

VIKING 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.

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 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 the Terms and conditions outlined below. No responsibility will be taken by Cruise Guru or Viking Ocean 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.

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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.

Viking Ocean Cruises will advise the cancellation fee amount once Viking Ocean Cruises have processed the cancellation advice.

Viking Ocean Cruises Cancellation Guideline

Cruise/Tour/Land/Air Inclusive Cancellations (other than Grand & World Cruise Voyages) for booking made in or after May 2022.

Days Prior to Departure Cancellation Charge

121 days or more	Loss of deposit
120 – 60 days	50% of total fare*
59 days or less	100% of total fare*

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Grand & World Cruise Voyages) for booking made in or after May 2022

Days Prior to Departure Cancellation Charge

180 days or more	AU\$2,000 per person
179-150 days	20% of full fare*
149-120 days	40% of total fare*
119-90 days	60% of total fare*
89-60 days	80% of total fare*
59 days or less	100% of total fare*

Note: *Total Fare is the total amount payable for your booking.

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

Cruise Guru & Viking 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.

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

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

Please note: Viking 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. Substitutions of another person for the original booked guest(s) will also result in cancellation fees.

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Booking Changes & Amendments

Sometimes Viking River Cruises will release promotional fares. These can be offered and withdrawn at any time. If after booking you decide to change to one of these promotional fares, you will need to cancel your existing booking and 'Cancellation & Refunds' policy will apply.

If you choose to change your booking to a different cruise, or a different sector of a World Cruise, it will be considered as a cancellation of your original booking. In this instance, cancellation charges, as per Cancellations Policy will apply.

Should you need to make changes to your booking, the following administration fees may apply \$30 per change.

Changes can only be made up to 48 hours before departure.

Change fee policies and charges are always at the discretion of Viking River Cruises.

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

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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.

In addition to Cruise Guru's change policy, change fees may be imposed by Viking River Cruises.

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, river transportation, meals, one shore excursions in each port of call, internet/wi-fi plus wine, beer & soda with onboard lunch and dinner service, speciality coffees & tea and bottled water. All prices are per-person, based on double occupancy of the stateroom, and are quoted in AUD dollars.

The cruise price does not include air transportation, transfers or items of a personal nature, such as additional shore excursions, some beverages, photographs, gratuities, medical services, etc.

In addition, Viking River Cruises separately assesses airport facility charges and certain departure taxes and other taxes/fees that are implemented by various governments and quasi-governmental agencies. Such assessment is subject to change without notice at any time whether or not you have a confirmed booking under deposit, or if you have made final payment.

Your fare is determined by the fare type, the number of passengers in your stateroom, its location on the vessel, the amenities offered, port charges, government taxes, and any applicable airfares including taxes and fees, transfers and hotel accommodation. Once booked, your fare is only subject to any increased taxes. You will be notified of this before it is added to your fare or to your on board account.

Non Refundable & Promotional Fares

Viking River Cruises may at times release special promotional fares that attract differing terms and conditions from those outlined within and reflected in the Viking River Cruises brochures and website.

These may include different deposit amounts, different payment and cancellation conditions including non-refundable deposits and fares.

To confirm if you have been booked on a promotional fare please check at time of booking with Cruise Guru for what conditions may apply to your booking.

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

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

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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 (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/Onboard 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.

Options - Transfers, Pre & Post Accommodations

If you purchase transfers, pre or post accommodation packages through Viking River Cruises or Cruise Guru 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.

Waitlist Bookings

If your requested cruise or stateroom category is unavailable, you can choose to create a 'waitlist booking'. This means that if your requested cruise or stateroom category becomes available, you will be sent a 'waitlist match' via email. Once sent, you have until the end of the following business day to accept the booking. If accepted, your booking will be subject to our normal Payments and Cancellations & Refunds policies. There is no deposit required for passengers who already have a booking and would like to waitlist for a different stateroom category on any cruise. For a waitlist only booking a deposit of \$200 per booking is required. If your waitlist is accepted the waitlist deposit paid will contribute to your booking deposit. If you do not accept the waitlist match, or a waitlist match does not become available, the waitlist deposit is fully refundable.

Guarantee Staterooms

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

Special stateroom requests cannot be assigned to guarantee stateroom bookings.

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

Upgrade & Stateroom Change Policies

Viking River Cruises reserves the right to upgrade a guest or guests to more expensive category accommodation at no additional cost. Viking River Cruises also reserves the right to move guest/s from their original stateroom number booked to another stateroom in the same category due to operational reasons including when the number of people booked in the stateroom is less than the number of beds in the stateroom. Stateroom changes can occur at anytime including up to the day of sailing and is always at the discretion of Viking River Cruises. If you do not wish to have your stateroom changes, you need to advise Cruise Guru at time of booking your request to decline an upgrade or change in stateroom. Please note, the request to have no stateroom changes made to your booking cannot be guaranteed.

Single Guests

Single occupancy may be available in select categories at a higher charge. The supplement for single use of a stateroom varies depending on availability, sailing date, duration and stateroom category for the chosen departure. Please note that the percentage of the sole occupancy supplement may be increased without prior notice. Single occupancy availability is capacity controlled and is always at the discretion of Viking River Cruises.

