



AUSTRALIA'S MOST EXPERIENCED SMALL SHIP CRUISE SPECIALIST

## BOOKING TERMS AND CONDITIONS

Thank you for booking with Cruise Traveller. Please find below our general terms and conditions. By paying the deposit for a cruise, cruise tour or cruise tour package, you accept the terms and conditions of Cruise Traveller, the cruise line and all individual travel service providers involved in your travel arrangements. Additional terms and conditions as applicable to the cruise holiday you have booked will be noted on your invoice or as additional documentation provided throughout the booking process.

**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. 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 airline.

**Amendment Fees:** Once the deposit has been received any amendments to this booking will incur fees imposed by service providers. Cruise Traveller reserves the right to charge an amendment fee of up to \$100 per amendment.

**Cancellations:** Cancellations must be advised in writing. Cruise Traveller will advise the cancellation and amendment fees of our suppliers and reserves the right to retain an administration fee of up to A\$300 per booking. Should the supplier cancel a service, some deposits may not be refundable. (Refer Travel Insurance.) 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 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.

**Flight bookings within a package:** Cruise Traveller collects additional funds (by way of a second deposit) to secure your preferred flights. This payment is generally non-refundable and bound by the airline's terms and conditions.

**Gratuities:** Gratuities are not usually included in the cruise fare however all cruise lines differ. On certain cruise lines a gratuity is added to your onboard account however it is still optional. Some cruise lines have mandatory gratuities included in the cruise fare which are not removable by Cruise Traveller.

**Onboard Accounts:** Most cruise lines require you to set up an 'onboard account' on embarkation; usually during check-in by providing a credit card. Any charges incurred while onboard for items not covered by your cruise fare (such as additional shore excursions, premium beverages, etc.) will be settled to this card at disembarkation. Please note most cruise lines do NOT accept debit cards or travel money 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 deposit is required to confirm every reservation. Payments are required in Australian dollars. Should your booking be in a foreign currency, please call Cruise Traveller on the day you are processing your payment for the rate of exchange. By paying deposit for a cruise, cruise tour or cruise package you accept the terms and conditions of Cruise Traveller, the cruise line and all individual travel service providers involved in your travel arrangements.

**Payment Options:** Your deposit, second deposit (where required) and final payment are payable by direct bank transfer only.

**Payment Terms:** Please refer to your invoice for the deadlines for all payments. If payment of your deposit is not received by the deadline your option will automatically expire without obligation. Cruise Traveller takes no responsibility for bookings that cancel due to non-payment of deposit or final payment. 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.

**Service Provider Conditions:** 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.

**Travel Advisories:** We encourage you to familiarise yourself with the Australian Department of Foreign Affairs and Trade travel advisories at [www.smartraveller.com.au](http://www.smartraveller.com.au) and subscribe for updates during your travels.

**Travel Documentation:** It is the responsibility of the guest to ensure passports, visas, health requirements and other relevant or official travel documentation is correctly obtained. Generally, cruise line documentation is available approximately two weeks prior to embarkation date.

**Travel Insurance:** Travel insurance is not included in the price of your travel. Cruise Traveller recommend that each guest has travel insurance (including cruise cover) in place from the time of booking their holiday, specifically to cover non-refundable deposits, cancellation costs, medical evacuation cover while travelling in Australia or overseas and supplier insolvency. Some cruise lines have mandatory travel insurance requirements.

**Traveller Responsibilities:** To avoid amendment fees and/or delays in receiving documentation guests 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 guests' responsibility to contact their Doctor or 'The Travel Doctor' regarding health requirements relevant to their travel itinerary. Covid 19 requirements vary by cruise line and are frequently updated. Current guidelines can be found on the cruise line website.

**Visas:** Visas are not included in the cruise fare. It is the responsibility of the guest to ensure all visas are obtained prior to travel. Some cruise lines obtain visas on behalf of the passenger, which would be charged to your onboard account.

BY PAYING THE DEPOSIT FOR A CRUISE, CRUISE TOUR OR CRUISE PACKAGE  
YOU ACCEPT THE TERMS & CONDITIONS OF CRUISE TRAVELLER