

# CRUISE GURU & VIRGIN VOYAGES GENERAL BOOKING CONDITIONS



We ask you to read and understand these General Booking Conditions carefully. They provide essential information and form part of the agreement between you, Virgin Voyages and Cruise Guru. By completing your booking, you acknowledge you have reviewed and accepted these terms. Please note, these General Booking Conditions are subject to change and we will provide the most relevant details at time of booking.

## 1. DEPOSIT

Deposits are due immediately at time of booking.

The deposit amount is dependent on the selected voyage, destination, promotion and length of cruise and time of booking and is displayed on your booking confirmation. The deposit amount includes a per person Cruise Guru administration fee which is deducted from the final balance. Only Australian dollar payments are accepted. Virgin Voyages is a non-refundable deposit.

Deposits must be paid by Mastercard, Visa or American Express at time of booking. Credit card fees do not apply to deposit payments.

Please note on select voyages a second or additional deposits may be required before final payment to secure the booking and may be non-refundable. 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 or another form of payment 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.

Air promotion offers or added services may incur additional deposits at time of booking or at regular intervals of your booking journey. These may be non-refundable. The conditions of these additional deposits or payments will be advised in accordance with the terms of the services added.

## 2. BOOKING

It is important the reservation is booked using full names as per passport. Fees may apply to amend names after the booking is confirmed. By confirming your booking with payment, you are agreeing the Terms and Conditions outlined below and that of the cruise line. No responsibility will be taken by Cruise Guru or the cruise line 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.

## 3. FINAL PAYMENT

Full payment for all voyages must be received no later than the date stipulated on your booking confirmation and invoice. All payments for Virgin Voyages are non-refundable. All reservations will auto cancel if payments are not received by the due date and your booking will be subject to cancellation fees and charges.

To assist you, a payment reminder to the email address used to make the booking will be sent 21 days prior to the final payment deadline outlining the available payment options.

For your convenience, on the final payment due date, any outstanding balance will be charged automatically to the credit card used for your initial deposit which we have on file. It is your responsibility to inform Cruise Guru if you need to update your payment details including credit card information. Please make sure to [Contact Us](#) at least 5 days prior to

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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.

If your booking has a final payment due date that falls on a weekend or public holiday, your card will be charged as follows:

- Due date Saturday or a public holiday that falls on a Friday, card charged business day prior
- Due date Sunday or a public holiday, card charged business day following

Credit card fees will apply to the final balance for Mastercard, Visa and American Express cards at 1.3%.

Alternative payment options are available. Please enquire for details.

## **4. 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.

## **5. LAST MINUTE BOOKINGS/SHORT BOOKING TIME**

Terms and conditions pertaining to, last-minute bookings or booking within a short booking window, are essential for maintaining a seamless and efficient reservation process, but they also come with potential impacts you should be aware of. Whilst the convenience of online 24/7 platforms allow for swift reservations; it is crucial to understand the potential repercussions. When making last-minute bookings or booking within a short period of time, though accepted within the parameters set by our 24/7 online booking platform, there may be challenges in relation to confirmation and inventory availability. It is important to understand confirmation may not always be guaranteed due to limited availability and/or unforeseen circumstances and operational constraints. In such cases, the inventory may be difficult to reinstate, affecting the travel plans. While you may have diligently followed the parameters set by our 24/7 online booking platform, it is crucial to understand your booking might not remain secure and circumstances beyond our control can result in the loss of your reservation. These terms and conditions serve as a framework for managing the complexities of last-minute bookings or booking within a short booking time period, balancing convenience and the unpredictability of the inventory. In the case a booking is unable to be reinstated or booked onto a similar product as agreed with you, we will refund you any payment within 7 business days to the original form of payment.

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## **6. CANCELLATIONS BY YOU**

Please [Contact Us](#) should you wish to cancel your cruise. All cancellation requests must be submitted by in writing via email. Cancellations will be actioned within 24 hours of notification on a scheduled NSW working business day. For urgent cancellations, please call our team on 13 13 03.

Cancellation requests are not considered finalised until you have received a confirmation email from Cruise Guru confirming the cancellation. Cruise Guru will advise of the cancellation fee charged by the service providers within the booking. Parameters for penalties often vary and are dependent upon the fare, length & destination booked.

All cancellations are subject to a AUD110 per person administration fee. The Cruise Guru administration fee will be deducted from any refund due.

If you have travel insurance, your policy may cover your cancellation fees and charges. Please confirm with your insurer directly.

