

# HOLLAND AMERICA 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 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

Holland America Cancellation Protection Plan (CPP), if desired, may be purchased at time of deposit or prior to the date on which cancellation fees begin to accrue. As cancellation fee accrual dates vary, please consult the applicable Holland America Line brochure or website, for the date applicable to your cruise. Once the plan is purchased, fees related to the plan are non-refundable. Please note - CPP may not be applicable to some fare types.

## 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 Holland America 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.

## Finals

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

# HOLLAND AMERICA LINE & CRUISE GURU GENERAL TERMS AND CONDITIONS



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.

## CPP (Cancellation Protection Plan)

CPP (Cancellation Protection Plan) allows you to cancel for any reason up to 24 hours prior to the cruise departure and receive a refund equal to 80% of the applicable cancellation fee. In addition Holland America Line assumes US\$500 of liability for lost, damaged or delayed baggage subject to the limitations of the baggage policy in the World Wide Cruise Holiday Brochure. While CPP is optional it must be booked and paid for prior to the date on which cancellation penalties apply. CPP is non-refundable. The CPP is not travel insurance and Cruise Guru advises passengers to seek additional travel insurance. The price of CPP varies between destinations and sailings. CPP is subject to change

## 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 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 Holland America Line once the cancellation advice has been processed by Holland America Line.

## Holland America Line Cancellation Guidelines

Grand World; Grand Voyages; any Segment of a Grand World or Grand Voyage; 28+ day Hawaii, Tahiti & Marquesas; Incan Empires; Amazon Explorer; 30+ day Europe Transatlantic or any segment of a 30+ day Europe Transatlantic sailing; and 2013 Rotterdam Far East

<u>Days Prior to Departure</u>	<u>Cancellation Charge</u>
121 days or more	Full refund
120 – 91 days	Deposit amount** (This amount is the full published Holland Line deposit including 1 <sup>st</sup> and 2 <sup>nd</sup> deposits – This amount may be more than the amount initially paid to Cruise Guru)
90 – 76 days	60% of gross fare including NCFs
75 days or less	100% of gross fare including NCFs

All Holiday; Australia/New Zealand; South Pacific; Asia (Including 2014 Rotterdam Far East); Prinsendam Europe; South America/Antarctica sailings; and Rotterdam Caribbean

<u>Days Prior to Departure</u>	<u>Cancellation Charge</u>
91 days or more	Full refund
90 – 64 days	Deposit amount
63 – 43 days	50% of gross fare including NCFs
42 – 22 days	75% of gross fare including NCFs

# HOLLAND AMERICA LINE & CRUISE GURU GENERAL TERMS AND CONDITIONS



21 days or less 100% of gross fare including NCFs

Caribbean (except Rotterdam); Panama Canal; Mexico; Canada & New England; Pacific Coastal; Pacific Northwest; Alaska and Alaska CruiseTours; Europe (except Prinsendam Europe, 30+ day Transatlantic and segments of 30+ day Transatlantic) and 27-day or less Hawaii sailings

<u>Days Prior to Departure</u>	<u>Cancellation Charge</u>
76 days or more	Full refund
75 – 57 days	Deposit amount
56 – 29 days	50% of gross fare including NCFs
28 – 16 days	75% of gross fare including NCFs
15 days or less	100% of gross fare including NCFs

Flash Fares, Non Refundable Promotional Fares – All Destinations and Itineraries

<u>Days Prior to Departure</u>	<u>Cancellation Charge</u>
At time of confirmation	100% of gross fare including NCFs

Given that the resale of cancelled space will likely result in a lost opportunity to sell other space, these fees are due regardless of resale. Fees incurred as a result of cancellation cannot be applied to future bookings.

Cancellation fees apply to the entire cruise booking, including cruise fare, non-commissionable fare (NCF). Holland America 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 & Holland America 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.

Holland America 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 Holland America, 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.

# HOLLAND AMERICA LINE & CRUISE GURU GENERAL TERMS AND CONDITIONS



Cancellations occurring where there is triple or quad occupancy, the applicable cancellation fee/amount will be applied to the designated guest number as shown on your booking. For example: If you appear as guest#2 on your booking invoice – the total fare of the second guest will be the amount from which cancellation fees are calculated. Additional funds maybe required for the new CPP Plan of guest/s still travelling as the CPP amount paid by the guest/s still travelling will be recalculated based on guest/s revised fare if CPP is applicable. Promotions such as onboard credits or other promotional inclusions can be affected by changes made to your booking.

