

CARNIVAL CRUISES INTERNATIONAL & CRUISE GURU GENERAL TERMS AND CONDITIONS



Deposit

Deposits are due immediately at time of booking. The deposit amount is dependant 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 2% 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 [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.

Booking

It is important that the reservation is 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 Carnival Cruises International 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 [Contact Us](#) 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 1.3%. American Express will incur a 2% charge on the total amount processed.

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

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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 AEST/AEDT 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. Cancellation charges may be payable depending on the amount of notice given and are calculated from the date the cancellation is processed by Cruise Guru.

The cancellation fee amount will be advised by Carnival Cruises International once the cancellation advice has been processed by Carnival Cruises International.

Carnival Cruises International Cancellation Guideline

Guests who cancel within the time frame shown below for any reason, including medical or family reasons are subject to the following per person cancellation fees.

Parameters for Cancellation Penalties vary and are dependant upon LENGTH OF CRUISE AND DESTINATION. Below is a GUIDELINE for cancellation charges imposed by Carnival Cruise Lines

2 - 5 day cruises

<u>Days prior to Departure</u>	<u>Cancellation Charge</u>
61 days or more	Full Refund
60 – 46 days	Deposit amount
45 – 30 days	Deposit or 50% of cruise fare (whichever is greater)
29 – 15 days	Deposit or 75% of cruise fare (whichever is greater)
14 days or less	100% of total fare

6 to 9 day cruises (excluding Europe, Alaska, Transatlantic, Transpacific & Panama Canal)

<u>Days prior to Departure</u>	<u>Cancellation Charge</u>
76 days or more	Full Refund
75 – 56 days	Deposit amount
55 – 30 days	Deposit or 50% of cruise fare (whichever is greater)
29 – 15 days	Deposit or 75% of cruise fare (whichever is greater)
14 days or less	100% of total fare

10 days or longer cruises including Europe, Alaska, Cuba, Panama Canal, Transatlantic & Transpacific cruises

<u>Days prior to Departure</u>	<u>Cancellation Charge</u>
91 days or more	Full Refund
90 – 56 days	Deposit amount
55 – 30 days	Deposit or 50% of cruise fare (whichever is greater)
29 – 15 days	Deposit or 50% of cruise fare (whichever is greater)
14 days or less	100% of total fare

Total fare is defined as Cruise Fare, Air Supplement, Transfer Services and Pre/Post Cruise Vacation Packages.

*Sale Fares may attract differing cancellation penalties. Cancellation penalties within are subject to change without prior notice.

Cancellations for bookings made with Reduced Deposits

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When a reduced deposit amount has been paid as part of a Carnival promotion or otherwise stated to secure a booking, Carnival Cruises International reserves the right to charge the FULL ORIGINAL TOTAL DEPOSIT AMOUNT when booking is in Loss of Deposit Cancellation Penalty.

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

Cruise Guru & Carnival Cruises International 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 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 refund due.

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: Carnival Cruises International reserves the right to change deposit, payment and cancellation/terms/conditions without prior notice

Partial Cancellations & Change in Stateroom Occupancy

Changes in stateroom occupancy when one guest cancels and the other guest/s 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.

Booking Changes & Amendments

An additional per person amendment fee will be charged by Carnival Cruises International if you request a change in your travel arrangements. The amount of the amendment fee is at the discretion of Carnival Cruises International and may start at AUD60 per person service fee. Amendment fees are not charged for stateroom upgrades, unless travel documents need to be reissued. Name changes or additions are always at the discretion of Carnival Cruises International and maybe subject to cancellation charges, rate increases and amendment fees. For some fare types amendments are NOT permitted.

Carnival Cruises International has the right to impose cancellation and amendment fees for changes made to any bookings.

Cruise Guru Change and Amendment Fees

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

Amendments to Existing Bookings – AUD50 per booking

- Name changes

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- 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

Your fare is determined by the fare type, the number of passengers 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 subject to any increased taxes. You will be notified of this before it is added to your fare or to your on board account.

The cruise price does not include air transportation, transfers or items of a personal nature, such as shore excursions, some beverages, photographs, gratuities, medical services, etc.

In addition, Carnival Cruise Line International separately assesses 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.

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Special Restricted Promotional Offers

Carnival Cruises International may at times release special restricted promotional offers that attract fares with differing terms and conditions from those outlined within. These may include different deposit amounts, final payment and cancellation conditions including non-refundable deposits and fares. Special Restricted Promotional Offers are always capacity controlled and subject to change at any time.

Special Restricted Promotional Offers may not be available on all departure dates and ships. Some restrictions (including stateroom/category availability) may apply.

If a guest has booked under a special restricted promotional offer and they are unable to verify their qualifications, Carnival has the right to cancel booking or adjust price of booking to a suitable cruise fare to which the guest qualifies. Any outstanding monies due to such change must be paid immediately otherwise booking will be cancelled.

Guests who have booked under a special restricted promotional offer and who are unable to verify their qualifications for the restricted promotional fare at time of embarkation maybe denied boarding or required to pay the price difference for a more suitable fare before they can embark.