## **7. VIRGIN VOYAGES CANCELLATION GUIDELINE**

All cancellations are subject to cancellation fees:

- Cancellations can be made without penalty with three (3) days from the date of booking, provided the booking is for a voyage that is made more than one hundred and thirty (130) days in advance of the sailing start date.

- If a booking is cancelled after three (3) days from the date of the confirmation then the booking is not entitled to a refund of the deposit or final payment paid to Cruise Guru and Virgin Voyages in relation to that voyage. The booking is non-refundable.

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

In addition, guests will be liable for any additional fees charged by any non-cruise providers due to cancellations and 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 applicable refund due.

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

## **8. CANCELLATIONS BY SUPPLIER**

If your service/s booked through Cruise Guru is cancelled for any reason by the supplier, the supplier may offer Future Travel Credits/Future Cruise Credits in place of cash or credit card refunds. Refunds from suppliers can take up to 3 months to process. We do not have visibility of a supplier's refund process. Cruise Guru will not offer cash or credit card refunds unless we have the refund back from the suppliers. Cruise Guru's fees are not refundable unless this is stated otherwise during the booking process or you are entitled to a refund under the

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Australian Consumer Law. Future Travel Credits/Future Cruise Credits may have their own terms and conditions subject to cancellation and will be provided once the credit has been processed.

## **9. REFUNDS**

Please note, once payments have been made for Virgin Voyages, they are non-refundable. However, in the event you have other components as part of your booking refunds will be transferred back to you via the payment method you used to make the original booking. We do not have visibility of a Service Provider's refund process. Refunds from suppliers can take up to 3 months. Cruise Guru's fees are not refundable unless this is stated otherwise during the booking process, or you are entitled to a refund under the Australian Consumer Law.

If your payment method has changed from the original payment to process the booking, please notify our team immediately to avoid further delays.

## **10. BOOKING CHANGES, AMENDMENTS & FEES**

If after booking you decide to cancel, change or amend your Virgin Voyages booking you will need to cancel your existing booking. Refer to 'Virgin Voyages Cancellation Guidelines'.

Exceptions are if you choose to change/transfer your booking to a different cruise, this must be done at least 50 days prior to sailing and subject to cruise line fees and Cruise Guru's Administration Fee of \$110 pp. All changes and transfer of funds are subject to Virgin Voyages approval.

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

## **11. 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 seven (7) days 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.

## **12. ITINERARY CHANGES/REDEPLOYMENT**

Arrangements for the cruises/holiday packages are made many months in advance. Therefore, due to advance planning it may be necessary to alter them. Cruise lines/supplier reserve the right to change the arrangements for the cruise or the holiday package should such changes become necessary or advisable for operational, commercial or safety reasons. All efforts are made by the cruise line or supplier to notify affected passengers as soon as it is possible.

In the event of a significant alteration passengers may be offered, but not limited to, to accept the alteration, book on to an alternative cruise or holiday package or cancel and receive a refund. It is important to note these options are determined solely by the cruise line/supplier, and Cruise Guru shall have no control over the options provided.

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We require passengers to confirm in writing via email their choice. If you fail to revert within the given timeframe, it will be considered you are accepting the alteration and any cancellations after this period shall attract cancellation charges in accordance with the cruise line/travel service providers conditions.

In the event the cruise/service is cancelled, or you have opted to cancel and a full refund is provided, Cruise Guru will deduct an administration fee.

For any minor itinerary changes and guest request to cancel & not accept alternative options provided by the supplier, standard administration fees from Cruise Guru will apply and deducted from any refund. A significant change refers to an alteration in your confirmed holiday that notably affects the overall experience. Below are examples of both significant and minor changes:

Significant Change (examples):

- Transitioning from two days of port visits to two days at sea.
- Visiting a completely different country than what was originally on the booking itinerary.
- A substantial alteration of the majority of the itinerary

Minor Change (examples):

- Replacing one port of call with another.
- Reducing a day of port visits to a day at sea.
- Adjusting the times of arrival or departure for any port(s) while still visiting that port.
- Modifying the sequence in which ports are scheduled to be visited.

## **13. VIRGIN VOYAGES 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. Selected non-alcoholic beverages, 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.

Currency used onboard is USD.

## **14. FUEL, TAXES AND SURCHARGES**

In the event of there being any adverse movement in currency exchange rates or cost of fuel or other operating costs of the vessel suppliers shall be entitled to impose a surcharge upon the passage fare of the amount to be assessed by the supplier which the passenger shall pay prior to embarkation.

