

P & O CRUISES UK & 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.

Booking

It is important the reservation is booked using full names as per passport. Fees may apply to amend names after booking is confirmed. By confirming your booking with Payment you are agreeing the Terms and conditions outlined below. No responsibility will be taken by Cruise Guru or P & O UK 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 [Contact Us](#) 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 1.3%. American Express will incur a 2% charge on the total amount processed.

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

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 P & O UK Cruises once the cancellation advice has been processed by P & O UK Cruises

Below is a GUIDELINE for cancellation charges imposed by P & O Cruises UK

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

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

Cruise Guru & P & O UK 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 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.

P & O UK Cruises 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 P & O UK Cruises, additional cancellation fees may be incurred.

Partial Cancellations & Change in Stateroom Occupancy

Changes in stateroom occupancy when one guest cancels and the other guest is still travelling will result in cancellation fees for the cancelled guest/s and recalculation of the remaining guest/s' fare. In some circumstances, guest/s still travelling maybe required to pay a surcharge for the changed occupancy stateroom regardless of the cancellation fees paid by the cancelling guest/s.

Promotions such as onboard credits or other promotional inclusions can be affected by changes made to your booking.

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Booking Changes & Amendments

We guarantee that we will not increase the price of your confirmed cruise once we have received full payment of the total cruise price from you. The price of your chosen cruise will be confirmed at the time of booking.

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 onboard account.

Sometimes we will release promotional fares. These can be offered and withdrawn at anytime. You may be permitted to change a promotional fare prior to final payment period depending on the type of promotional fare. Once inside final payment period of your cruise, if you decide to change to one of these promotional fares, you will need to cancel your existing booking and our Cancellation policy will apply.

Should you need to make changes to your booking, the following administration fees will apply.

Spelling Correction (per person) AUD25

Replacement Passenger* (per person) AUD25

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

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

If you choose to change your booking to a different voyage or a different sector of a World Voyage, it will be considered as a cancellation of your original booking and cancellation charges will apply.

Changes can only be made up to 5 days before departure.

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

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Additional Price Match / Guarantee – AUD50 per booking

- There is NO charge for initial price match request. In the event of a further price match request, Cruise Guru will charge the above fee.
*Please be advised that Price Match / Guarantee requests must comply to Price Match /Guarantee terms and conditions

NO fees are charged for changing dining options, resending of E-docs and resending Cruise Guru invoices

Guests who do not wish to book directly online and prefer to book by phone, Cruise Guru reserves the right to charge a AUD50 booking fee.

Please note: Promotions/Inclusions such as onboard credit or other promotional inclusions may be affected by changes made to your booking

Cruise Fare

Your fare is determined by the number of passengers in your stateroom, its location on the ship, amenities offered, port charges, government taxes, any airfares including taxes and fees, any transfers and any hotel accommodation.

The price of your cruise includes ship accommodations, ocean transportation, main meals on board, some beverages and most entertainment aboard the vessel.

Excluded are meals at some alternate dining venues (as published in the on board newsletter), meals on hosted land tours unless noted otherwise, transfers and items of a personal nature such as, but not limited to spa services, shore excursions, beverages and some snacks, photographs, gratuities, discretionary hotel and dining charges and medical services. Other services may be available at the time you sail, as we are constantly striving to enhance our product.

In addition, P & O CRUISES UK 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.

Non Refundable & Promotional Fares

P & O CRUISES UK may at times release special promotional fares that attract differing terms and conditions from those outlined within and as included in the P & O CRUISES UK brochure or website. 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.

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Cruise Guru Reduced Deposit Promotions

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

Onboard Credits/Shipboard Credits & Promotional Inclusions

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

Fuel, Taxes and Surcharges

In the event of there being any adverse movement in currency exchange rates or cost of fuel or other operating costs of the vessel or of P & O CRUISES UK between date of reservation of passage and sailing, P & O CRUISES UK shall be entitled to impose a surcharge upon the passage fare of the amount to be assessed by P & O CRUISES UK which the passenger shall pay prior to embarkation or maybe charged to your on board account.

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 P & O CRUISES UK for purposes of computing the quoted amount, P & O CRUISES UK reserves the right to pass through the extra amount at any time prior to departure. Similarly, P & O CRUISES UK 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 P & O CRUISES UK and can occur at anytime.

P & O CRUISES UK may elect to impose a fuel supplement at any time, in which case the supplement will be applied. The total price quoted at time of booking will be inclusive of any applicable fuel supplement.

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Please note: No right of cancellation exists under either of these circumstances by the guest. If guests do not pay any outstanding monies booking will be subject to cancellation and cancellation fees.

Options - Transfers, Pre & Post Accommodations

If you purchase transfers, pre or post accommodation packages through P&O Cruises UK you are required to provide your arrival/departure information to Cruise 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

P & O CRUISES UK reserves the right to upgrade a guest or guests to more expensive category accommodation at no additional cost. P & O CRUISES UK 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 P & O CRUISES UK. 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 P & O CRUISES UK

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 3rd or 4th bed in a stateroom and/or suite.

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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.

Gratuities – Tipping

During your cruise you will meet many members of our staff in a variety of locations, as they provide you with impeccable service. To thank the crew who provide excellent service on board, a daily amount of approximately GBP3.50 per person aged 12 and over will be added to passenger's on board accounts and is shared amongst the waiting staff and stateroom stewards. This policy creates clarity for everyone by removing any awkwardness and confusion, whilst ensuring that passengers are still able to recognise excellent service. Should you wish to amend this amount in anyway, you can do so by visiting Reception at any stage during your cruise.

