

DISNEY CRUISE LINE & 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 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 Disney Cruise Lines 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.

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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. 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 Disney Cruise Line once the cancellation advice has been processed by Disney Cruise Line

Below is a GUIDELINE for cancellation charges imposed by Disney Cruise Lines

Cruises 1 to 5 Nights Where Embark or Debark is U.S. Port (Excluding Suites and Concierge Staterooms)

Days Prior to Vacation Commencement Date		Fee Amount
Standard Sailings	Holiday Sailings*	
74-45 days	89-65 days	Deposit per Guest
44-30 days	64-43 days	50% of vacation price per Guest
29-15 days	42-15 days	75% of vacation price per Guest
14 days or less	14 days or less	100% of vacation price per Guest

*Holiday Sailings are sailings that include Christmas Day, New Year's Day, Thanksgiving Day (U.S.) or July 4.

Cruises 6 to 9 nights Where Embark or Debark is U.S. Port (Excluding Suites and Concierge Staterooms)

Days Prior to Vacation Commencement Date		Fee Amount
Standard Sailings	Holiday Sailings*	
89-56 days	104-75 days	Deposit per Guest

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55-30 days	74-43 days	50% of vacation price per Guest
29-15 days	42-15 days	75% of vacation price per Guest
14 days or less	14 days or less	100% of vacation price per Guest

*Holiday Sailings are sailings that include Christmas Day, New Year's Day, Thanksgiving Day (U.S.) or July 4.

Cruises of 10 Nights or More and Cruises Less Than 10 Nights Where Embark and Debark is Non-U.S. Port (Excluding Suites and Concierge Staterooms)

Days prior to Vacation Commencement Date	Fee Amount
119-56 days	Deposit per Guest
55-30 days	50% of vacation price per Guest
29-15 days	75% of vacation price per Guest
14 days or less	100% of vacation price per Guest

Suite and Concierge Staterooms: All Sailings

Days prior to Vacation Commencement Date	Fee Amount
90 days or more	Deposit per Guest
89-56 days	50% of vacation price per Guest
55-30 days	75% of vacation price per Guest
29 days or less	100% of vacation price per Guest

Vacation fare is defined as Cruise Fare, Air Supplement, Transfer Services and Pre/Post Cruise Vacation Packages. Additional cancellation fees may also be imposed on non-cruise portions of your booking including pre/post accommodation packages and/or transfers.

Cruise Guru & Disney Cruise Line reserve the right to charge you for cancellation fees incurred that maybe greater than the amounts of payments received at the

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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.

Disney Cruise 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 Disney Cruise 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 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 Disney Cruise Lines if you request a change in your travel arrangements. The amount of the amendment fee is at the discretion of Disney Cruise Line. Name changes or additions are always at the discretion of Disney Cruise Line and maybe subject to cancellation charges, rate increases and amendment fees. For Restricted Fare Category reservations amendments are NOT permitted.

An additional per person amendment fee may be charged by Disney Cruise Lines if you request a waitlist. Disney Cruise Line 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
- 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

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- 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, 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, Disney Cruise 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. You will be notified of this before it is added to your fare or to your on board account.

Non Refundable & Promotional Fares

Disney Cruise Line may at times release special promotional fares that attract differing terms and conditions from those outlined within and reflected in the Disney Cruise Line brochures and website. These may include different deposit amounts, different payment and cancellation conditions including non-refundable

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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 addition to the normal cruise line cancellation penalty.

Restricted Fare Category Staterooms

Disney Cruise Lines have a range of Category GTY (Category VGT, OGT, IGT) staterooms — also known as restricted-fare staterooms that are available on a limited basis. FULL PAYMENT is required at the time of booking for all Guests and is NON-REFUNDABLE.

The restricted fare category guarantees you a stateroom within the selected stateroom type: Inside, Oceanview and Verandah. Disney Cruise Line will assign the stateroom at a later time, based on availability. Staterooms are assigned run of house, and location requests are not accepted. Category VGT staterooms may feature a whitewall verandah. Sail date and stateroom category changes are not permitted. The stateroom offer cannot be combined with any other discounted or promotional offer. Full legal names of all Guests are required at time of booking as no name changes are allowed

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.

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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, Disney Cruise Lines 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. Disney Cruise Lines 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 Disney Cruise Lines for purposes of computing the quoted amount, Disney Cruise Lines reserves the right to pass through the extra amount at any time prior to departure. Similarly, Disney Cruise Lines 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 Disney Cruise Lines and can occur at anytime.

Disney Cruise Lines may elect to impose a fuel supplement at any time. 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.

Options - Transfers, Pre & Post Accommodations

If you purchase transfers, pre or post accommodation packages through Disney Cruise Line International you are required to provide your arrival/departure information to Cruise Guru. You need to send an email to 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 category description including certain staterooms with obstructed view and modified accessible staterooms.

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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

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

Third Guest & Children's Fares

All Disney staterooms are designed with the family in mind, providing substantially more space for relaxation than you'd find on most other cruise ships. Depending upon the stateroom, anywhere from 2 to 7 Guests can occupy a stateroom, which must include at least one adult.

Fares for third/fourth guests in a stateroom vary by sailing date, voyage duration and stateroom category.

Not all staterooms and suites are equipped for additional guests.