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Note, cruise lines can separately assess 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.

## **15. PROMOTIONAL FARES**

Cruise lines may at times release special promotional fares that attract differing terms and conditions from those outlined within and as included in the cruise line brochure or website. These may include different deposit amounts, service fees, different final 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.

If you wish to take advantage of these offers then you will have to cancel your existing booking, whereupon the cancellation policy (including charges) will apply.

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

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

### **Cruise Guru Reduced Deposit Promotions**

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

Please note - A reduced deposit booking cannot be transferred to another agency or cruise line. Any transfer will be treated as a cancellation, and the deposit will be forfeited.

## **16. SAILOR LOOT/BAR TAB (Onboard Credits/Shipboard Credits) & Promotional Inclusions**

From time to time there may be promotions which include Sailor Loot (onboard credits) or other inclusions which are but not limited to speciality restaurant vouchers or drink packages/cards/Bar Tab credit. These promotions can be applied to the cabin or to individual sailors. Sailor Loot (Onboard Credit) 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 or Bar Tab credit will expire at midnight on the last night of your cruise and is not redeemable for cash at any time. Sailor Loot/Bar Tab credits or other promotional inclusions are not transferable between any cruises, including consecutive cruises and fellow travellers. Any promotional inclusions, Sailor Loot/Bar Tab credit not used will be forfeited on conclusion of the cruise.



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## **17. 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 cruise lines and/or third-party suppliers.

## **18. PACKAGES**

Cruise Guru provides the opportunity for you to book separate services together at the same time (for example, a hotel stays booking and a flight booking), however each service is subject to its own rules and restrictions. These will be confirmed to you at the time of booking.

If you are booking one of our packages, recommended flights will be offered as part of the package. Should you require a variation to this, Cruise Guru will collect additional funds (by way of a second deposit) to secure your preferred flights. This payment is generally non-refundable and will be bound by the airline's terms and conditions.

Note: Any hotel booking may be subject to resort fees and/or a security bond which is not included and will be payable directly upon check-in by guests.

## **19. AIRFARE/AIRLINE CONDITIONS**

Your invoice will confirm whether flights are included in the booking. If flights are included, your invoice will display the airline and flight information, specific booking conditions pertaining to the airfare and due date for payment before tickets are issued.

All flight options are subject to change and availability until tickets are issued. After the ticket issue, any amendments will incur change fees including any variation in airfare or taxes. Your booking is also subject to the terms and conditions of the airline. Cruise Guru will also charge a fee (outlined within).

Airlines ultimately control their schedules, and may change or cancel your flights for a variety of reasons such as, mechanical problems, adverse weather or for other reasons. When the airline provides Cruise Guru with information about a change or cancellation to your itinerary, we will pass it on to you and help you assess your options. Cruise Guru recommends you always check your schedule departure times of your flights before travel in the event the airline has made any changes.

Some airlines charge extra for meals, luggage and preferred seat selection. Unless we provide confirmation for optional services added to your booking and displayed on your invoice, any such reference to these extras is for information only and the addition of these extras is the passenger's responsibility through online check-in/check-in or whilst onboard

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your flight. Please note that these extras can be updated by the airlines at any time without prior notice.

In the event, you have preferred seating selections, whether complimentary or via an extra charge, airline seating is controlled by the airline and as such Cruise Guru do not guarantee the availability or specific seats even if they are pre-booked.

## 20. BAGGAGE (FLIGHTS)

Different allowances apply for international and domestic flights and excess baggage charges are the passenger's responsibility. Please check the allowances on your individual tickets at the time of receipt and if you require further information contact your consultant or the carrier prior to travel.

## 21. FLIGHT CHANGES/CANCELLATIONS:

1. Fare quoted are subject to change without prior notice until the ticket is issued.
2. Specific rules and regulations may apply to the fare quoted
3. Flights changes and refunds may not be permitted on some airfares and tickets can be fully non-refundable for all cabins class that includes Economy, Premium Economy, Business and First Class.
4. Airlines can change or cancel flights at their discretion.
5. Schedule change and result to an itinerary date change departing a day earlier or a day later and all cost involved at origin or destination will be at client's own expense.
6. Once a schedule change has been accepted and the ticket has been reissued, further changes will be considered voluntary and any additional fare, taxes and fees will be applied.
7. For any flight change, Cruise Guru service fees will be charged plus any airline change penalty, fare & tax difference will apply at the time of reissuing ticket.
8. Cruise Guru service fees for changes (in addition to airline fees) –

Economy:	AUD50.00 per person,
Premium Economy:	AUD70.00 per person,
Business:	AUD100.00 per person
First Class:	AUD120.00 per person
9. For any flight cancellation, Cruise Guru service fees (in addition to airline fees) will be charged as

Economy:	AUD100.00 per person
Premium Economy:	AUD150.00 per person
Business:	AUD200.00 per person
First Class:	AUD250.00 per person

Seat requests can be chargeable by airlines for all cabins and are subject to change at airline's discretion even for paid seating. Paid seatings are non-changeable and non-transferrable in case of voluntary changes to the booking. Other terms may apply to special airfares and will be advised at time of booking.

