

# MSC CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



As part of accepting an MSC Cruises booking, and in addition to accepting Cruise Guru terms and conditions below, you must also read, understand and agree to be bound by these MSC Cruises General Information and Booking Terms and Conditions including booking procedures, cancellation and amendment clauses for all persons named on your booking reservation ([click to view](#)).

## **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@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 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 MSC Cruises for incorrect information supplied by guest/s. Failure to complete any necessary forms or documents required for travel may result in cancellation of the booking or denial of boarding.

## **Final Payment**

Full payment for all voyages must be received no later than the date stipulated on your booking confirmation. All reservations will auto cancel if payments are not received by the due date.

For your convenience, on the final payment due date, the final balance will be charged automatically to the credit card originally processed for deposit that we have on file. If you need to change your payment details including credit card details or new expiry date you must email [accounts@cruiseguru.com.au](mailto:accounts@cruiseguru.com.au) a minimum of 5 days prior to payment due date. If your credit card should be

# MSC CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



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.

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 MSC Cruises once the cancellation advice has been processed by MSC Cruises.

[Please refer to MSC General Information and Booking Terms & Conditions for full details](#)

## MSC Cancellation Guidelines

<u>Days Prior to Departure</u>	<u>Cancellation Charge</u>
90 days or more	Loss of non-refundable deposit
89 – 61 days	20% of published fare or deposit amount if the deposit amount is higher than 20% of published fare
60 to 15 days	60% of published fare or deposit amount if the deposit amount is higher than 60% of published fare
14 – 7 days	80% of published fare or deposit amount if the deposit amount is higher than 80% of published fare
6 days or less	100% of published fare or deposit amount if the deposit amount is higher than 100% published fare

Cruise Guru & MSC Cruises reserve the right to charge you for cancellation fees incurred that maybe greater than the amounts of payments received at the time of cancellation of your booking. Any outstanding amounts must be paid by the cancelled parties

In addition, guests will be liable for any additional fees charged by any non-cruise providers due to cancellations including a Cruise Guru cancellation administration fee of AUD110 per person charged on all cancellations regardless whether a cruise protection plan has been purchased. The Cruise Guru cancellation administration fee will be deducted from any refund due. If there is insufficient funds from any refunds due to cover the Cruise Guru cancellation administration fee of AUD110 per person, Cruise Guru will charge the difference to the credit card held on file.

Please note: MSC Cruises reserves the right to change deposit, payment and cancellation/terms/conditions without prior notice

# MSC CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



## **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 MSC Cruises if you request a change in your travel arrangements. The amount of the amendment fee is at the discretion of MSC Cruises. Name changes or additions are always at the discretion of MSC Cruises 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 MSC Cruises if you request a waitlist. MSC Cruises 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

- 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

# MSC CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



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, MSC Cruises separately assesses airport facility charges and certain departure taxes and other taxes/fees that are implemented by various governments and quasi-governmental agencies. Such assessment is subject to change without notice at any time whether or not you have a confirmed booking under deposit, or if you have made final payment.

Your fare is determined by the fare type, the number of passengers in your stateroom, its location on the ship, the amenities offered, port charges, government taxes, and any applicable airfares including taxes and fees, transfers and hotel accommodation. Once booked, your fare is only subject to any increased taxes. You will be notified of this before it is added to your fare or to your on board account.

## **Non Refundable & Promotional Fares**

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

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

To confirm if you have been booked on a promotional fare please check at time of booking with Cruise Guru for what conditions may apply to your booking.

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.

# MSC CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



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.

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

From time to time there maybe promotions which include onboard credits or other inclusions which are but not limited to speciality restaurant vouchers or drink packages/cards. These promotions can be applied to the cabin or to individual passengers. An Onboard Credit is a monetary amount which is applied to your onboard account for onboard purchases. Some Onboard Credits or promotional inclusions may not be combinable with other offers and are non-transferable. Any unused portion of the Onboard Credit will expire at midnight on the last night of your cruise and is not redeemable for cash at any time. Onboard Credit or other promotional inclusions are not transferable between any cruises, including consecutive cruises and fellow travellers. Any promotional inclusions not used will be forfeited on conclusion of the cruise.

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

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

MSC Cruises reserves the right to upgrade a guest or guests to more expensive category accommodation at no additional cost. MSC Cruises also reserves the right to move guest/s from their original stateroom number booked to another stateroom in the same category due to operational reasons including when the number of people booked in the stateroom is less than the number of beds in the stateroom. Stateroom changes can occur at anytime including up to the day of

# MSC CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



sailing and is always at the discretion of MSC Cruises. If you do not wish to have your stateroom changes, you need to advise Cruise Guru at time of booking your request to decline an upgrade or change in stateroom. Please note, the request to have no stateroom changes made to your booking cannot be guaranteed.