## **Booking Changes & Amendments**

Name changes require the prior approval of Holland America Line and may not always be possible. Cruise contracts are non transferable. Name changes and departure date changes are considered reservation cancellations and are subject to cancellation fees.

Holland America Line may charge additional fees for any amendments made to your travel arrangements after the due date for final payment, Name changes or additions will be allowed at Holland America Line's 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

- 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

# HOLLAND AMERICA LINE & CRUISE GURU GENERAL 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 Fares**

Travelling with Holland America Line is one of the best vacation values around. The cruise fare includes accommodation aboard an elegant Holland America cruise ship, most meals and entertainment on board the ship. Not included, however, are items of a personal nature or optional programs or optional activities, such as alcoholic beverages, soft drinks, laundry and dry cleaning (some exceptions apply), shore excursions, ground transfers, medical, barber and beauty shop services. A modest service charge applies to meals at any speciality restaurant.

## **Non Refundable & Promotional Fares**

Holland America may at times release special promotional fares that attract differing terms and conditions from those outlined within and as included in the Holland America brochure. These may include different deposit amounts, different final payment and cancellation conditions including non-refundable deposits and fares. To confirm if you have been booked on a promotional fare please check at time of booking with Cruise Guru for what conditions may apply to your booking.

In addition Cruise Guru may offer special promotions that will also attract different deposits, final payment dates and amounts from the cruise line. When making a payment on these special promotions you are confirming your booking subject to the Cruise Guru special promotions terms and conditions.

### **Cruise Guru Reduced Deposit Promotions**

1. Offer only valid on specific promotional period and subject to select cruises and availability
2. Non refundable and non transferable deposits to be paid to Cruise Guru upon confirmation of booking.
3. No Cruise Guru additional administration fee is collected or charged at time of booking for cancellations.
4. Final Payment due date will vary from standard booking due dates
5. If full payment is NOT received by final due date booking will AUTO CANCEL and no refunds will apply.
6. Once Final Payment has been received, Cruise Guru will charge a 10% cancellation fee of the FULL CRUISE VALUE in additional to the normal cruise line cancellation penalty.

## **Onboard Credits/Shipboard Credits & Promotional Inclusions**

From time to time there maybe promotions which include onboard credits or other inclusions such as 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

# HOLLAND AMERICA LINE & CRUISE GURU GENERAL TERMS AND CONDITIONS



for onboard purchases. Some Onboard Credits or promotional inclusion 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**

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

Holland America may elect to impose a fuel supplement at any time. Holland America reserves the right to re-instate the fuel supplement for all guests at up to AUD11.97 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.

## **Non-Australian Residents/International Sales Policy**

It is Holland America's policy that bookings are made through an approved booking office for your country of residence. Cruise Guru cannot accept bookings from non-Australian residents. Should a booking be made through Cruise Guru for non Australian Residents, Cruise Guru have the right to charge an additional AUD\$100 per person plus all applicable credit card fees. This may occur after FULL payment has been made or after sailing has been completed.

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

If you purchase transfers, pre or post accommodation packages through Holland America you are required to provide your arrival/departure information to Cruise

# HOLLAND AMERICA LINE & CRUISE GURU GENERAL TERMS AND CONDITIONS



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 (GUAR), is booked an identical or higher category stateroom (for the same price) will be assigned at any time after booking is made and may not be advised until day of sailing. The allocated stateroom may be located on any passenger deck on the ship, but you will be assigned AT LEAST the category for which you paid. Your stateroom assignment will be advised when you check in for your cruise. Please note: Guarantee staterooms assigned may be equipped differently from general category description including certain staterooms with obstructed view and modified accessible staterooms.

