

# UNIWORLD & 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 Uniworld 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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## Third Party Credit Card Authorisation

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

## Cancellations 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 Uniworld once the cancellation advice has been processed by Uniworld.

### ***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 & Uniworld 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.

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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: Uniworld 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.

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## 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 AUD50 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/Gold Seal Protection Plus Peace of Mind 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 Uniworld promotions.

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## **Cruise Fare**

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

### **Complimentary Beverage Program:**

Europe and Russia: Complimentary beverages onboard: including wine, beer, spirits, specialty coffee, tea, soft drinks and mineral water.

India, Vietnam & Cambodia: Complimentary house wine, local spirits and beer, soft drinks, tea and coffee will be served throughout the cruise. Onshore lunches include complimentary soft drinks, coffee and tea. Onshore dinners include complimentary house wine, local beer, soft drinks, coffee and tea.

China: Complimentary house wine, local spirits, beer, soft drinks, tea and coffee will be available throughout the cruise. Onboard lunches and dinner include complimentary house wine, local beer, soft drinks, coffee and tea. Onshore lunches and dinners include complimentary soft drinks, coffee and tea.

Egypt: Complimentary house wine, local beer, soft drinks, tea and coffee will be served during lunch and dinner onboard.

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**

Uniworld may at times release special promotional fares that attract differing terms and conditions from those outlined within and reflected in the Uniworld 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.

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## **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.

## **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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## **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.

## **Transfers**

If you purchase a Uniworld air-inclusive cruise, you will enjoy the special included convenience of scheduled group transfers between the airport and the ship/ hotel on the day the cruise or cruise/tour begins, and between the ship/hotel and the airport on the day the cruise or cruise/tour ends. There may be a waiting period between transfers of 2 hours or more unless private car transfers have been purchased.

Private car transfers are only available on the cruise or cruise/tour start/end dates. If your flight arrangements arrive/depart outside of these parameters, you must make your own transfer arrangements.

## **Making your own flight arrangements:**

Should you elect to make your own flight arrangements, Uniworld will provide complimentary scheduled group transfers to/from the ship/hotel as long as your flights arrive/depart in the cruise or cruise/ tour starting/ending cities in accordance with the start/ending dates shown in this brochure and your flight arrangements comply with the Transfer Guidelines as shown below. If your flight arrangements arrive/depart outside of these parameters, you must make your own transfer arrangements. Uniworld will not be responsible for late arrivals or missed transfers due to delayed or cancelled flights, for missed cruise/trip days, or for extra costs resulting from the foregoing. To qualify for transfers, it is required that flight information and pre-trip arrangements for all passengers making their own flight arrangements be given to Cruise Guru by no later than sixty (60) days prior to departure and conform to the Transfer Guidelines below:

TRANSFER GUIDELINES: Flights must arrive/depart within the following time limits:

	Arrival	Departure
Europe*	5 am – 5 pm	6 am – 6 pm
Russia**	6 am – 8 pm	5 am – 6 pm
China	24 hours	24 hours
Vietnam	24 hours	24 hours
India	24 hours	24 hours
Egypt	24 hours	24 hours
Extensions	24 hours	24 hours

\* Transfers in Milan are provided from MXP only.

\* Transfer in Paris is provided from/to CDG only.

\*\* In Moscow, transfers can be provided from SVO, DME, or VKO.

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Arrival guidelines for the programs listed below are 5 am – 2:30 pm

- Castles along the Rhine (Amsterdam to Basel)

Arrival guidelines for the programs listed below are 5 am – 3:30 pm

- Delightful Danube (cruise only Nuremberg to Budapest)
- Paris & Normandy (Paris to Paris)
- Burgundy & Provence (Lyon to Avignon)
- Burgundy & Provence (Avignon to Lyon)
- A Portrait of Majestic France (Paris to Bordeaux)
- Grand France (Paris to Avignon)
- Grand France (Avignon to Paris)
- Parisian Royal Holiday (Paris to Paris)

It is important you [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.

## Single Guests

Fares for single guests are available upon request.

## Third Guest & Children's Fares

Fares for third/fourth guests are on request. Triple and Quad occupancy staterooms are subject to availability and are capacity controlled. Triple and Quad bedding configurations may differ per stateroom. Confirmation for triple and quad occupancy staterooms may sometimes be on a request basis and require external confirmation.

## 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 Uniworld'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, Uniworld reserves the right to surcharge guests to cover such unexpected costs.

## Itinerary Variations

You can count on the value of Uniworld's experience and regional knowledge to make sure you enjoy your cruise or cruise/tour even when conditions beyond Uniworld'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, Uniworld reserves the right to substitute itineraries, hotels or vessels. In such cases, Uniworld 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.

## Advanced, Cancelled or Delayed Sailing

Uniworld reserves the right to cancel, advance or postpone any scheduled sailing date and may, but is not obligated to, substitute hotels or vessels. Uniworld shall not be



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liable for any loss to you by reason of any such cancellation, advancement or postponement. In the event of cancellation by Uniworld your sole right of recourse shall be to obtain a refund of monies paid to Uniworld 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 Uniworld. Uniworld will do their best to ensure your request is accommodated, but it is not guaranteed every request can be met in all cases.