## Single Guests

Single occupancy may be available in select categories at a higher charge. The supplement for single use of a stateroom varies depending on availability, sailing date, duration and stateroom category for the chosen departure. Please note that the percentage of the sole occupancy supplement may be increased without prior notice. Single occupancy availability is capacity controlled and is always at the discretion of MSC Cruises.

## Third Guest & Children's Fares

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

## Fuel, Taxes and Surcharges

Once booked your fare is only subject to any increased taxes which will be added to the fare or to your on board account.

We may elect to impose a fuel supplement at any time, in which case any additional fees will apply to new bookings only. The total price quoted to you at the time of booking will be inclusive of any applicable fuel supplement.

## Gratuities – Hotel Service Charges

During your cruise you will meet staff throughout the ship who provide you with excellent service. They are supported by just as many staff and crew who work hard behind the scenes to ensure you enjoy every moment of your cruise. For your convenience MSC Cruises automatically add a daily Hotel Service Charge to your shipboard account, based on your chosen itinerary and the number of days for which the services are actually provided. The Hotel Service Charge serves to ensure we maintain the highest quality standards of service to our guests.

The daily amounts below are calculated with this in mind and cannot be modified. However, should you wish to remove any of the daily Hotel Service Charge in the unlikely event that you do not receive satisfactory service, you may do so by contacting the Guest Relations Manger on board. MSC Cruises does not recommend tipping individual members of staff.

### **Mediterranean, Northern Europe, Abu Dhabi and Emirates cruises:**

Adults (18 years and over):

9 days/8 nights or less: €EUR7.00 per adult per night

10 days/9 nights or more: €EUR 6.00 per adult per night including Ocean Voyages to/from Abu Dhabi and the Emirates

Children (Between 14 and 17years):

9 days/8 nights or less: €EUR3.5 per child per night



# MSC CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



10 days/9 nights or more: €EUR 3.00 per child per night including Ocean Voyages to/from Abu Dhabi and the Emirates

There is no hotel service charge for children under the age of 14 years.

## **All Caribbean cruises and Ocean Voyages from Caribbean to Europe:**

Adults (18 years and over): \$USD12.00 per adult per night

Children (under 18 years): \$USD6.00 per child per night

There is no hotel service charge for children under the age of 3 years for Caribbean cruises and Ocean Voyage Caribbean to Europe

## **Ocean Voyages from Europe to Caribbean:**

Adults (18 years and over) €EUR6.00 per adult per night

Children (Between 14 and 17 years): €EUR3.00 per child per night

There is no hotel service charge for children under the age of 14 years for Ocean Voyage from Europe to Caribbean.

## **All South America cruises and Ocean Voyages from South America to Europe:**

Adults (18 years and over): \$USD9.00 per adult per night

Children (under 18 years): \$USD4.50 per child per night

There is no hotel service charge for children under the age of 3 ys for South America cruises & Ocean Voyage South America to Europe

## **Ocean Voyage from Europe to South America:**

Adults (18 years and over) €EUR6.00 per adult per night

Children (Between 14 and 17 years): €EUR3.00 per child per night

There is no hotel service charge for children under the age of 14 years for Ocean Voyage from Europe to South America.

## **All South African cruises and Ocean Voyage from South Africa to Europe:**

Adults (18 years and over): \$USD6.00 per adult per night

Children (under 18 years): \$USD3.00 per child per night

There is no hotel service charge for children under the age of 3 years for South Africa cruises & Ocean Voyage South Africa to Europe

## **Ocean Voyage from Europe to South Africa:**

Adults (18 years and over) €EUR6.00 per adult per night

Children (Between 14 and 17 years): €EUR3.00 per child per night

There is no hotel service charge for children under the age of 14 years for Ocean Voyage from Europe to South Africa.

# MSC CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



## **Dining**

Dining times are published in the daily program which will be delivered to your cabin each evening. Dining times are subject to change at anytime and may vary to suit arrivals, departures and shore excursion arrangements, Dinner is served in the restaurants in two seating's at 19.00 and 20.45pm, please check the onboard daily program guide for exact timings.

Indication on the Booking Form of preferred dinner sitting time and table size is highly recommended prior to departure from. MSC Cruises will make all reasonable endeavours to accommodate your seating requests but requests are subject to change until embarkation on day of cruise.