## 22. AIRFARES BOOKED WITH CRUISE LINES

Some promotions by cruise lines will include air arrangements and may attract different terms and conditions. These air arrangements are booked on preferred flights as chosen by the supplier. This could include chartered flights or commercial flights. Limitations on luggage, airline choice, seats, meals and timing of flights may be restricted.



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Your Cruise Guru consultant will discuss the options available to you at the time of booking. We encourage you to be aware of the terms and conditions relating to the air offered by the suppliers.

## **23. CONSECUTIVE CRUISES**

Consecutive cruises are two or more cruises taken immediately after one another (back-to-back) on the same ship. There may be a duplication of onboard programs, menus and entertainment. Due to the preparation of the ship between sailings, some shipboard facilities may not be available on change over days. On the changeover day, it may be necessary for you to disembark the ship in order to comply with customs and immigration requirements and to re-register for your next cruise. It may not be possible for you to retain the same stateroom on consecutive cruises. Consecutive cruises are treated as independent cruises for the purpose of payments, changes and cancellations. Onboard credit offers are not transferable between any cruises, including consecutive cruises.

## **24. PASSENGER SERVICES ACT (JONES ACT) – USA CONSECUTIVE CRUISES**

Due to restrictions under the U.S Passenger Vessels Services Act (Jones Act), we cannot accept reservations for consecutive itineraries that begin in one U.S port and conclude in a different U.S port. In the event such an itinerary is booked, the cruise line/supplier reserves the right to cancel one of the cruises at the guests' expense and/or the guest shall be responsible for any and all Jones Act fines that result due to such booking.

## **25. NON-AUSTRALIAN RESIDENTS/INTERNATIONAL SALES POLICY**

We are committed to ensuring we follow our cruise line and supplier partners who are committed to comply with all applicable laws and regulations specifically all applicable sanctions and trade control laws. Therefore, Cruise Guru cannot accept bookings from non-Australian residents. Should a booking be made through Cruise Guru for non-Australian Residents, Cruise Guru have the right to charge an additional AUD\$100 per person plus all applicable credit card fees. This may occur after FULL payment has been made or after sailing has been completed.

## **26. OPTIONS – TRANSFERS, PRE & POST ACCOMODATIONS**

Virgin Voyages do not provide transfers or pre & post accommodation. Cruise Guru are happy to arrange these options on your behalf. If you purchase transfers, pre or post accommodation packages in-conjunction with your cruise line booking 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.

## **27. GUARANTEE CABINS (GTY/GUAR BOOKING)**

If a GUARANTEED stateroom (GTY/GUAR), 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 ship, 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

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description including certain staterooms with obstructed view and modified accessible staterooms.

Once your GTY/GUAR stateroom has been allocated to you, the cruise line is unable to accept any changes requested by you. Guests booked in GTY/GUAR cabins may not be berthed with other travelling parties due to availability.

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.

In the event of you booking back-to-back cruises in guaranteed staterooms, you may be allocated different staterooms on each cruise. You will be required to move between staterooms on the changeover date.

## **28. UPGRADE & STATEROOM CHANGE POLICIES**

Virgin Voyages reserve 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. Stateroom changes can occur at any time 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.

## **29. SINGLE GUESTS**

We understand some Sailors prefer to travel as a party of one. Virgin Voyages offer cabins for solo Sailors if you're looking for more personal travel. Also, for just a bit more, there is the option to book a double cabin just for yourself.

## **30. THIRD GUEST & CHILDREN'S FARES**

The minimum age to book is 21 years old unless a Sailor meets one of the "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.

## **31. GRATUITIES – TIPS**

Tipping is included as part of your cruise fare.

Additional tipping is always accepted at guest's discretion.

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## **32. DINING**

Dining is available in one of the 20 + dining options onboard. All Sailors will have the ability to book ship experiences directly from the Virgin Voyages Sailor App or through Cruise Guru at least 50 days before departure.