## Documents

Uniworld sends all final documents approximately 40 days prior to your trip departure, provided you completed your Passenger Information Form and your booking is paid in full. If you are planning to depart from Australia significantly earlier than your cruise/tour departure please ensure this information is provided to us at the time of booking so that your documentation reaches you in a timely manner. A documentation re-issue is subject to a documentation re-issue fee of A\$25.00 per person. This fee will apply in addition to any other applicable Uniworld River Cruises and/or Airline cancellation/amendment fees.

## Passports / Visas / Immunisations

Cruise Guru & Uniworld 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.](#)

For entry to Tibet, a visa is not necessary, but an entry permit is required for all passport holders. Uniworld will provide a Tibet Entry Permit while on the tour for all guests. In order for Uniworld to properly arrange for your Tibet Entry Permit in advance, please mail a copy of the photo page of your passport as well as a copy of your China visa to Cruise Guru no later than sixty (60) days prior to departure. Please include your name and Uniworld booking number in your email.

For entry to Cambodia, our Tour Manager will take care of obtaining Cambodian visas for each Guest while on the tour. Each Guest will need to provide the Tour Manager with their passport and \$50 USD cash per person while on the tour for this purpose. The Tour Manager will then submit all passports to the Cambodian Immigration Authorities and obtain the visas. For southbound Mekong cruises, this will be done at the Siem Reap Airport. For northbound Mekong cruises, this will be done onboard the Mekong Navigator prior to entering Cambodia.

A single entry visa is required for entry to Vietnam.

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A single entry visa is required for entry to China.

A single entry visa is required for entry to Russia.

A single entry visa is required for Egypt.

A single entry visa is required for India.

Due to government imposed security/ immigration measures, passport information and emergency contact information are required for all passengers prior to release of documentation.

## **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**

Guests who are less than 18 years of age must be accompanied by an adult who is 21 years of age or older. Our Generations program is for ages 4-17. Please note: Our Generations program departures include programs and services designed for families traveling with children. Adults accompanying children are responsible for their behaviour onboard and onshore.

## **Shore Excursions**

Each cruise program includes comprehensive shore excursions led by a local English-speaking expert; these excursions have been designed to provide guests with the best possible experience ashore. From time to time, Uniworld also offer optional excursions designed to enhance the range of sightseeing already included in the cruise program. These optional excursions are available for purchase when guests are onboard the ship. The Cruise Manager will provide details about the reservation process at the Welcome Briefing. 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**

Uniworld 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**

Europe, Russia, Asia and Egypt: Gratuities for onboard and onshore personnel (ship staff, crew, Cruise/Tour Manager, local experts, drivers) are included, both during the cruise-tour as well as on any pre- or post-cruise land extensions.

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## **Clothing**

Uniworld recommend wearing comfortable, smart-casual clothing both onshore and onboard. It is recommended sturdy walking shoes, as you will do a significant amount of walking on shore excursions, often over cobblestones or uneven terrain. A sun hat, rain gear, and a coat or wrap for chilly evenings are useful items to have. For dining ashore, concerts, special events onboard, etc., men may want to bring a sports jacket and women a cocktail dress or pantsuit. Neckties are optional. Please note that shorts are not allowed at dinner aboard the ship.

## **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, Uniworld offer:

## **Gold Seal Protection**

Uniworld administers the Gold Seal Protection Program ("the GSP Program"). This program is available for purchase for A\$129 per person. Under this program Uniworld will provide guests with 100% of the Uniworld 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 Uniworld Cruise Certificate allowing guests a two (2) year credit to travel with Uniworld 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 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. Uniworld "Gold Seal Protection" does not cover any airfares purchased through Uniworld or independently.

## **River Heritage Club Benefits**

Once you've cruised with Uniworld you automatically become an esteemed member of the River Heritage Club, eligible for an array of member only savings and onboard benefits that we offer in sincere gratitude for your loyalty including, but not limited to:

Join the Captain for a members-only cocktail party onboard

Complimentary onboard laundry service weekly on ships in Europe and Russia and once per cruise on ships in India, Vietnam and Cambodia

Complimentary in-room fruit platter waiting for you upon arrival

Exclusive e-magazine

Special member-only offers

River Heritage Club savings and amenities are available to guests after completing their first Uniworld River Cruise. Exclusive Savings apply to the cruise portion of the trip. Savings vary by itinerary and departure date. Savings are combinable with all Uniworld River Cruises (Australia) Pty. Ltd. promotions. River Heritage Club savings are not combinable with any Travel Corporation discounts Restrictions may apply. Offer is subject to change.

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## Important Notice

The transportation of guests and baggage on Uniworld vessels is provided solely by Uniworld 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.Uniworld.com](http://www.Uniworld.com). This contains complete and important information regarding cancellations, itineraries, Uniworld 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 Uniworld website [www.Uniworld.com](http://www.Uniworld.com) or brochure.

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