

# **VIRGIN VOYAGES CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS**



## **Deposit**

Deposits are due immediately at time of booking.

The deposit amount is 20% of your total Virgin Voyages cruise fare, unless other promotions apply. 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 payments processed by Virgin Voyages. Credit Card fees may apply to Mastercard, Visa Card or America Express Card payments made through the Cruise Guru Call centre for additional items such as accommodation and flights etc.

Virgin Voyages will process payment for your Virgin Voyages booking. Whilst Virgin Voyages do not charge credit card fees, your credit card provider may charge you an international transaction fee. You will need to refer your credit card provider or bank for further details on these charges.

## **Booking**

It is important the reservation is booked using full names as per passport. Fees may apply to amend names after if your booking is within 48 hours of sailing. 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 Virgin Voyages 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. Virgin Voyages will send payment reminders and you must click and pay on these links prior to the due date. All reservations will auto cancel if payments are not received by the due date.

Virgin Voyages will process payment for your Virgin Voyages booking. Whilst Virgin Voyages do not charge credit card fees, your credit card provider may charge you an international transaction fee. You will need to refer your credit card provider or bank for further details on these charges.

## **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

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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**

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 12pm will not be processed until the following NSW working business day.

Virgin Voyages will advise the cancellation fee amount once Virgin Voyages have processed the cancellation advice.

## **Virgin Voyages Cancellation Guideline**

Please [Contact Us](#) should you wish to cancel your cruise. All cancellation requests must be submitted by email.

## **Cruises Cancellation Guideline**

You have the most flexibility outside of 120 days prior to your departure date. If you're booking at this time, you have a 7-day grace period to request a full refund on your deposit and any other payments made. Refunds will be issued to your original form of payment.

- After the grace period (but still before the 120-day mark), you can receive a full refund on any payments, not including your deposit. For your deposit, you can request a Future Voyage Credit at this time.

- From 119 days up to 45 days from your departure date, your available options are:

- Receive a "Future Voyage Credit" in the amount paid that can be applied to a new sailing up to 1 year after the original Voyage date.
- Change to a new voyage date up to 1 year after original Voyage date.
- Change names on the reservation; permissible up to 48 hours before your Voyage sailing date.

At 44 days from your departure date, all funds paid are final. But you do have the option to transfer, sell, or otherwise have someone go in your place up to 48 hours before your Voyage.

Please note: At times Virgin Voyages will have promotions that attract differing terms and conditions. Please check with your consultant to verify.

In addition, guests will be liable for any additional fees due to cancellations charged by any non-cruise providers, including flights, pre/post accommodation packages and transfers. A Cruise Guru cancellation administration fee of AUD110 per person charged on all cancellations. The Cruise Guru cancellation administration fee will be deducted from any refund due.

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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: Virgin Voyages 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. However, Virgin Voyages do offer the ability to send a mate in your place up until 48 hours prior to voyage if you are unable to sail.

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

## **Booking Changes & Amendments**

Sometimes Virgin Voyages 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, it will be considered as a cancellation of your original booking. In this instance, cancellation charges, as per Cancellations Policy will apply.

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

Change fee policies and charges are always at the discretion of Virgin Voyages.

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

In addition to Cruise Guru's change policy, Virgin Voyages may impose change fees.

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

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## **Cruise Fare**

The price of your cruise includes ship accommodations, ocean transportation, meals, all entertainment aboard the vessel, alternative restaurant dining at no extra charge and 24-hour room service. Non-alcoholic beverage, water still or sparkling, non-pressed juices, soft drink, tea and coffee filters are included. 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 shore excursions, some beverages, photographs, medical services, etc.

Your fare is determined by the fare type, the number of sailors in your stateroom, its location on the ship, 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**

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

## **Sailor Loot (Onboard Credits/Shipboard Credits) & Promotional Inclusions**

From time to time there maybe promotions which include Sailor Loot (onboard credits) or other inclusions, such as Bar Tab, speciality restaurant vouchers or drink packages/cards. These promotions can be applied to the cabin or to individual sailors. Sailor Loot (Onboard Credit) or Bar Tab is a monetary amount which is applied to your onboard account for onboard purchases. Some Sailor Loot or promotional inclusions may not be combinable with other offers and are non-transferable. Any unused portion of the Sailor Loot/Bar Tab will expire at midnight on the last night of your cruise and is not redeemable for cash at any time. Sailor Loot 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

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(like spa treatments or shore excursions). These additional items are usually refunded to the original form of payment.

