

AZAMARA CLUB 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. 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 3.08% 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 email reservations@cruise guru.com.au. 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 be 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 Azamara Club 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 email accounts@cruise guru.com.au 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.

Credit card fees may be charged on final balance for both Mastercard and Visa card at 1.5%. American Express will incur a 3.08% charge on the total amount processed.

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Alternative payment options are available through POLipay. Please enquire for details.

Cancellations

All cancellation requests must be submitted to Cruise Guru by email to reservations@cruise guru.com.au. 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.

The Cancellation Fee Amount will be advised by Azamara Club Cruises once the cancellation advice has been processed by Azamara Club Cruises.

Azamara Club Cruises Cancellation Guideline

Days prior to Departure	Cancellation Charge
121 days or more	AUD25 per person
120 – 91 days	15% of booked fare
90 – 61 days	50% of booked fare
60 - 31 days	75% of booked fare
30 days or less	100% of total cruise fare

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

Cruise Guru & Azamara Club 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 fee of AUD110 per person charged on all cancellations regardless whether a cruise protection plan has been purchased. The Cruise Guru cancellation fee will be deducted from any refund due. If there is insufficient funds from any refunds due to cover the Cruise Guru cancellation fee of AUD110 per person, Cruise Guru will charge the difference to the credit card held on file

Azamara Club Cruises reserves the right to change deposit, payment and cancellation/terms/conditions without prior notice.

Please note: For services included in your booking that are not provided by Azamara Club Cruises, additional cancellation fees may be incurred.

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.

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Booking Changes & Amendments

Azamara Club Cruises guarantee that we will not increase the price of your confirmed cruise once we have received full payment of the total cruise price from you. However, we may increase or decrease the prices of unsold cruises at anytime. The price of your chosen cruise will be confirmed at the time of booking.

After your booking is confirmed, but before full payment is received, Azamara Club Cruises will only increase the price and/or in any dues, taxes or fees payable for any services. We will not ask you to pay more within 30 days of departure. In addition we will pay the first part of any such increases in costs up to a total amount equivalent to 2% of the cost of your confirmed cruise fare. Only if such increases exceed 2% will we ask you to pay more. If any additional amount we ask you to pay is greater than 10% of the total cruise fare you will be entitled to cancel your booking. You will have 14 days from the date printed on the surcharge invoice to advise in writing if you wish to cancel. If no advice received we will assume you are prepared to pay the additional amount.

From time to time we may release special offers on some cruises. If you wish to change your booking to take advantage of these offers then you will have to cancel your existing booking whereupon our standard cancellation policy will apply. We have the right to charge an administration fee of AUD100 per person to make any such changes.

Some changes (excluding change to ship or sailing date) can be made to your booking. You may request changes up to 45 days before departure. We make every effort to meet your change request, however we cannot guarantee that we will be able to make any requested change. Up to 45 days before departure an administration fee of AUD50 per booking will be payable for each change request. If you request a change within 45 days of departure this will be treated as a cancellation of your original booking and cancellation fees will apply. The changed arrangements will then be treated as a new booking.

If you or any of the people travelling with you are prevented from taking the cruise you/they may give their place on the booking to someone else. In this situation, providing we are given not less than 14 days notice in writing of your wish to make the change we will permit the name change on payment of an administration fee of AUD50. A maximum of only one passenger name may be changed per stateroom; You must produce documentary proof of the reason for the transfer with the request (e.g. a letter from a doctor).

Please note: Booking changes and amendments are always at the discretion of Azamara Club Cruises and subject to approval. Change and Amendment fees may apply.

Cruise Guru Change and Amendment Fees

These fees are charged if Cruise Guru is required to make any of the following changes / amendments to bookings held by Cruise Guru

Amendments to Existing Bookings – AUD50 per booking

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- 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

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.

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, ocean transportation, dining room meals excluding specialty dining, most onboard entertainment, gratuities for stateroom attendants, bar and dining wait staff, selected house boutique red and white wines with lunch and dinner, port shuttle buses (when offered) coffee, tea, selected bottled water and soft drinks and self service laundry.

Azamara Club Cruises reserves the right to change, whether via an increase or decrease, any published rates, including cruise rates and airfare charges, without prior notice. We reserve the right to impose on any existing booking or new bookings (whether paid in full or not) a supplement for fuel or other matters without prior notice. In addition, we reserve the right to pass on any fuel or other surcharges imposed by third parties, also without prior notice. Guests will remain liable for any applicable taxes, fees or surcharges that may be assessed by any governmental or quasi-governmental agencies.

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Non Refundable & Promotional Fares

Azamara Club Cruises may at times release special promotional fares that attract differing terms and conditions from those outlined within and as included in the Azamara Club brochure or website. These may include different deposit amounts, 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.

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, Cruise Guru will charge a 10% cancellation fee of the FULL CRUISE VALUE in additional to the normal cruise line cancellation penalty.

Onboard Credits/Shipboard Credits & Promotional Inclusions

From time to time there maybe 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.

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 or of Azamara Club Cruises between date of reservation of passage and sailing, Azamara Club Cruises shall be entitled to impose a surcharge upon the passage fare of the amount to be assessed by Azamara Club Cruises which the passenger shall pay prior to embarkation.

