

# CUNARD LINE & CRUISE GURU GENERAL TERMS AND CONDITIONS



## Deposit

Deposits are due immediately at time of booking.

The deposit amount is dependant on the selected voyage and time of booking and 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.

This deposit is NON-REFUNDABLE.  
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@cruiseguru.com.au](mailto:reservations@cruiseguru.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 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 Cunard Line 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@cruiseguru.com.au](mailto:accounts@cruiseguru.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](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 Cunard Line once the cancellation advice has been processed by Cunard Line.

## Cunard Voyages Cancellation Guideline

Days prior to Departure	Cancellation Charge
90 days or more	Deposit amount
89 – 64 days	25% of total cruise fare
63 – 43 days	50% of total cruise fare
42 - 15 days	75% of total cruise fare
14 days or less	100% of total cruise fare

Note: 'Total Fare' is the total amount payable for your booking

Cancellation fees apply to the entire cruise booking, including cruise fare, non-commissionable fare (NCF). Cunard Line Air Fare Supplement (if applicable), transfer services, pre/post cruise vacations and tour packages.

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

Cruise Guru & Cunard Line 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.

Cunard Line 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 Cunard Line, 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

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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**

Sometimes Cunard Line will release promotional fares. These can be offered and withdrawn at any time. If after booking you decide to change to one of these promotional fares, you will need to cancel your existing booking and 'Cancellation & Refunds' policy will apply.

If you choose to change your booking to a different cruise, or a different sector of a World Cruise, it will be considered as a cancellation of your original booking. In this instance, cancellation charges, as per Cancellations Policy will apply.

Should you need to make changes to your booking, Cunard Line administration fees may apply to spelling corrections and replacement passengers if permitted\*

\*One original passenger from the booking must always remain in the stateroom.

If the cancelling passenger was the only person that qualified the booking for a promotional fare (e.g. past passenger fare) additional and remaining passengers will no longer be entitled to this promotional fare. The booking will revert to a different fare and the remaining passengers will need to pay the difference in cost if any.

Changes can only be made up to 48 hours before departure.

Change fee policies and charges are always at the discretion of Cunard Line.

### 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

- 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

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- 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, Cunard Line 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. Airfares do not include stopover accommodation, transfers or baggage handling. You will be notified of this before it is added to your fare or to your on board account.

## **Non Refundable & Promotional Fares**

Cunard Line may at times release special promotional fares that attract differing terms and conditions from those outlined within and reflected in the Cunard Line 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.

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.

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## **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 Cunard Line between date of reservation of passage and sailing, Cunard Line shall be entitled to impose a surcharge upon the passage fare of the amount to be assessed by Cunard Line which the passenger shall pay prior to embarkation.

Cunard Line may elect to impose a fuel supplement at any time, in which case the supplement will be applied to new bookings only. The total price quoted at time of booking will be inclusive of any applicable fuel supplement.

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

If you purchase transfers, pre or post accommodation packages through Cunard Line, 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. It is your responsibility to ensure you have adequate overnight accommodation before or after your cruise.

## **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

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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**

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

## **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 3<sup>rd</sup> or 4<sup>th</sup> 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.

## **Dogs, cats and service animals**

Cunard is pleased to permit individuals to bring service animals on board. Dogs and cats may be carried in the kennels onboard specific Queen Mary 2 voyages. Request for passengers travelling with service animals must be made at time of booking.

It is the responsibility of the passenger to consult with local customs authorities' for information and to obtain all documents/health certificates that may be required. Local laws or customers may prevent animals from disembarking at particular ports and countries. Please note that animals cannot be brought on board without prior written permission from Cunard.

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## **Gratuities – Onboard Service Charges**

During your voyage, you will receive excellent service from many members of staff in a variety of locations. Additionally, many more crew behind the scenes support those who serve you directly. For your convenience, a hotel and dining charge will be automatically added to your onboard account on a daily basis. This charge will be shared amongst those staff who help provide and support your experience, including the restaurant staff, stateroom stewards, buffet stewards and others. Please note this is a discretionary charge and should you wish to adjust or remove it, simply contact the Purser's office on board.

Guideline of charges: Grill Accommodation – USD13.50 per person (including children) per day. All other accommodation – USD11.50 per person (including children)

In addition, a 15% service charge is automatically added to beverage and salon purchases.

Naturally, you are free to tip any member of the crew over and above the amounts, at your discretion.

## **Dining**

The grade of stateroom you have booked will determine the restaurant you dine in. Seating arrangements in the Britannia dining room are made by request on a first come, first served basis. Requests for first or second sitting should be made at time of booking. Please ensure that if you are travelling with family or friends and wish to dine together your bookings are linked. All bookings must have the same dining link code to enable the Restaurant Manager to allocate you a table together.

Please note, groups larger than 8 will be split over 2 or more tables and the Restaurant Manager will do their best to allocated tables next to each other.

Dining in the Britannia Club (where available), Princess Grill or Queens Grill restaurants are open seating and reservations are not required

If you are travelling in accommodation that is allocated dining in the Britannia dining room, it would not be possible for you to dine in the Britannia Club (where available) Princess Grill or Queens Grill as these restaurants are reserved for those guests travelling in Princess or Queens Grill suites.

Alternatively, you can choose alternative dining venues where a small cover charge may apply.