Special stateroom requests cannot be assigned to guarantee stateroom bookings. When booking a guarantee stateroom, bookings cannot be cross referenced for cabin assignments but can be cross referenced for dining only. To cross reference cabin assignments, bookings MUST be made with an original cabin assignment to apply

## **Upgrade & Stateroom Change Policies**

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

## **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.

# HOLLAND AMERICA LINE & CRUISE GURU GENERAL TERMS AND CONDITIONS



## **Gratuities - Hotel Service Charges**

The Holland America crew work very hard to make sure that every aspect of your cruise meets the highest standards. This includes those crew members who serve you directly, such as Dining Room wait staff and the stewards who service your stateroom each day. There are also many others who support their efforts whom you may never meet, such as galley and laundry staff. To ensure that the efforts of all of our crew members are recognized and rewarded, a daily Hotel Service Charge is automatically added to each guest's shipboard account. The daily Hotel Service Charge for suites is USD12.00 per guest per day, and USD11.50 per guest per day for other staterooms. If our service exceeds or fails to meet your expectations, you are free to adjust this amount at the end of each segment and/or voyage. The Hotel Service Charge is paid to Holland America Line crew members, and represents an important part of their compensation. A 15% Bar Service Charge is automatically added to bar charges and Dining Room wine purchases. In terminals, airports, ports of call and on shore excursions, we suggest that you extend gratuities consistent with customary local practices.

## **Gratuities on your Alaska Cruisetour**

Gratuities are not included during the land portion of your tour. Gratuities are a personal matter and an expression of appreciation for genuine, personal service provided by knowledgeable and creative professionals. Please extend any gratuities on an individual basis, not as a group. Gratuities may vary by program. Tips to the tour director and motorcoach driver have not been provided and should be rendered on a voluntary and personal basis. See the tour director to verify if additional tips are customarily rendered on your particular tour.

## **Dining**

Holland America offers As You Wish dining options that lets you select the venue and style that suits you. Choose from a festive five-course affair, a quick casual dinner for two or an intimate meal in the privacy of your stateroom.

For the Main Dining Room choose from

**Classic Pre-Set Dining** – The traditional pre-set dining times are 5:45pm & 8:00pm in the Main Dining Room. You may request seating time, table size and indicate with whom you wish to dine. Requests will be confirmed or waitlisted at the time of booking. Table number and table size are on request only, and will be assigned by the Dining Room Manager on board. The status of your seating will be listed on your Cruise Contract. Your seating assignment will be noted on your guest card upon boarding.

**Flexible Open Dining** – Open dining times are 5:15pm to 9:00pm. If you choose the flexible, open –seating program, you may make reservation by calling the dining reservation number on board or simply come to the Dining Room during these dining hours. Flexible Open Dining is not available on Grand World or Grand Voyage cruises or segments.

Holland America offers several Specialty Dining options for you to choose from on every ship. These distinctive restaurants provide intimate dining in an upscale atmosphere. Reservations are suggested at these popular venues. As these restaurants at sea are truly a special treat, a cover charge may apply per person.



# HOLLAND AMERICA LINE & CRUISE GURU GENERAL TERMS AND CONDITIONS



Holland America 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**

Special dietary needs, such as vegetarian, diabetic or gluten-free meals, are easily accommodated with advance requests. Kosher meals and a Health Conscious Dining option are also available. To arrange special meals, please advise at time of booking or at least 60 days prior to departure.

## **Documentation**

Holland America has now moved to [Express Documentation](#). Express documentation arrives electronically and will be issued for all sailings (exception Grand Voyages). Express Documentation will be available approximately 40 days prior to sailing. You can print your set of Express Docs along with any other supplementary material and complete your Online Check-in by visiting [www.hollandamerica.com/For-Booked-Guests.html](http://www.hollandamerica.com/For-Booked-Guests.html). Complete details, including step-by-step instructions, screen shots and an example of a cruise ticket and signature preferred boarding pass are located on this page for your assistance. The cruise ticket document also provides examples of arrival information, your itinerary, contract, cancellation protection plan and shipboard life.

## **Check-In Procedures**

U.S. government security regulations require Holland America Line to submit certain guest information to law enforcement authorities in advance to departure. To meet this requirement, Holland America Line must have the necessary information in their records at least 2 hours before departure. If they do not have your information by this deadline, guests will be unable to sail. Guests are urged to complete the Online Check-in process before leaving home. Guests who wait to check in at the terminal will risk being unable to sail even if they arrive at the terminal before the vessel leaves. Guests will be responsible for all costs incurred to join the vessel at the next port. Website: [www.hollandamerica.com](http://www.hollandamerica.com) and go to Check-In Online.