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Azamara Club Cruises reserves the right to impose a fuel supplement on all guests if the price of West Texas Intermediate Fuel exceeds USD65 per barrel. The fuel supplement for 1st and 2nd guests would be no more than USD15 per guest, per day to a maximum of USD200 per voyage.

Options - Transfers , Pre & Post Accommodations

If you purchase transfers, pre or post accommodation packages through Azamara Club Cruises you are required to provide your arrival/departure information to Cruise Guru. You need to send an email to reservations@cruiseguru.com.au 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.

Guarantee Staterooms

If a GUARANTEED stateroom (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 description including certain staterooms with obstructed view and modified accessible staterooms.

Special stateroom requests cannot be assigned to guarantee stateroom bookings. 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

Azamara Club Cruises reserves the right to upgrade a guest or guests to more expensive category accommodation at no additional cost. Azamara Club Cruises 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 anytime including up to the day of sailing and is always at the discretion of Azamara Club 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 Azamara Club Cruises

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Third Guest & Children's Fares

Fares for third/fourth guests in a stateroom vary by sailing date, destination, voyage duration and stateroom category. Both third and fourth guests in a stateroom pay the same fare, including children. Child fares where applicable only apply when children occupy the 3rd or 4th bed in a stateroom and/or suite.

Triple and Quad occupancy staterooms are subject to availability and are capacity controlled. A stateroom must be assigned at time of booking that is equipped with third and/or fourth guest bedding. Triple and Quad bedding configurations may differ per stateroom. Guarantee staterooms cannot be assigned to a triple or quad booking. Confirmation for triple and quad occupancy staterooms may sometimes be on a request basis and require external confirmation.

Gratuities

As a convenience to our guests, gratuities for your stateroom attendants, dining and bar staff will be included in your voyage fare.

Dining

Azamara Club Cruises offers open seating dining in Discoveries Restaurant providing you the opportunity to dine at your leisure.

Dining Hours

Dinner: 6:00pm - 9:30pm

Azamara Club Cruises offers a unique dining experience in Aqualina and Prime C, our specialty restaurants. Specialty dining is complimentary for our suite guests for the duration of the cruise, for other guests there is a USD25 per person surcharge. Seating in our specialty restaurants is on a space-available basis, and reservations are encouraged once on board.

Special Diets

With advance notice, Azamara Club Cruises is able to accommodate most special dietary needs. Please submit your request in writing to our Access Department no later than 40 days before U.S. sailings, and 80 days before non-U.S. sailings. Email requests to: Special_Needs@AzamaraClubCruises.com. We offer standard kosher-style menus on all voyages. On the day of boarding, please confirm your special dietary arrangements with the restaurant manager.

Documents

Your electronic cruise documents are emailed directly to you as early as 40 days prior to your sailing

We no longer issue paper tickets. Your reservation must be finalised and paid in full in order to receive your documentation

Passports / Visas / Immunisations

Cruise Guru & Azamara Club 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

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department for specific recommendations and/or requirements. We recommend the use of 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.](#)

Minors and Children

Stateroom reservations will not be accepted for guests under the age of twenty-one (21) unless accompanied by an adult (twenty-one (21) years of age or older). This age limit will be waived for minors sailing with their parents or guardians in adjacent staterooms or married couples not meeting this age limit (proof of marriage is required).

Infants sailing on a cruise must be at least six months old on the first day of the cruise/cruisetour. However, for Transatlantic, Transpacific, Hawaii, Australian and selected South American cruises/cruisetours and other selected cruises/cruisetours, the infant must be at least 12 months old on the first day of the cruise/cruisetour. Please note, for the purposes of this policy, any cruise that has 3 or more consecutive days at sea will require any infants to be 12 months old on the first day of the cruise/cruisetour. Denial of boarding for infants who do not satisfy these minimum age requirements may also result in the denial of boarding for one or more guests sailing with that infant. No refunds or other compensation shall be due from the cruise line to anyone as a result of the denial of boarding to an under-age infant or other accompanying guests.

Pregnancy

Azamara Club cruises welcomes pregnant women but will NOT accept guests who will enter the 24th week of pregnancy by the beginning of the cruise.

Shore Excursions

You will have up to 10 days prior to your sail date to purchase your excursions online at www.AzamaraClubCruises.com. If you are within the 10 days, you will then need to purchase your shore excursions onboard the ship, which will be charged to your Seapass Account. If you would like to inquire about Accessible tours for your voyage, we recommend you first review the information contained herewith. Send an email to shorexaccess@AzamaraClubCruises.com. Please include all essential information to better understand your needs. We will assist you in choosing and coordinating the right Accessible Shore Excursion for you.

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 CHI Travel Insurance Pty Ltd via this link.](#)

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Important Notice

The transportation of guests and baggage on Azamara Club Cruises vessels is provided solely by Azamara Club Cruises 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 website at www.AzamaraClubCruises.com. This contains complete and important information regarding cancellations, itineraries, Azamara Club 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 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 Azamara Club Cruises website www.AzamaraClubCruises.com or brochure.

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