

**Airfare/Airline Conditions:** Your invoice will confirm whether flights are included in the booking. If flights are included you will be sent a flight proposal before tickets are issued. Cruise Traveller will choose the airline and all routes for all packages. If you wish to vary the package dates or selected airline, a surcharge will apply and you will be advised before tickets are issued. If you are paying for your own flights, you will be sent a flight proposal along with an invoice for payment. All flight options are subject to change and availability until tickets are issued. Any amendments after ticket issue will incur change fees including any variation in airfare or taxes. Your booking is also subject to the terms and conditions of the airlines and these can be found on their websites.

**Amendment Fees:** Once the deposit has been received any amendments to this booking will incur a fee of A\$100 per person in addition to fees imposed by service providers.

**Availability:** Advertised lead-in prices are subject to availability at the time of booking. Where these are not available the service provider may offer an alternative. We strongly recommend booking early to avoid disappointment.

**Cancellations:** Cancellations must be advised in writing. Your First and Second Deposits are non-refundable. If you paid a Holding Deposit and cancel your reservation for any reason within 24 hours of paying your initial Holding Deposit, the Holding Deposit will be refunded with no further obligation. If you cancel after the initial 24 hours, your Holding Deposit becomes non-refundable. Other Deposits are all non-refundable. If you cancel after Final Payment is made, we will retain 20% of the total cruise package fare in addition to any cancellation fees imposed by the cruise line or other suppliers involved in your Cruise Package. The Cruise Traveller cancellation conditions may supersede the Supplier cancellation conditions. In the unlikely event that the Supplier cancels a service, the First Deposit and Second Deposits may not be refundable. (Refer Travel Insurance.)

**Complaints Handling Policy:** Available on request.

**Disclaimer regarding suppliers:** Cruise Traveller acts as a booking agent and as such is not responsible for the provision of the services or arrangements provided by the end supplier. Cruise Traveller will not be held liable in any way for any acts, errors, omissions, representations, non-delivery of service, warranties or negligence by any supplier. In the event an issue arises, we will assist by initiating contact between concerned parties.

**Frequent Flyer Memberships:** We take no responsibility for missing points or ability to redeem points. Keep all tickets and boarding passes to follow up with the airline on return. Please contact the airline prior to ticket issue to ensure your proposed travel plans are suitable for your needs.

**Gratuities:** Tipping is not usually included in the cruise fare, however, all cruise lines differ. Please note on certain cruise lines a 'gratuity' is added to your onboard account, but is still optional.

**Onboard Accounts:** Most cruise lines require you to set up an 'onboard account'. This is usually done during registration by providing a credit card and any charges incurred while onboard for items not covered by your cruise fare (such as additional shore excursions, premium beverages, toiletries etc.) will be settled to this card at disembarkation. Please note most cruise lines do NOT accept debit cards so please check prior to departure.

**Passport Information:** A valid passport is required to travel internationally and on most Australian cruises. A copy of your passport is required by Cruise Traveller. Most countries require at least six month's validity from the date of your return to Australia. Some countries also require a minimum of two blank pages in your passport. If your passport details change at any time, it is your responsibility to advise your Cruise Specialist so the suppliers can be updated. If the change relates to your name, some suppliers will charge additional fees to amend your booking.

**Payments:** A First Deposit is required on every reservation. A refundable Holding Deposit of A\$1,000 per person can be made to secure your booking. The balance of your First Deposit is due by 1pm on the due date. After 24hours the Holding Deposit is considered part of your First Deposit. Payments are required in Australian dollars. Should your booking be in a foreign currency, you must source the exchange rate to use from Cruise Traveller on the day you are processing your payment.