Staterooms for occupancy of guests greater than 2 guests are subject to availability and are capacity controlled. A stateroom must be assigned at time of booking that is equipped additional guest bedding. Bedding configurations may differ per stateroom. Guarantee staterooms cannot be assigned to a triple or quad booking. Confirmation for triple and quad and other multiple occupancy staterooms may sometimes be on a request basis and require external confirmation.

Gratuities

It is customary to give gratuities in recognition of service, which you will be treated to in abundance aboard the ship. As a guideline, Disney Cruise Lines suggests USD12 per person per day. The suggested gratuity amounts will be added to your onboard account. If you wish to modify or make changes to the gratuity amounts or would like to pay in cash, please stop by our Guest Services desk, located on Deck 3, Mid-ship, at anytime during your sailing.

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Please note, a 15% gratuity is automatically added to bar, beverage, wine and deck service tabs. All gratuities can be charged to your room charge.

Minors

Minors under the age of 18 not travelling with a parent or legal guardian must be accompanied by an adult 21 years of age or older in the same stateroom. The parent or guardian of any minor not travelling with a parent or guardian must appoint an adult to have custody and control over the minor and to contract on their behalf in connection with the Disney Cruise Line vacation. A minor authorization form can be obtained by visiting visit <https://disneycruise.disney.go.com/fag/kids-teens/minor-authorization-form/>. The form must be signed by a parent or legal guardian prior to embarkation at the Disney Cruise Line Terminal.

Infant Pool Policy

For health and safety reasons, parents must observe the rule that only children that are toilet trained are permitted in pools and spas. Diapers and swim diapers are not allowed. Young children that are not toilet trained can enjoy the fountain play area which has been designed exclusively for the enjoyment of children wearing swim diapers.

Infant Policy

Infants must be at least 6 months old on embarkation to be eligible to travel.

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

Pregnancy

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

Special Needs

If you require special assistance this should be advised at time of booking. A special accommodation requirement information form needs to be obtained, completed and returned to us. Once this is completed you will be contacted by the appropriate department to assist in making the necessary arrangements for your cruise.

Dining

Dining preferences must be requested at the time of booking. No requests are guaranteed. Disney Cruise Lines have 2 set dining times:
Main Seating 6:00pm Late Seating 8:00pm
Disney Cruise Lines have a range of other dining options available, including some with additional cover charges.

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Special Diets

Low-sodium meals, kosher meals and certain other special diet-restricted meals are available. Please detail any dietary requests at the time of booking so that Disney Cruise Line can accommodate your dining requirement.

Onboard Account / Room Charges

On board all Disney Cruise Line ships, all transactions are in U.S. dollars. You won't need cash while we're at sea because Disney Cruise Line has a convenient "cash-free" system on board the ship. When you arrive at the Disney Cruise Line terminal, your signature will be requested for check-in. At this time you may also present a credit card (Visa, MasterCard, American Express, Discover Credit Card, Diners Club International, Japanese Credit Bureau or Disney's Visa Credit Card), which will give you charging privileges at both the aboard the ship. Any purchases on the ship, including beverage services, spa, salon services, photography, medical and laundry services, purchases from our retail shops, gratuities and any item or service of a personal nature must be charged to your room. All charges must be settled before your Resort departure and debarkation from the ship by cash, traveller's checks, Disney Dollars or by the credit cards mentioned above.

Planning Center

The Planning Center is the one place <https://disneycruise.disney.go.com/login/> where you can easily organize all the details of your Disney Cruise Line vacation. You can choose your personal Favourites for your cruise activities-things you want to see and do on your vacation, like port adventures and spa treatments. As you get closer to your vacation, you can actually book reservations for adventures, Palo and spa treatments as well as pre-register your children for youth activities. With the Planning Center, you can get the most out of every magical day of your Disney Cruise Line vacation.

Shore Excursions

Port Adventures—shore excursions that have been specially selected by Disney Cruise Line—provide you and your family with the very best recreation, leisure and sightseeing each destination has to offer.

You can visit <https://disneycruise.disney.go.com/login/> and go to Planning Center 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. You can reserve shore excursions for eligible guests in your travel party, including guests in other staterooms. All Guests you select for a particular shore excursion must meet that excursion's age requirement. If you have a valid booking number, have met all deposit requirements for each guest you will be able to book shore excursions online. Some excursions have a limited capacity so booking early may ensure that the excursions you want are available.

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.

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Documents

Once full payment is received, you can Check in online at least 4 days prior to your sail date. You can print your electronic cruise documents online at <https://disneycruise.disney.go.com/login/> in the Planning Center. You must bring along the completed and signed cruise documents, a printed and signed Online Cruise Contract and Payment Authorization Form There are also four optional forms to that maybe required: Special Services Information, Minor Authorization, Flight Information, Flight Modification. Filling out your forms in advance is a great way to make embarkation much faster and easier for your whole travel party.

Passports / Visas / Immunisations

Cruise Guru & Disney Cruise Lines 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 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 CHI Travel Insurance Pty Ltd via this link.](#)

Important Notice

The transportation of guests and baggage on Disney Cruise Lines' vessels is provided solely by Disney Cruise Lines 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 <https://disneycruise.disney.go.com/> This contains complete and important information regarding cancellations, itineraries, Disney Cruise Lines 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.

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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 Disney Cruise Lines website <https://disneycruise.disney.go.com/> or brochure.

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