

P & O AUSTRALIA CRUISES & CRUISE GURU GENERAL TERMS AND CONDITIONS



Deposit

Deposits are due immediately at time of booking.

The deposit amount is dependant 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\$15 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. 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 P & O Australia 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 a minimum of 5 days prior to payment due date. If your credit card should be declined or insufficient funds available, your booking will be automatically subject to cancellation fees and charges.

Credit card fees may be charged on final balance for both Mastercard and Visa card at 1.5%. American Express will incur a 3.08% charge on the total amount processed.

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Alternative payment options are available through POLipay. Please enquire for details.

Cancellations

All cancellation requests must be submitted to Cruise Guru by email to reservations@cruise guru.com.au. 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 P & O Australia Cruises once the cancellation advice has been processed by P & O Australia Cruises.

P & O Australia Cancellation Guideline

All bookings made prior to 20 April 2017

<u>Days prior to Departure</u>	<u>Cancellation Charge</u>
181 days or more	Full refund
180 – 76 days	Deposit amount
75 – 43 days	25% of total fare
42 – 15 days	50% of total fare
14 days or less	100% of total fare

All bookings made after 20 April 2017

Applicable to Value Plus & Value Fares

<u>Days prior to Departure</u>	<u>Cancellation Charge</u>
181 days or more	Full refund
180 – 76 days	Deposit amount
75 – 43 days	25% of total fare
42 – 15 days	50% of total fare
14 days or less	100% of total fare

Applicable to Go Fare

15 days or more	Total fare minus deposit amount
14 days or less	100% of total fare – No refund

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

Cruise Guru & P & O Australia 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.

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

Partial Cancellations & Change in Stateroom Occupancy

Changes in stateroom occupancy when one guest cancels and the other guest is still travelling will result in cancellation fees for the cancelled guest/s and recalculation of the remaining guest/s' fare. In some circumstances, guest/s still travelling maybe required to pay a surcharge for the changed occupancy stateroom regardless of the cancellation fees paid by the cancelling guest/s. Promotions such as onboard credits or other promotional inclusions can be affected by changes made to your booking.

Booking Changes & Amendments

P & O Australia Cruises understand that on occasion you need to change to a different cruise. When this happens the following policy will apply

For Cruises booked on or after 28th April 2014

NO FREE CHANGE to a different cruise will apply once booking has been made.

If you choose to change a booking to a different cruise it will be considered as a cancellation of the original booking. In this instance, regular cancellations charges will apply.

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

Should you need to make changes to your booking (spelling corrections or to replace a guest), no P & O Australia Cruises Administration fee will apply.

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

All flight changes and requests are subject to relevant airline fees.

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

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- 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

Guests who do not wish to book directly online and prefer to book by phone, Cruise Guru reserves the right to charge an 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

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 subject to any increased taxes. You will be notified of this before it is added to your fare or to your on board account.

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, P&O Australia 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.

Special Promotions & Non Refundable Fares

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

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

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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 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 P & O Australia 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

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category description including certain staterooms with obstructed view and modified accessible staterooms.

Special stateroom requests cannot be assigned to guarantee stateroom bookings.

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

Upgrade & Stateroom Change Policies

P & O Australia Cruises reserves the right to upgrade a guest or guests to more expensive category accommodation at no additional cost. P & O Australia Cruises also reserves the right to move guest/s from their original stateroom number booked to another stateroom in the same category due to operational reasons including when the number of people booked in the stateroom is less than the number of beds in the stateroom. Stateroom changes can occur at anytime including up to the day of sailing and is always at the discretion of P & O Australia 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 is currently 200% (the full cabin cost). This may be increased without prior notice. Single occupancy availability is capacity controlled and is always at the discretion of P & O Australia 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 3rd or 4th 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.

P & O Australia Cruises 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 – Tipping

You are welcome to reward our on board crew for exceptional service, however, tipping is not required.