Cunard Line cannot accept any bookings which are conditional on your preferred seating time being or becoming available before departure. If you cancel because your preferred seating time is not available (whether or not this was confirmed at the time of booking) normal cancellation charges will apply. Seating time requests cannot be guaranteed.

## **Special Diets**

We will do our best to accommodate your requirements. Please advise us of your needs at the time of booking or at least six months prior to departure, whichever is the sooner.

## **Documents**

After deposit and approximately 60 days prior to sailing you will receive your pre-voyage information pack in the mail. Alternatively, you can visit 'Voyage Personaliser' on Cunard Line website [www.cunardline.com.au](http://www.cunardline.com.au) and choose to 'Go Green'. This means all guests on the booking will be able to view their pre-voyage

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information online rather than receiving it by post. Please note, once you opt to 'Go Green' you cannot change your selection.

Once you have provided your personal details via 'Voyage Personaliser' and paid for your booking in full, you can download your e-ticket from 30 days prior to sailing

## **Passports / Visas / Immunisations**

Cruise Guru & Cunard Line 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.smartraveller.gov.au](http://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.](#)

## **Minimum age to travel**

To ensure there is suitable supervision, there must be at least one guest 18 years of age or older in each stateroom. Guests under the age of 18 years must travel with a parent/legal guardian over the age of 21 years.

Cunard Line welcome children 6 months and over to travel with us. We are unable to accommodate infants less than 12 months on Transatlantic Crossings, World Voyages and remote itineraries due to limited neo-natal facilities on board.

Parents/legal guardians are responsible for children and teenagers at all times. If a child or teenager displays dangerous or disruptive behaviour, the 'Rights of the Captain' will be applied to both parent/legal guardian and child/teenager. Children's access to pools and spas may be restricted and adult supervision is required.

For the safety and enjoyment of all on board, there are limits on the number of children and teenagers that can be carried within different age groups. The age of the guest on the day they board the voyage, is the age Cunard Line use for the entire holiday. Please check at the time of booking whether Cunard Line are able to accept bookings for children and teenagers on the voyage you have chosen.

## **On board Medical Centre**

Each ship has a Medical Centre staffed by registered doctors and nurses, who are available during scheduled clinic times to provide medical care for everyone on board with limited facilities. The Medical Centre is only for medical needs arising on board and cannot cater for treatments that you are aware of prior to you going on holiday. While at sea or in port the availability of medical care may be limited or delayed; all or part of the cruise may be in areas where medical care and evacuation may not be available. Fees and charges relating to medical services are charged at private rates and will be added to your shipboard account. In Australia, this will not be covered by Medicare or private health insurance and will need to be claimed through travel insurance (see travel insurance section).

## **Pregnancy**

Cunard Line 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. If you are pregnant



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during your voyage, you are required to have a "fit to travel" note from your physician, which includes your estimated due date prior to embarkation.

## **Shore Excursions**

Enhance your voyage experience with shore excursions specially selected by Cunard. These excursions are fully outlined in the brochure that will be sent with your voyage documents or you can view and pre-book shore excursions through going to 'Voyage Personaliser' on the Cunard Line website [www.cunardline.com.au](http://www.cunardline.com.au). Most excursions can be purchased on board up to 48 hours before arrival in the port where the tour is offered. Selected overland excursions may be reserved in advance. Throughout your voyage there will be informative briefings, announced in the ships' Daily Programme, that will include tour information and other practical suggestions for the ports you will visit.

## **Ship & Itinerary Changes**

Cunard Line will do everything we reasonably can to make sure everything goes according to plan; however, sometimes changes can happen that may affect your holiday experience. This could include weather, mechanical difficulties, civil unrest or any other unforeseen circumstances.

In addition, Cunard Line may charter all or part of the ship or remove the ship from service where this becomes necessary. Cunard Voyages may change the itinerary, ship or cancel the voyage due to operational or commercial requirements. Cunard Line/Cruise Guru will notify you of these changes as soon as we can. Where Cunard Line cancel a voyage or make a significant change to the ports in your itinerary prior to departure, you will have the choice of:

1. The new itinerary;
2. Transferring all monies paid to an alternative cruise of comparable standard, if available; or
3. Cancelling the voyage for a full refund of your fare paid.

If Cunard Line are required to change the itinerary or cancel the voyage due to safety, maritime law, severe weather or to protect human life or health, we are not required to provide any compensation unless consumer laws allow otherwise. With this in mind, please do not make any important arrangements or meetings based on the proposed itinerary.

## **Voyage Personaliser**

Voyage Personaliser allows you to view your booking details and update your personal information such as your address, email, phone numbers, emergency contacts, passport and travel insurance details. You can also view your voyage itinerary, pre/post voyage arrangements, dining options, pre-book shore excursions and download a copy of your e-ticket.

It's fast and simple to use – to access, all you need to do is visit [www.cunardline.com.au](http://www.cunardline.com.au), click on 'Voyage Personaliser' and enter your name and booking number.

## **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

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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 Cunard Line vessels is provided solely by Cunard Line 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.cunardline.com.au](http://www.cunardline.com.au) This contains complete and important information regarding cancellations, itineraries, Cunard Line 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 that these terms and conditions can change without prior notice. For further information, please refer to the Cunard Line website [www.cunardline.com.au](http://www.cunardline.com.au) or brochure.