**Payment Options:** Your First Deposit, Second Deposits and Final Payments are payable only by direct bank transfer. The initial Holding Deposit can be paid by credit card or by direct bank transfer, in which case we will absorb credit card fees, except for American Express payments which incur a 3.3% fee. We are unable to accept payment by personal or bank cheque, however, you may deposit a cheque at any National Australian Bank branch – take your invoice to NAB so the teller has all the relevant details. You must bank the cheque one week prior to the due date to ensure payment processed in time. If you have paid any amount to us by credit card, you agree that you will not lodge any dispute with your credit card issuer about the validity of the transaction or the provision of goods or services by us, where a service provider fails to provide a service to you for any reason. You agree that your remedy lies against that service provider and not against us, and that by lodging a dispute with your credit card issuer you will be seeking a remedy against us which is in breach of these terms and conditions.

**Payment Terms:** Please refer to your invoice for the deadlines for all payments. If payment of your First Deposit is not received by the deadline your option will automatically expire without obligation. All Deposits are Non-Refundable. Cruise Traveller takes no responsibility for bookings that cancel due to non-payment of Deposits or Final Payment. We reserve the right to charge a rebooking fee. We will not be held responsible for any penalties levied by the cruise line for late payment and reserve the right to pass on these penalties.

**Privacy Policy:** Available on request.

**Promotional Specials:** Specials can be released or withdrawn at any time. Published fares are for NEW bookings only, any existing booking cancelled in order to re-book on a promotional special will be subject to the loss of deposit or cancellation fees on the existing booking.

**Service Provider Conditions:** All service providers (cruise lines, airlines, hotels, tour operators etc.) have their own Terms and Conditions and we encourage travellers to familiarise themselves with these which can usually be found on the service provider's website. Most service providers reserve the right to alter itineraries and services due to operational or situational requirements.

**Travel Advisories:** The Australian Dept. of Foreign Affairs and Trade keep up to date travel advisories on their website where you can also register your travel plans [www.smartraveller.com.au](http://www.smartraveller.com.au).

**Travel Documentation:** It is the responsibility of the traveller to ensure your Passports, Visas, Health requirements and other relevant or official travel documentation is correctly obtained. Cruise line documentation will usually be available three weeks prior to embarkation. It is your responsibility to notify your Cruise Specialist the date you are leaving Australia if you are not booking your flights with Cruise Traveller.

**Travel Insurance:** Travel insurance is not included in the price of your travel. Cruise Traveller require each guest to have travel insurance in place from the time of booking your holiday, specifically to cover non-refundable deposits, cancellation costs, medical evacuation cover while travelling in Australia or overseas and supplier insolvency. It should be noted that most cruise lines will not accept the reservation without relevant travel insurance cover including expedition cruises. We will require the name of the insurance provider, the policy number, and the 24-hour emergency telephone number to finalise your booking. If the travel insurance is being covered by a Credit Card provider, please verify the cover includes medical evacuation and supplier insolvency as many do not. We will need either the Group Policy Number from your bank or the actual credit card number that provides the cover. The 24-hour emergency telephone number should not be a toll-free number e.g. 1300, it should be a landline e.g. +61-area code-phone number. Please ask your Cruise Specialist to provide a travel insurance quotation at a specially negotiated rate to ensure you are adequately covered.

**Traveller Responsibilities:** To avoid amendment fees and/or delays in receiving documentation travellers are required to:- supply correct names as per passport; correct titles; supply copy of current passport; notify contact detail changes, advise required bedding configuration; advise dietary requirements; advise flight details if booking own; advise departure date from Australia; advise details of other passengers travelling with; complete and return all booking and medical forms by due dates; make payments by due dates.

**Vaccinations & Health:** It is the travellers' responsibility to contact your Doctor or 'The Travel Doctor' regarding health requirements relevant to your travel itinerary.

**Visas:** Visas are not included in the cruise fare. It is the responsibility of the traveller to ensure all visas are obtained prior to travel, however, Cruise Traveller is able to provide guidance in relation to visa requirements for the cruise booked. Some cruise lines are able to obtain visas on behalf of the passenger, which would be charged to your onboard account. If you have ever been deported from a country, have a criminal conviction or a communicable disease, you may be denied entry or be required to make a special visa application. Please ensure you are aware of this before you make final travel arrangements.