Please note: Special Restricted Promotional Offers require guests to qualify e.g. Past Guest & Seniors Fares, Resident Fares.

Non Refundable & Promotional Fares

Carnival Cruises International may at times release special promotional fares that attract differing terms and conditions from those outlined within and reflected in the Carnival Cruises International brochures and website.

These may include different deposit amounts, different payment and cancellation conditions including non-refundable deposits and fares.

Non refundable fares are always capacity controlled and subject to change at any time.

Non refundable fares may not be available on all departure dates and ships. Some restrictions (including stateroom/category availability) may apply.

Name changes are NOT permitted.

Price protection & USD price matching is not available in the Australian market due to contractual agreements.

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.

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6. Once Final Payment has been received, Cruise Guru will charge a 10% cancellation fee of the FULL CRUISE VALUE in addition to the normal cruise line cancellation penalty.

Onboard Credits/Shipboard Credits & Promotional Inclusions

From time to time there may be 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.

Options - Transfers, Pre & Post Accommodations

If you purchase transfers, pre or post accommodation packages through Carnival Cruise Line International 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

Guarantee Staterooms

If a GUARANTEED stateroom (cabin with no cabin number assigned), 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

Carnival Cruises International reserves the right to upgrade a guest or guests to more expensive category accommodation at no additional cost. Carnival Cruises International 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 Carnival Cruises International. 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

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 Carnival Cruises International.

Third Guest & Children's Fares

Fares for third/fourth guests in a stateroom vary by sailing date, voyage duration and stateroom category. Both third and fourth guests in a stateroom pay the same fare, including children. Not all staterooms and suites are equipped for additional guests. Child fares where applicable only apply when children occupy the 3rd or 4th bed in a stateroom

Fuel, Taxes and Surcharges

The fare that you paid was determined far in advance of Initial Departure on the basis of then-existing projections of fuel and other costs. In the event of an increase in fuel or other costs above amounts projected, Carnival Cruises International has the right to increase the fare at any time up to Initial Departure and to require payment of the additional fare prior to Initial Departure. Carnival Cruises International has the right to refuse to transport you unless the additional fare is paid. Within seven (7) days after you are notified of the additional fare (but no later than Initial Departure), you may elect to surrender this contract to us for cancellation, whereupon you will receive the Refund Amount. Cancellation fees do not apply to this type of refund.

In addition to your cruise fare, you will also be charged an amount for Taxes. That term, as used by us, refers to certain taxes, fees and charges imposed by governmental or quasi-governmental authorities, including port authorities, relating to any aspect of your cruise or tour. If governmental action results in any element of Taxes exceeding the estimates used by Carnival Cruises International for purposes of computing the quoted amount, Carnival Cruises International reserves the right to pass through the extra amount at any time prior to departure. Similarly, Carnival Cruises International reserves the right to impose or pass through fuel surcharges, security surcharges or similar incidental surcharges at anytime and can be charged after final payment of booking or to guest/s' onboard account. Request for payment is at the discretion of Carnival Cruises International and can occur at anytime.

Carnival Cruises International may elect to impose a fuel supplement at any time. Carnival Cruises International reserves the right to re-instate the fuel supplement for all guests approximately AUD12 per person per day if the NYMEX oil price exceeds USD70 per barrel in which case any additional fees will apply to your booking. The total price quoted to you at the time of booking will be inclusive of any applicable fuel supplement. Please note: No right of cancellation exists under either of these circumstances by the guest.

If guests do not pay any outstanding monies booking will be subject to cancellation and cancellation fees.

Gratuities

For your convenience gratuities will be automatically added to your onboard sail & sign account to the amount of USD12.95 per person per day or USD13.95 per day for Suite guests. Our staff are committed to exceeding your expectations. If you are not happy with the service provided you are encouraged to contact Guest Services whilst onboard. This will allow your concerns to be addressed in a timely manner. Once gratuities have

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been posted to your onboard account you may adjust them at your discretion at any time during the cruise. Gratuities will be deemed undisputed unless a request to modify is received prior to disembarking the ship.

For beverage purchases 15% of the bill is automatically added to your bill.

Certain sailings (such as cruise to no where and Barbados sailings) and/or promotions require a pre-payment of gratuities.

Amounts are subject to change without notice.

Minors & Infants

Guests are required to be 21 years old (on embarkation day) to travel. Guests under 21 years of age and are considered minors. Guests under the age of 21 MUST be accompanied in the same stateroom by a parent or guardian 25 or older.

The exceptions Carnival Cruises International will make to this policy are:

1. Guests under the age of 21 travelling with Parents / Grandparents

Guests under the age of 13

- Minors can be booked in separate staterooms, only if booked next door or directly across the hall from the Parents/Grandparents stateroom.

Note: Minors 13 and under may only be booked in a balcony stateroom with the Parents/Grandparents; this also applies to connecting staterooms.

Guests 13 - 17 years of age

- Minors can be booked in separate staterooms, by up to 3 staterooms in between the minor stateroom and the Parents/Grandparents stateroom.

Note: Minors age 13 may only be booked in a balcony stateroom with the Parents/Grandparents; this also applies to connecting staterooms.

