

# **COSTA 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](mailto: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 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 Costa 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](mailto: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.

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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.

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](mailto: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 Costa Cruises once the cancellation advice has been processed by Costa Cruises

## **Cancellation Guideline**

Cruises of 9 days or less

| Days prior to Departure | Cancellation Charge                               |
|-------------------------|---|
| 60 days or more         | AUD50 per person Costa Cruises Administration Fee |
| 59- 41 days             | 20% of total fare                                 |
| 40- 28 days             | 40% of total fare                                 |
| 27 - 14 days            | 60% of total fare                                 |
| 13 - 02 days            | 80% of total fare                                 |
| 1 day or less           | 100% of total fare                                |

Cruises for a period longer than 9 days

| Days prior to Departure | Cancellation Charge                               |
|-------------------------|---|
| 90 days or more         | AUD50 per person Costa Cruises Administration Fee |
| 89- 50 days             | 20% of total fare                                 |
| 49- 28 days             | 40% of total fare                                 |
| 27 - 14 days            | 60% of total fare                                 |
| 13 - 07 days            | 80% of total fare                                 |
| 06 days or less         | 100% of total fare                                |

There are exceptions to the above

For the Around the World cruise, Transatlantic cruises from South America to China, & Grand Cruises and any segments

| Days prior to Departure | Cancellation Charge |
|-------------------------|---------------------|
| 120 days or more        | 15% of total fare   |
| 119 - 90 days           | 20% of total fare   |
| 89- 60 days             | 40% of total fare   |
| 59 - 45 days            | 60% of total fare   |
| 44 - 28 days            | 80% of total fare   |
| 27 days or less         | 100% of total fare  |

Please note: Terms and Conditions for a Costa Cruises World Cruise and its individual voyage segments cancellation policy may vary.

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

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Cruise Guru & Costa 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 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: Costa Cruises 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 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**

Costa Cruises may charge additional fees for any amendments made to your travel arrangements. Name changes or additions may be allowed at Costa Cruises discretion and are subject to cancellation charges and rate increases Amendment fees are not charged for stateroom upgrades, unless travel documents need to be reissued.

### 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
- 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

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- 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, meals, some beverages most entertainment aboard the vessel. 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, gratuities, medical services, etc.

In addition, Costa Cruises 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.

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 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.

## **Non Refundable & Promotional Fares**

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

These may include different deposit amounts, different 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.

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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.

## **Options - Transfers , Pre & Post Accommodations**

If you purchase transfers, pre or post accommodation packages through Costa Cruises or Cruise Guru you are required to provide your arrival/departure information to Cruise Guru. You need to send an email to [reservations@cruise guru.com.au](mailto:reservations@cruise guru.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 (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

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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**

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

## **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 3<sup>rd</sup> or 4<sup>th</sup> bed in a stateroom

## **Fuel, Taxes and Surcharges**

The fare that you pay is determined far in advance of initial departure on the basis of then-existing projections of fuel and other costs. In the event of any significant change in such costs beyond Costa Cruises' control including, but not limited to increases in the price of fuel, currency fluctuations affecting costs, increases in government taxes or levies, or increases security costs, Costa Cruises reserves the right to surcharge guests to cover such unexpected costs.

Cruise Taxes are subject to change at anytime up until sailing date and may be charged onboard. Costa Cruises reserves the right to reinstate fuel supplement surcharge at anytime and can be charged after final payment or maybe charged onboard.

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## **Gratuities – Onboard Service**

For all hotel services on board, a service charge will be added each day to Guests' accounts. Payment will be requested only at the end of the cruise and depends on the duration of the cruise. The following charges are applicable:

AUD14 per adult per day for all cruises up to 8 days or

AUD12 per adult per day for cruises more than 8 days

AUD14 per adult per day for 8 days for Eastern cruises departing from Singapore

AUD16 per adult per day for Caribbean cruises departing from Fort Lauderdale and Miami

AUD13 per adult per day for 4-5-6-7-8 day mini Far Eastern cruises departing Shanghai

AUD15 per adult per day for South America and Spring Transatlantic cruises.

There is no service charge on any cruise for children under the age of 14, whereas Guests between the ages of 14 and 17 will be charged 50% of the above rates. The entire service charge is set aside by the company for staff who perform hotel duties on board as an incentive to continue improving the quality of service offered on Costa ships. In this regard, Costa Cruises has received SA 8000 international certification for ethical conduct and social accountability. The service charge is an integral part of the total price of the cruise and therefore the amount cannot be altered.