Dining at specialty restaurants or a la carte restaurants is at a surcharge paid onboard and are subject to availability. This dining requires a reservation to be made with the Maitre d'Hotel or your Dining Room Waiter on board

All food, drink and related services not included in the cruise price shall be paid at the end of the cruise. A 15% service charge will be added and detailed in the final bill. No tips are therefore required for bar and restaurant staff.

## **Special Diets**

Any special dietary requirements/allergies or special requests must be advised in as much detail as possible on the Booking Form prior to departure. Descriptions such as "Vegetarian" are not sufficient. A supplementary charge may apply to these dietary or special requests including birthday cakes, anniversary cakes etc.

Kosher menus are available if requested at least two months before the departure, while Halal menus are available on itineraries in the Mediterranean, South Africa and the Red Sea.

MSC Cruises works closely with Italian Celiac Association to provide gluten-free menus in the main restaurants when cruising in the Mediterranean and Northern Europe onboard MSC Divina, MSC Splendida, MSC Fantasia, MSC Magnifica, MSC Musica, MSC Orchestra & MSC Poesia. Aboard MSC Preziosa\*, MSC Lirica, MSC Opera, MSC Sinfonia and MSC Armonia guests receive pre-packaged gluten-free products such as snacks, biscuits, croissants, sponge cakes and muffins.

## **Minors and Children**

Children under the age of 18 cruise free when staying in the same cabin as two paying adults. Port charges, insurance, flights and transfer costs are not included and must be paid individually.

## **Pregnancy**

MSC Cruises welcomes pregnant women but will NOT accept guests who will enter the 28<sup>th</sup> week of pregnancy by the beginning of the cruise

## **Shore Excursions**

Excursion programs are designed to cater to every MSC guest, satisfying their tastes and preferences. A variety of itineraries are proposed for each location including cultural attractions and sightseeing, shopping opportunities and trips to local beaches. Passengers can really get a feel for the day's destination in just a few hours and come away with some great new vacation memories.



# MSC CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



When you book your cruise, you will receive detailed information regarding excursion times, prices and itineraries by selecting choices that relate to your personal tastes. Once on board, guests will also find an informative brochure in their cabin. Finally, the Tour Manager and staff are also on hand to provide information and advice.

## Documents

### E-Tickets:

Documentation for bookings will be provided electronically via the Internet. Before e-tickets can be released the following information must be provided to MSC Cruises

- Names as per passport
- Date of Birth
- City and Country of Birth
- Nationality as shown on Passport
- Passport Number
- Date of Issue
- City and Country of Issue
- Expiry Date
- Name of Insurance Company \*
- Insurance company 24 hour emergency telephone no. \*

\*If you are not taking insurance you are required to sign the MSC Cruises Insurance Declaration Waiver Form attached at the end of this document.

## Passports / Visas / Immunisations

Cruise Guru & MSC Cruises do not provide advice regarding passports and/or visas. However all guests are required to carry a passport usually valid for 6 months after disembarking the ship, and any necessary visas. Please contact your nearest consulate for the most up to date information regarding visas. As to immunisations, please check with a travel medicine specialist or local health department for specific recommendations and/or requirements. We recommend the use of [www.smartraveller.gov.au](http://www.smartraveller.gov.au) for advice in these areas.

Passports, visas and vaccinations are your responsibility. Without the necessary passport, visas and/or vaccinations, local authorities may deny you boarding, prevent you from going ashore, issue a fine or deny the ship entry into the port.

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.](#)

***If you are not taking insurance you are required to sign the MSC Cruises Insurance Declaration Waiver Form at the end of this document and return to MSC Cruises before documents will be released.***

# MSC CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



## Important Notice

The transportation of guests and baggage on MSC Cruises vessels is provided solely by MSC Cruises and is governed by the terms and conditions printed on the Passage Contract. The Passage Contract will be included with guests travel documents, is available upon request, or can be accessed through the website at [www.msccruises.com.au](http://www.msccruises.com.au). This contains complete and important information regarding cancellations, itineraries, MSC Cruises liability, health and immigration requirements, and other relevant terms and conditions.

## Responsibility

Cruise Guru accepts bookings subject to the following conditions

Cruise Guru acts as the co-ordinator for all persons taking any service\*, and in the making of arrangements for the service. Cruise Guru does not own, manage, control or operate any component of the delivery of services and all coupons, receipts and tickets are issued subject to the terms and conditions specified by the laws of the country where a service is provided.

Cruise Guru acts as an agent for the owners contractors and suppliers of services and assume no responsibility for the loss or damage to baggage, property or for injury or illness or death, or for any damages or claims of damage to persons or property, delays, transport failures, strikes, wars & uprisings, or acts of God etc 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 MSC Cruises website [www.msccruises.com.au](http://www.msccruises.com.au) or brochure.

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