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Dining

Your Choice Dining on board means you can choose who you dine with, where and when. À la Carte four-course evening meals are served in the main dining rooms from 5.30pm-10pm. Arrive when you choose at any of the dining venues or pre-book a time that suits you in the main dining rooms (subject to availability). Casual evening dining from 5pm until late is also available. Venues vary across our fleet and choices include lavish buffets at waterfront restaurants, quick snacks, bistro meals, pizza and pasta, burgers and more.

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 will apply per person.

Special Diets

P & O Australia Cruises can cater for most special dietary requests, such as vegetarian, however, some limitations apply. If you have any special dietary requests, please ensure we are advised at least 60 days prior to your cruise departure. All special diet requests must be authorized in advance by P&O Australia Cruises Australia.

If you have special dietary requirements, we ask that you confirm your dietary requests with the Maitre d' or Head Waiter upon arrival. They will discuss the details with you to avoid any misunderstanding.

Documents

With eTickets, you can access and print important P & O Australia vacation documents conveniently online — including your Travel Summary, Passage Contract and cruise Boarding Pass.

Only one eTicket is generated per booking, which should be used for all passengers on the booking. Multiple copies of this can be printed however, if each passenger wants a copy or if they will be embarking at different times.

For each booking, the following documents will be provided:

- Double-sided eTicket
- T&Cs
- Single-sided luggage tag - print one tag for each piece of luggage, and complete Passenger Name & Mobile Number on each (Ship name/Cruise number will be populated, and Cabin number if allocated at time of generation).

In addition, bookings with flights booked by us will receive a single-sided Flight Information page with all passengers on the booking listed on the one page. Bookings on Pacific Sun will also have a Payment Authorisation Form for passengers to complete. All other ships do not require the printed form.

You can download your eTicket via the 'Your eTicket' page on [Cruise Personalizer®](#) located on the P&O Cruises website as early as 70 days prior to sailing, providing full payment and all your personal details, including Emergency Contact, have been provided.

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Once you have completed your details in [Cruise Personalizer®](#), it will take 5 working days for your eTicket to generate. eTickets will also be emailed to the first passenger on the booking if an email address has been provided. eTickets are convenient for you, as there is no need to wait for the post. eTickets can be printed as many times as required, and passengers can also download their eTicket online.

Name changes can still be made, as per our Terms & Conditions. It will take approximately 5 working days for new eTickets to be generated should you make a name change on a booking.

Passports / Visas / Immunisations

Cruise Guru & P&O Australia 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.

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. For international cruises (cruises that visit a foreign port), passports are required for all passengers and must be valid for a minimum of 6 months beyond the date of the cruise return. In addition, travel on our cruises will not revalidate an Australian or New Zealand re-entry visa. For domestic cruises (cruises that do not visit a foreign port), a valid passport or government issued photo identification is required (Queensland Proof of Age cards will not be accepted). For Australian passengers, a current Medicare card can be used for passengers under 18 years of age. For New Zealand passengers, an original or certified copy of the child's birth certificate or a school pass with photo will be accepted.

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

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

To ensure there is suitable supervision, there needs to be at least one passenger 18 years or older in each cabin. However, to accommodate families cruising together, children may occupy a separate cabin to their parent/guardian, providing one child is aged 16 years or over. For cruises departing from an Australian port between between 1 November and 31 December, any passenger under the age of 21 years on the day they board the cruise, must travel in the same cabin as their parent/guardian. In addition from 01 January to 31 January there is a limit on the number of passengers under 19 years of age who can travel unaccompanied. Once the limit is reached, a responsible adult 19 years or

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over must travel in the same cabin. We can advise you at the time of booking whether the limit applies to your booking. The responsible adult is accountable for passengers under 19 years of age in their cabin for the duration of the cruise, and the 'Rights of the Captain' will be applied to anyone who displays disruptive behaviour. The safety of your children is very important to us at P&O Australia. In line with Australian Standards it is strongly recommended that children under the age of 9 years do not play or sleep on upper bunk beds. Children under 13 years must be accompanied by a parent / legal guardian in the public lounges after 9.30pm. Be sure to check with the Youth Centres for special evening events designed for kids and teens. Children under the age of 18 years must be accompanied by a parent / legal guardian in the entertainment lounges and restrictions may apply to access to pools, whirlpool spas, gym and Lotus Day Spa. Pool activities are not included in our youth or teen programmes. Any child using the pools on board must be supervised by a parent or guardian at all times. For public safety reasons, children in nappies and children who are not toilet trained are not permitted in the public swimming pools and whirlpool spas on board.