Guests 18 years of age and older

- Minors are 18 and older not required to be booked within close proximity nor on the same deck as the Parents/Grandparents. However, Carnival will place you as close together as possible.

2. Guests under the age of 21 NOT Travelling with Parents / Grandparents

The minor MUST travel with a guardian 25 years of age or older in the same stateroom.

The exceptions Carnival Cruises International will make to this policy are:

- Legally married couples and same gender union couples less than 21 years of age - MUST provide Carnival Cruises International with legal proof of marriage/civil union at least two weeks prior to sailing. For those guests whose marriage/civil union will not take place until closer to the sailing date, they must bring proof of their marriage/civil union to embarkation. Documentation: marriage license issued by the County Clerk's Office; legal proof of civil union; for newly married couples: a copy of the marriage license application signed by the official that performed the ceremony. Failure to do so will result in denied boarding and no refund.

Infant Policy

Infants must be at least six (6) months old (12 months old for Transatlantic/Transpacific, South America & Hawaii cruises) on embarkation day to be eligible to travel.

Guest ages will be verified at embarkation. Guests not conforming to this policy will be denied boarding and assessed a 100% cancellation penalty. NO exceptions will be made at embarkation.

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Pregnancy

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

Dining

Dining preferences must be requested at the time of booking. No requests are guaranteed. Carnival has 'Your Time' dining on all ships which allows you to dine in the main dining room between 5:45pm & 9:30pm. In most cases guests are seated within 20 minutes on a first come, first serve basis, depending on party size. On all ships, Carnival have 2 set dining times, these can also be requested instead of 'Your Time' dining (where applicable).

Early Seating 6:00pm

Late Seating 8:15pm

For passengers in 2 or more cabins travelling together, it is recommended to select either Early or Late sitting to facilitate sitting as a group.

Carnival Cruises International has a range of Specialty restaurants, which have additional cover charges.

Special Diets

Carnival Cruises International can provide our guests with the following special dietary needs: Vegetarian, Low-Cholesterol, Low-Fat, Low-Carbohydrates, Low-Sugar, Gluten Free, Indian Vegetarian and Kosher. These can be catered for if requested and agreed on when booking. At the time of booking, guests can indicate their special dietary needs. Special Dietary requirements should be advised no later than final payment. If you have food allergies, please advise your dining staff once onboard.

Sail & Sign Onboard Account

Sail & Sign is Carnival's on board cashless credit program, which allows you to charge all your services, gratuities and purchases during your cruise to your stateroom. All locations on board will accept your Sail & Sign card for payment; the casino will also accept cash. A credit card or cash deposit is required to establish your personal on board account.

During embarkation, when your credit card is swiped, an initial hold of USD100 per person (for cruises 5 days or less) or USD200 per person (for cruises 6 days or more). Then, throughout the voyage incremental holds will be obtained as needed. You should know, this will reduce the amount of available credit on the credit card or restrict the availability of cash in the checking/debit account. Authorisation hold releases to your account is entirely up to your issuing bank or card issuer and may not be released until at least 30 days after disembarkation date of your cruise. Any queries after disembarkation regarding release of hold amounts obtained by Carnival Cruise Lines should be directed to your issuing bank or card issuer

Shore Excursions

You can visit www.carnival.com and browse through the shore excursions section online. Here you will find detailed information regarding the various shore excursions that may be offered at the destinations and ports your cruise visits. If you have a valid booking number, have met all deposit requirements for each guest you will be booking shore excursions for, but not yet within 3 days prior to your sailing, you may book online. Some excursions have a limited capacity so booking early may ensure that the excursions you want are available.

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Upon boarding your ship, you will find a detailed listing of all available excursions for your cruise. You will also receive a shore excursion order form (listing all of the prices, departure times and meeting places for each excursion) as well as instructions on how to book these excursions onboard. Some of our ships offer an interactive television system, which allows you to book your excursions from the convenience of your stateroom.

Documentation

Once full payment is received, you can print your electronic cruise documents online at www.carnival.com/BookedGuest/. Electronic cruise documents include boarding passes, luggage tags, the terms and conditions of the cruise ticket contract and other pertinent information.

Fun Pass

Carnival Cruise Lines are required to provide a final departure manifest to the US Department of Homeland Security. To comply, clients must register in advance by completing the Carnival Fun Pass. By completing the fun pass prior to departure this will also allow clients to 'fast track' through a documentation verification process at embarkation. If pre/post cruise transfers are booked with Carnival Cruises International, please note that flight details have to be entered. To complete, go to www.carnival.com

Passports / Visas / Immunisations

Cruise Guru & Carnival Cruises International do not provide advice regarding passports and/or visas. However all guests are required to carry a passport usually valid for 6 months after the return flight home, 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 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.](#)

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 Cover-More Travel Insurance by [clicking here](#)

Important Notice

The transportation of guests and baggage on Carnival Cruise vessels is provided solely by Carnival 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 <http://www.carnival.com/>. This contains complete and important information regarding cancellations, itineraries, Carnival Cruises liability, health and immigration requirements, and other relevant terms and conditions.

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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 Carnival Cruise Lines website <http://www.carnival.com/>.

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