## **Passports / Visas / Immunisations**

Cruise Guru & Holland America 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.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**

Guests under 21 years of age must be accompanied by a parent, guardian or chaperone who is at least 21 years old; one adult chaperone is required for every

# HOLLAND AMERICA LINE & CRUISE GURU GENERAL TERMS AND CONDITIONS



five people under the age of 21 (25 years of age or older in the case of persons serving as chaperones for approved organized student/youth groups). Alcoholic beverages will not be served to guests under age 21. Due to limited medical facilities on the ships, we will not accept reservations for infants under 6 months old at time of sailing. For trans ocean crossings, or other itineraries which our Medical Department feel present a significant risk, infants must be a minimum of 12 months of age at embarkation. Minors under age 18 travelling to certain foreign countries must be accompanied by both parents or have a notarized letter of consent signed by the parent(s) not travelling. If the other parent is deceased or the child has only one legal parent, a notarized statement must be obtained as proof. All minors under age 18 must travel with all proper identification requirements in addition to the signed letter of authorization. Parents, guardians and chaperones are responsible for overseeing the conduct of minors in their care. As such, minors may not be left unsupervised on board the ship. A parent or legal guardian **MUST** accompany all children under the age of 18 on all tours for safety and liability reasons.

**Minors Going Ashore:** Parents and guardians are responsible for deciding whether or not minors under age 16 are allowed to go ashore without adult supervision. If you want to permit a minor travelling with you to go ashore without an adult companion, please discuss this in advance with the ship's Security Officer so that they can make a notation of this in our gangway control system software. Absent this approval, our security personnel will generally prohibit minors from leaving the ship without an adult companion although we cannot provide absolute assurances in this regard. It is ultimately the responsibility of parents and guardians to ensure that minors travelling with them act in accordance with their instructions.

## **Pregnancy**

Holland America 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

## **Shore Excursions**

Our extensive and award-winning shore excursions program helps you make the most of your time in port and provides you with the best transportation and guide services available. Choose from city tours, culinary explorations, shopping outings, outdoor expeditions, cultural activities and more. We recommend you book early for the best selection, as our excursions and tours have limited capacity and fill up quickly. Shore excursions may be easily booked online in advance of sailing; simply go to [Book Shore Excursions](#) on Holland America website. If tour details are not yet finalized, please check again closer to your departure date. Changes or cancellations may be made online up to 5 days prior to your scheduled cruise departure date. Shore excursion vouchers will be delivered to your stateroom on the day of embarkation. You will also be able to request tours on the ship at the Shore Excursion Office. However, please note that requests are processed on a first-come, first-served basis. Requests for excursions which are fully booked are placed on a waiting list. We have created a broad range of shore excursions with options available for every desired activity level. We recommend that guests with physical limitations review the "Which Tours are Best for You" section of the shore excursion brochure. Each shore excursion will show a corresponding activity level icon; use the icons as a general guide to the level of activity involved. Please note that wheelchair lift vehicles are

# HOLLAND AMERICA LINE & CRUISE GURU GENERAL TERMS AND CONDITIONS



not available in some ports. Please check with the Shore Excursion staff on board for the most accurate and up-to-date information. Holland America Line and our local agents have spent much time in the selection of shore excursion tours. Please be aware, however, that although every effort has been made to present you with the best available facilities in the countries we visit, some of these tours may not have amenities such as air-conditioning and toilets on buses. Please note: No refund or allowance can be made to any guest who might, for any reason (including medical), cancel, deviate from, or otherwise not utilize all of the services scheduled to be provided by any excursion. Guests on any excursion, who elect to leave the automobiles or motorcoaches in the shopping area, or elsewhere, must provide their own transportation, at their own expense, back to the port.

## **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 Holland America vessels is provided solely by Holland America 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.hollandamerica.com.au](http://www.hollandamerica.com.au). This contains complete and important information regarding cancellations, itineraries, Holland America 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.

# HOLLAND AMERICA LINE & CRUISE GURU GENERAL TERMS AND CONDITIONS



All matters arising 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 Holland America website [www.hollandamerica.com.au](http://www.hollandamerica.com.au) or brochure.

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