt Airport to Frankfurt Ship and vice versa, Paris, Charles de Gaulle Airport to Paris Ship and vice versa and Munich Airport to Regensburg Ship and vice versa.

## Single Guests

Fares for single guests are available upon request.

## Third Guest Fares

Fares for third guests are on request. Triple occupancy staterooms are subject to availability and are capacity controlled. Triple bedding configurations may differ per stateroom. Confirmation for triple occupancy staterooms may sometimes be on a request basis and require external confirmation. There are no quad share staterooms.

## Fuel, Taxes and Surcharges

The fare 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 U River Cruise'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, U River Cruises reserves the right to surcharge guests to cover such unexpected costs.

## Itinerary Variations

You can count on the value of U River Cruises's experience and regional knowledge to make sure you enjoy your cruise or cruise/tour even when conditions beyond U River Cruises's control occur. The very nature of a river, its sources, and networks of bridges and locks, means there will be times when weather or other conditions in a region require to make adjustments and/or modifications to an itinerary. Although every effort will be made to keep itineraries, vessels, and hotels as they are shown in the brochure, U River Cruises reserves the right to substitute itineraries, hotels or vessels. In such cases, U River Cruises will do everything they can to make sure the locations visited, the excursions taken and the hotels or vessels offered are similar to the ones originally planned. Any changes to itineraries will not result in eligibility for a refund. Itineraries are subject to change without notice and may need to be altered specifically because of water levels, wind factors, or other conditions.

# U RIVER CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



## **Advanced, Cancelled or Delayed Sailing**

U River Cruises reserves the right to cancel, advance or postpone any scheduled sailing date and may, but is not obligated to, substitute hotels or vessels. U River Cruises shall not be liable for any loss to you by reason of any such cancellation, advancement or postponement. In the event of cancellation by U River Cruises your sole right of recourse shall be to obtain a refund of monies paid to U River Cruises in connection with such cruise or cruise/tour.

## **Dining**

### **Special Diets**

Please notify Cruise Guru immediately if you have any special dietary concerns or considerations that need to be taken into account while traveling with U River Cruises. U River Cruises will do their best to ensure your request is accommodated, but it is not guaranteed every request can be met in all cases.

## **Documents**

U River Cruises documents will be ready to download approximately 60 days prior to your embarkation, provided you completed your Passenger Information Form and your booking is paid in full.

## **Passports / Visas / Immunisations**

Cruise Guru & U River Cruises 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.smarttraveller.gov.au](http://www.smarttraveller.gov.au) for advice in these areas.

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

## **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.



# U RIVER CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



## **Minors and Children**

You must be 18+ years of age at the time the cruise begins.

The legal drinking age onboard is 21 years old.

U River Cruises may, in its sole discretion decline the booking of any passenger, or remove any passenger who cannot comply with U River Cruise's Terms and Conditions. U River Cruises is not responsible for any costs incurred in the event a passenger is removed from the cruise. Passengers agree not to hold U River Cruises or any of its entities liable for any action taken under these terms and conditions.

## **Shore Excursions**

U River Cruises offer one included shore excursion per day, specially tailored for U guests.

Most days, you will have several U Time optional to choose from, in between your included excursions for an additional surcharge. All tours purchased onboard are billed to the shipboard account and can be paid when settling the final bill. Optional excursions are subject to cancellation if a minimum number of participants are not met.

## **Pregnancy**

U River Cruises cannot accept guests who will have entered their 24<sup>th</sup> week of pregnancy by the beginning or at any time during the cruise.

## **Gratuities**

Gratuities are included.

## **Clothing**

U River Cruises recommends comfortable, smart-casual clothing both onshore and onboard. It is recommended sturdy walking shoes, as shore excursions can be active and involve a significant amount of walking often over cobblestones or uneven terrain. U River Cruises philosophy is come as you are, as long as you have clothes on. No shirt, no shoes = No service.

## **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](#)

Alternatively, U River Cruises offer:

## **Gold Seal Protection**

U River Cruise's Gold Seal Protection Program is available for purchase for \$A99 per person. Under this program U River Cruises will provide guests with 100% of the U River Cruises cancellation penalties in the form of a future cruise credit certificate, should a guest need to cancel their cruise / tour for any reason at time prior to 30 days before their originally scheduled flight departure date from Australia. Cancellation penalties are reimbursed in the form of a U River Cruises Certificate allowing guests a two (2) year credit to travel with U River Cruises at a later date. Please note to be eligible for the "Gold Seal Protection", guests must enrol and pay for the program at the time the original deposit is paid. The certificate is issued in the event of cancellation

# U RIVER CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



and is valid for travel within two years from the date of issue, is non-transferable, non-refundable and may not be redeemed for cash. U River Cruises "Gold Seal Protection" does not cover any airfares purchased through U River Cruises or independently.

## **Important Notice**

The transportation of guests and baggage on U River Cruises vessels is provided solely by U River Cruises 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.ubyuniworld.com/au/>. This contains complete and important information regarding cancellations, itineraries, River 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 U River Cruises website <https://www.ubyuniworld.com/au/> or brochure.

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