## **Dining**

All guests will have a table assigned to them for the duration of the cruise. Please specify at the time of booking any requirements regarding position or number of diners. Confirmation of your reservation will be found in your cabin. There are two sittings for dinner, at the following approximate times:

First sitting – 7pm

Second sitting – 9pm

For a small additional charge you can enjoy the gourmet experience offered by the exclusive and sophisticated Club Restaurant. The restaurant is open from 7.30pm to 9pm daily and you can pre-book your dinner reservation before departure on the website [www.costacruises.com.au/specialservices](http://www.costacruises.com.au/specialservices).

## **Special Diet**

These can be catered for if requested and agreed on when booking (for diabetics, coeliacs, etc.). At the time of booking, Guests can indicate their special dietary needs - diabetic, gluten-free or other types of allergies/intolerances. A selection of dishes for coeliac Guests is available in the main restaurant on all our ships, and to all destinations (with the exception of cruises in China). Costa works together with the AIC (Italian Coeliac Association) on a special project to facilitate gluten-free eating away from home, by checking the suitability of all the ingredients and dishes destined for its menu for coeliac sufferers. For further information visit our website [www.costacruises.com.au](http://www.costacruises.com.au) For cruises in the Mediterranean and in northern waters, complete gluten-free menus are available for breakfast, lunch and dinner (only in the main Restaurant). In addition, coeliac Guests will receive a welcome tray, delivered to their cabin when they board, and can request a packed lunch to take on excursions where lunch will not be taken on board.

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To ensure that the service operates efficiently, please reconfirm your requirements with Customer Service when you board.

Should passengers bring dietary items with them from home, the on board Service Director or Maitre must be informed immediately after boarding, so that the necessary food preparation arrangements can be made.

## **All Inclusive Beverage Packages**

Costa Cruises offers All inclusive beverage packages that can be pre-purchased before departure. All inclusive beverage packages include a selection of alcoholic and soft drinks by the glass (draught beer and wine) and coffee with the exception of Mini Bar products and premium brands. These packages are offered for both adults and children and must be applied to all passengers travelling together with the same booking file number and must be applied to all passengers who choose to dine together.

## **Documents**

For your convenience and to expedite processing, Costa Cruises has created the online process that will allow you to complete the Guest Registration Form quickly and securely. Using the online form will ensure that your information is complete and legible when received. The process will only take a few minutes, and then your registration will be complete and our ships' staff will be well prepared for your arrival and embarkation

Once you've completed Guest Registration, made your final payment and are within 40 days of departure, your ePass will be available for you to print.

## **Passports / Visas / Immunisations**

Cruise Guru & Costa 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 department for specific recommendations and/or requirements. We recommend the use of [www.smarttraveller.gov.au](http://www.smarttraveller.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**

Children under the age of 18 may not travel unaccompanied on board our ships. Babies will not be permitted to board if they are less than 6 months old on the first day of the cruise. This minimum age limit goes up to 12 months for transatlantic cruises and cruises of 15 days or more.

## **Pregnancy**

Costa Cruises welcomes pregnant women but will NOT accept guests who will enter the 24<sup>th</sup> week of pregnancy by the beginning of the cruise



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## **Shore Excursions**

The organised shore excursions are scheduled to fit in with the ship's sailing times. They are optional and can only be purchased on board the ship, although they may be booked prior to departure (up until approx. 10 days before sailing) on our website [www.costacruises.com.au](http://www.costacruises.com.au). Space is limited on some excursions (particularly those in Northern Europe), so we recommend booking in plenty of time. The excursions are not refundable. The price includes transport, a guide in the ports in the languages offered, and entry to museums and monuments, unless otherwise stated in the relevant excursion descriptions. Meals and drinks are only included in the price when explicitly indicated. The tour schedule and prices may be altered without prior notice by the organiser at any time before the excursion takes place. Excursions will only take place if a minimum number of participants has been reached. If there are too few people the excursion will be cancelled and payment will be refunded, without any form of compensation. For further details, please see the descriptions of the individual excursions on our website [www.costacruises.com.au](http://www.costacruises.com.au). Some excursions may not be suitable for Guests with mobility problems. Shore Excursion discounts may apply for children, teens and when booking three or more different shore excursions. These discounts are subject to itinerary, port of embarkation and availability.

## **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](#).

## **Important Notice**

The transportation of guests and baggage on Costa Cruises vessels is provided solely by Costa 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.costacruises.com.au](http://www.costacruises.com.au). This contains complete and important information regarding cancellations, itineraries, Costa 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

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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 that these terms and conditions can change without prior notice. For further information, please refer to the Costa Cruises website [www.costacruises.com.au](http://www.costacruises.com.au) or brochure.

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