Third Guest & Children's Fares

Due to the nature of Viking River Cruise and travel itineraries, Viking Cruises does not maintain facilities or services for children aboard cruise vessels or otherwise during the trip. River cruise itineraries do not allow children under the age of 18 years onboard and on land excursions booked through Viking.

Fuel, Taxes and Surcharges

Once booked your fare is only subject to any increased taxes which will be added to the fare or to your on board account. We may elect to impose a fuel supplement at any time, in which case any additional fees will apply to new bookings only. The total price quoted to you at the time of booking will be inclusive of any applicable fuel supplement.

Fly Free Offers

Viking Fly Free offers are in Economy Class and with an airline of Vikings choosing.

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Dining

Breakfast, lunch and dinner are served in the ship's restaurant; you may opt for breakfast or lunch in the Lounge, or take a plate to the Sun Deck. Room service is not available. While serving times can vary depending upon excursions and cruise schedules, they are generally:

Breakfast: 7:00 AM–9:30 AM

Lunch: 12:00 PM–2:00 PM

Dinner: 7:00 PM

Hot coffee and tea from the coffee station, as well as bottled water in the stateroom, are complimentary throughout the voyage. Soft drinks, wine and beer are complimentary during lunch and dinner service; a charge applies outside these hours. You may bring local wines on board, and the Maître d' will be happy to serve the wine without any corkage fee.

Please advise at time of booking of any special diet, allergies or medical needs. Once onboard, please check with the Maitre D' to confirm your request.

Documents

Travel documents or itinerary details will be issued approximately 3 weeks prior to departure. Until then, you can see and overview of your cruise and booking in [My Viking Journey](#) account.

Prior to receiving your documents you must complete the Viking Guest Information form as it is a critical security form that Viking must have on file before you travel.

Passports / Visas / Immunisations

Passports, visas, vaccinations and other travel documents are your responsibility. Cruise Guru & Viking 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.smartraveller.gov.au for advice in these areas without the necessary passport, visas and/or vaccinations local authorities may deny you boarding, prevent you from going ashore, issue a fine or deny the ship entry into the port. If you do not have all the necessary documentation you may be denied boarding and no refunds will be given.

For international voyages (cruises that visit a foreign port), passports are required for all passengers and must be valid for a minimum of 6 months beyond the date of the cruise return. In addition, travel on our cruises will not revalidate an Australian re-entry visa.

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

As of 1 August 2018, for all NEW bookings, all Viking guests will need to be 18 years old to travel on either the river or ocean product. Guests booked on a Viking River Cruise prior to 1 August 2018 who are 12 years old or above will be allowed to sail on their currently booked voyage. We will continue to support this program until 2020 when all the previously booked guests will have sailed. For all cruise tours booked after 1 August, 2018 (regardless of departure year), you must be 18 years old on or before the day you are scheduled to embark on the cruise tour.

Gratuities – Onboard Service

Tipping included as part of your cruise fare.

On board Medical Centre

Each vessel has a Medical Centre staffed by registered doctors and nurses, who are available during scheduled clinic times to provide medical care for everyone on board with limited facilities. The Medical Centre is only for medical needs arising on board and cannot cater for treatments that you are aware of prior to you going on holiday. While at sea or in port the availability of medical care may be limited or delayed; all or part of the cruise may be in areas where medical care and evacuation may not be available. Fees and charges relating to medical services are charged at private rates and will be added to your onboard account. In Australia, this will not be covered by Medicare or private health insurance and will need to be claimed through travel insurance (see travel insurance section).

Guests with Disabilities

You must report any disability requiring special attention while on your Viking itinerary to Viking at the time the reservation is made. All vessels and motorcoaches are equipped to European standards. Most transportation services, including the vessels and motorcoaches, are not equipped with elevators or wheelchair ramps. The Carrier will make reasonable attempts to accommodate the special needs of disabled travellers, but neither we nor the Carrier are responsible in the event it is unable to do so nor are we or the Carrier responsible for any denial of services by vessel operators, air carriers, hotels, restaurants or other independent suppliers. We regret that the Carrier cannot provide individual assistance to a passenger for walking, dining, getting on and off vessels, motorcoaches and other vehicles, or

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other personal needs. A qualified and physically able companion must accompany passengers who need such assistance and must assume full responsibility for their wellbeing. The passenger assumes the full risk of use and of any prohibitions imposed by vendors. Motorized scooters are not typically suitable on international cruises and cannot be accommodated

Pregnancy

Viking River Cruises reserves the right not to accept passengers who are in an advanced state of pregnancy either upon commencement or at any time during the trip.

Shore Excursions

Exploring ports of call will be one of the highlights of your cruise, and one of the best ways to do this is on a shore excursion. One complimentary shore excursion is included in your fare in every port of call. Any additional shore excursions are at the guest own expense.

Tours are operated by local independent companies, not by Viking River Cruises.

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 Viking River Cruises vessels is provided solely by Viking River Cruises and is governed by the terms and conditions printed on the Passenger Ticket Contract. The Passenger Ticket Contract will be issued once deposit or final payment is made, or can be accessed through the website at www.vikingcruises.com.au/oceans This contains complete and important information regarding cancellations, itineraries, Viking River Cruises 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

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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 Viking River Cruises website www.vikingcruises.com.au/river or brochure.

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