An FCC is attached to an individual passenger's name and profile, and can only be used to pay for that specific passenger's future cruise.

Each cruise line and FCC issued has its own terms and conditions such as expiry date and charges it cannot be used towards which are typically deposits, shore excursions, taxes and onboard spending.

If your new cruise is more expensive than the value of your FCC, the difference will be required to be paid by the due dates. Depending on the conditions of the FCC and the cruise line, in the event your FCC is more than your future cruise, some cruise lines will allow the difference to remain as an FCC or the balance may be forfeited. An FCC can be redeemed as per its conditions on full priced cruises via Cruise Guru. Our Reservations team are able to help with all your FCC questions.

## **Discounts and Promotional Offers by Cruise Guru**

From time to time Cruise Guru will offer discounts on cruises. These discounts apply as part of our promotional offers. Discounts are not applicable to bookings where a Future Cruise Credit (FCC) has been utilised. They will be applicable to full priced cruises only.

Cruise Guru offer reduced deposits as part of our promotional offers. These deposits have their own set of terms and conditions. Depending on the terms and conditions set out in your Future Cruise Credits our reduced deposit promotional offers may not be applicable.

Other promotional offers may be offered by Cruise Guru in which will have their own applicable terms and conditions and may not be combinable with other offers from Cruise Guru or the cruiselines and/or third party suppliers.

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

Virgin Voyages do not provide transfers or Pre & Post Accommodations. Cruise Guru are happy to arrange this on your behalf.

## **Upgrade & Stateroom Change Policies**

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

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## **Single Guests**

We understand some Sailors prefer to travel with a party of one! Our cabins for solo Sailors are the perfect way to sail if you are looking for more personal travel. In addition, for just a bit more, you can book a double cabin just for yourself. (Who says you have to share everything?).

## **Third Guest & Children's Fares**

The minimum age to book is 21 years old unless a Sailor meets one of our "under 21 adult" criteria which are:

- 1) Sailors are legally married (should be prepared to provide proof at boarding).
- 2) Sailors are active military (Sailors should be prepared to provide proof at boarding).

Every Virgin Voyages sailing is an experience crafted exclusively for Sailors 18 years of age and older. Two Sailors above the age of 18 and under the age of 21 may travel together unaccompanied in the same cabin if their ship departs from a port outside of the United States or if they meet the "under 21 adult" requirements.

The number of Sailors per cabin depends on the selected cabin. Overall, occupancy of cabins ranges from 1 to 4 Sailors.

## **Dining**

Dining is available in one of the 20 + dining options onboard. All Sailors will have the ability to book ship experiences directly from our Sailor App or through Cruise Guru at least 45 days before departure.

## **Documents**

Travel documents are released via the Sailor App approximately 45 days prior to sailing.

## **Passports / Visas / Immunisations**

Passports, visas, vaccinations and other travel documents are your responsibility. Cruise Guru & Virgin Voyages 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 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.

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For international voyages (cruises that visit a foreign port), passports are required for all sailors and must be valid for a minimum of 6 months beyond the date of the cruise return. In addition, travel on Virgin Voyages 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.](#)

## **Gratuities – Onboard Service**

Tipping (gratuities) are included as part of your cruise fare.

## **Wi-Fi**

Unlimited Wi-Fi is available onboard the ship. Subject to connection availability.

## **On board Medical Centre**

Each ship 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 shipboard 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**

Virgin Voyages have specially designed cabins for Sailors using wheelchairs, or those who have mobility limitations and could benefit from the features of an accessible cabin. We request our Sailors acknowledge the need for the accessible cabin by completing the Special Services Request Form or by specifying all of your required accommodations at least 45 days in advance of your voyage date.

## **Pregnancy**

Congratulations on your new mini-Sailor! Although we are excited you've decided to book, you must be less than 24 weeks pregnant by the end of the sailing. Please make sure to bring all appropriate medical documentation to confirm this timing when you arrive.

## **Shore Things (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. You will be notified via email as soon as your Shore Things are able to be booked online.

## **Travel Insurance**

We strongly recommend all guests independently purchase comprehensive Travel Insurance for the full purchase price of the cruise as well as air and/or land program

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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 Virgin Voyage vessels is provided solely by Virgin Voyages 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 <https://www.virginvoyages.com/terms-and-conditions>. This contains complete and important information regarding cancellations, itineraries, Virgin Voyages 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 Virgin Voyages website



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[https://www.virginvoyages.com/.](https://www.virginvoyages.com/)

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