## **33. DOCUMENTATION**

Travel documents are released via the Sailor App approximately 45 days prior to sailing. Travel wrist bands are provided at the port on embarkation. There is no paper documentation.

## **34. PASSPORTS / VISAS / IMMUNISATIONS**

Cruise Guru & the cruise lines/suppliers do not provide advice regarding passports and/or visas. However, for international cruises all guests are required to carry a passport usually valid for 6 months after disembarking the ship, and any necessary visas. 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.

In addition, travel on our cruises will not revalidate an Australian or New Zealand re-entry visa. For domestic cruises (cruises that do not visit a foreign port), a valid passport or government issued photo identification is required. For Australian passengers, a current Medicare card and a copy of their birth certificate can be used for passengers under 17 years of age.

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.](#)

## **35. HEALTH REQUIREMENTS**

Please contact your health professional at least eight weeks prior to travel for advice and the most up to date health requirements for the destinations you are travelling to. Further information may be obtained from the World Health Organisation [www.who.int](http://www.who.int)

## **36. PREGNANCY**

Congratulations on your new mini-Sailor! Although we're 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.

For airlines, as a guide you cannot travel beyond 28 weeks without carrying a certificate or letter from a registered medical practitioner/midwife. Shorter and/or domestic flights you can usually travel up to 36 weeks, however there are different rules for single pregnancies or multiple pregnancies. We highly recommend you check with your airline or ask your Cruise Guru consultant to assist you with this information.

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These guidelines can change at any time, and it is for your health and safety and that of your unborn child/ren that you abide by the rules of the travel service provider. Please also check your travel insurance has necessary coverage you require.

## **37. GUESTS WITH DISABILITIES**

You must report any disability requiring special attention while on your Virgin Voyages itinerary to Cruise Guru 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 other personal needs. A qualified and physically able companion must accompany sailors 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. Motorised scooters are not typically suitable on international cruises and cannot be accommodated.

## **38. 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).

## **39. 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 and via the Virgin Voyages Sailor App.

## **40. 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 arrangement costs plus medical cover. You can organise your insurance through Cover-More Travel Insurance by [clicking here](#).

## **41. IMPORTANT NOTICE**

The transportation of guests and baggage on the cruise line is provided solely by cruise line 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 cruise line website. This usually contains complete and important information regarding cancellations, itineraries, the cruise line's liability, health and immigration requirements, and other relevant terms and conditions.

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All service providers (cruise lines, airlines, hotels, tour operators etc.) have their own terms and conditions. Service providers reserve the right to alter itineraries and services due to operational, security or situational requirements. Please ask your Cruise Specialist if you have any questions regarding this.

## **42. PRICING POLICY**

If the price of your confirmed booking decreases after your booking is finalised, Cruise Guru is not obligated to adjust your fare due to promotional difference, last-minute offers, or any changes that fall within the cruise lines control and beyond Cruise Guru's purview. While certain cruise lines may have policies that allow for fare adjustments if the booking is outside the cancellation period, these policies are not consistently applied across all cruise lines. Should you will to take advantage of a different fare, you may need to cancel your current reservation and rebook, which may incur cancellation and modification fees.

## **43. TRAVEL SERVICE SUPPLIER CONDITIONS**

We provide you with booking & advisory services allowing you to acquire a travel product from a travel service supplier, including (without limitation) a cruise line, airfares, hotels, tour operators or other third-party suppliers. We act as agent for the travel service supplier and third-party supplier.

By acquiring booking & advisory services from us, you agree you have read and understood both these terms and conditions and the terms and conditions of the travel service supplier relating to the service/s booked.

Travel service supplier reserve the right to alter itineraries and services due to operational, security or situational requirements.

Whilst every effort is made to ensure the information provided is current, the travel service supplier and third-party supplier are solely responsible for the provision of the service and arrangements provided. As an agent for the travel service supplier and third-party service provider, we are not to be held liable in any way for errors or omissions by any service provider.

## **44. 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.

# CRUISE GURU & VIRGIN VOYAGES GENERAL BOOKING CONDITIONS



All matters arising 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.*

## **45. 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.

The terms and conditions contained within are general terms and conditions and booking conditions of booking via Cruise Guru. They provide general information and may not be specific to your booking and can change without prior notice. We recommend these be read in conjunction with the cruise line/supplier terms and conditions / passage contract pertaining to your booking. For further information, contact Cruise Guru or visit the cruise line website.

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