Due to limited neo-natal facilities onboard and at ports of call, the following minimum ages apply:

Minimum age 6 months – Australian & New Zealand domestic (coastal cruises)

Minimum age 12 months - All other itineraries

In addition, children under three years must remain with their parent / legal guardian at all times.

We strongly recommend that children aged 6 months to 2 years 11 months sleep in a cot. Cots are permitted in all grades of accommodation, providing that the number of passengers in the cabin does not exceed the maximum capacity (ie. 3 people in a 3 berth cabin or 4 people in a 4 berth cabin). When a cot is being used, a queen bed cannot be accommodated, except in a suite or mini-suite.

Baby food and baby formula are not supplied on board our ships. However, we are able to store any food or formula carried on board. If you need to store any food during your cruise please contact Customer Care. Please ensure you travel with enough food to cover the entire cruise and a little extra for any unforeseen delays.

Onboard Medical Centre

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

Pregnancy

P&O Australia welcomes pregnant women but will NOT accept guests who will enter the 24th week of pregnancy by the beginning of the cruise.

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Shore Excursions

The best chance of securing a place on one of our Shore Tours is to pre-reserve it, simply by logging onto [Cruise Personalizer®](#) within 75 days from sailing.

Please keep in mind that you will receive your tickets when you arrive on board and that pre-reservation of shore tour closes 10 days out from sailing. All of your tour purchases will be charged to your shipboard account. Therefore, advance payment is neither required nor accepted.

To avoid disappointment, please reserve your tours as early as possible. Many tours have limited capacity and reservations are made on a first-come, first-served basis. If the specific tour time you requested is fully booked, P&O Australia Cruises may schedule you on an alternate departure that corresponds with your other tour selections. If your tour choice is not available we will put you on a waitlist and attempt to obtain more space on the tour. If you can be accommodated on the alternative tour departure time, the Shore Tours personnel will notify you of the status of the waitlist once on board.

If you have companions travelling with you or in other cabins and would like everyone to be on the same tour departure, ensure you book everyone on the same tour time.

Once on board, you'll receive tickets for the tours you reserved in advance. You can purchase tour tickets on board and you will find a Tour Order Form in your cabin for this purpose. You'll also find a schedule of the daily activities available to you in the daily newsletter prepared on board. The newsletter is delivered to your cabin every evening for the next day's activities. It includes relevant tour information such as the Tour Office location and hours, departure times and locations for your scheduled tours, what deck to disembark from, what to take with you when leaving the ship and what time to be back on board. When booking a tour, the cost of your activities will be added to your on board account and the tickets will be delivered directly to your cabin that same evening, or the following morning. During your cruise, the Shore Tours Manager will hold informative presentations on the various ports of call and the available tours. These presentations will cover the most up-to-date information and we recommend that you attend them, or watch them on your cabin television. Port Guides for each port of call are also available on board. These are specially prepared by P&O Australia Cruises to introduce you to the destination, and include a historical background of the local area and shopping tips, along with other useful information. If you would like to purchase additional tours, or if you have any tour or port related questions, please stop by the Tour Office during its opening hours. The friendly Tour Office staff will be happy to provide further assistance and tour recommendations to make the most out of your day in 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 CHI Travel Insurance Pty Ltd via this link.](#)

The transportation of guests and baggage on P & O Australia vessels is provided solely by P & O Australia and is governed by the terms and conditions printed on

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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.pocruises.com.au. This contains complete and important information regarding cancellations, itineraries, P & O Australia 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 P & O Australia website www.pocruises.com.au or brochure.

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