Minors and Children

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

Please note: Adonia, Arcadia and Oriana are dedicated to adults and therefore do not accept children or teenagers under the age of 18 years.

Infant Policy

Infants sailing on a cruise must be at least 12 months old on the first day of the cruise.

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

Pregnancy

P & O CRUISES UK welcomes pregnant women but will NOT accept guests who will enter the 24th week of pregnancy by the beginning of the cruise. Passengers who are pregnant during their cruise are required to supply a physician's 'fit to travel' note, including your estimated due date prior to embarkation.

Dining

On all ships there is a choice of dining options.

Club Dining is a fixed seating plan operating on 2 sittings, either 1st sitting at 6.30pm or 2nd sitting at 8.30pm. You can request to choose the size of your table and to sit with fellow passengers. You will be sat at the same table, with the same waiters and fellow diners for the duration of your cruise.

Freedom Dining is a flexible style of cruise dining. You can arrive at the restaurant at any time between 18.00 and 21.30 and ask to be seated. Tables for four, six or eight can be requested and there is a limited number of tables for two. These are provided on a first come, first serve basis. If your requested table size is not available, you will be given a pager so you can take a pre dinner drink

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at one of the bars or explore the ship whilst waiting for your table. Freedom dining offers you the opportunity to be seated with different people every night on different sized tables and with different waiters serving you. Freedom dining is available on Azura, Oceana and Ventura

There are also other dining areas which provide 24 hour service ranging from buffet food courts, pizzerias and daytime grills. In all instances, the cost of your meal is included in your fare.

In addition to these, Select Dining in a specialty restaurant gives you even more choice, many of which are inspired by Michelin-starred chefs such as Marco Pierre White and Atul Kochhar. A Select Dining Cover charge applies in these restaurants.

You can also take advantage of room service for light bites and/or full meals. Room service is available 24 hours a day and some items incur a charge. A room service menu will be available to you in your cabin. Please note that room service on Adonia is only available between the hours of 7am (6am on selected port days) and 11pm

Regardless of which option you choose, you are still welcome to use the Select dining or buffet restaurants at any point during your cruise.

Requests for traditional first or second seating, special diets or seating with a specific party should be made at time of booking. Please note that dining times will not be confirmed until you are on board and subject to change.

Special Diets

All ships can cater for the following diets; vegetarian, low/no fat, low salt/no salt, lactose intolerant/dairy free, gluten/wheat free/coeliac, low cholesterol, diabetic, kosher and vegan. Ideally, we would like as much notice as possible in order to ensure that your requests are passed to the ship. Any requests made 6 weeks or less prior to departure cannot be guaranteed, however you will still need to notify diets.reservations@carnivalukgroup.com.

Whenever possible, the Chefs will do their best to adapt dishes on the main menu accordingly to suit passengers' needs. Passengers who require a special diet will be approached on the first night by the Head Waiter in the restaurant to discuss their diet. A menu will then be provided for the following night's meal and the order taken in advance. This process will be repeated each night giving the Chef's plenty of time to plan and prepare meals accordingly. Passengers with allergies are not normally provided with a separate menu. The majority of special diets can always be accommodated in the main restaurants, however in the speciality restaurants you will need to notify the staff when making your reservation of your dietary requirement.

Providing you have notified us in advance of your dietary requirements, passengers on Freedom Dining will have a card in their stateroom on arrival asking them to make themselves known to the Restaurant Manager on the first night to discuss their requirements.

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Onboard Account

All shipboard purchases are charged to your on board account which can be settled by Visa, MasterCard, Diners Club, AMEX, Visa Debit and GBP cash. An itemised on board account will be delivered to your cabin at the end of your cruise. We recommend that you pre-register your credit card or debit card details at embarkation for an express check-out. Debit cards act as a credit card whilst using the available funds in your bank account. Whilst using credit or debit cards we obtain pre-authorisations and some banks hold these for up to 30 days. This may appear as a double charge to your credit or debit card until your bank releases the hold. Pre-paid credit cards, Travelex Visa cash passports and traveller's cheques are NOT accepted on board. When travelling on a world cruise, credit/debit cards are charged approximately every 30 days.

Cruise Personaliser

After deposit and approximately 70 days prior to sailing you can go to 'Cruise Personaliser' on P & O CRUISES UK website www.pocruises.com. This means all guests on the booking will be able to view their pre-voyage information online.

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

It's fast and simple to use – to access, all you need to do is visit www.pocruises.com, click on 'Cruise Personaliser' and enter your name and booking number.

Shore Excursions

You can view and pre-book shore excursions through going to 'Cruise Personaliser' on the P & O CRUISES UK website www.pocruises.com. You can also book at the Shore Excursions Office on board. If you prefer to make your own arrangements, you will find a folder of port guides in your stateroom.

Documents

Once you have provided your personal details via 'Cruise Personaliser' and paid for your booking in full, you can download your E-ticket from 30 days prior to sailing. All you need to do is visit www.pocruises.com, click on 'Cruise Personaliser' and enter your name and booking number.

Passports / Visas / Immunisations

Cruise Guru & P & O CRUISES UK 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 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.](#)

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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 P & O CRUISES UK vessels is provided solely by P & O CRUISES UK 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.pocruises.com This contains complete and important information regarding cancellations, itineraries, P & O CRUISES UK liability, health and immigration requirements, and other relevant terms and conditions.

Responsibility

Cruise Guru accepts bookings subject to the following conditions:

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

Cruise Guru acts as an agent for the owners contractors and suppliers of services and assume no responsibility for the loss or damage to baggage, property or for injury or illness or death, or for any damages or claims of damage to persons or property, delays, transport failures, strikes, wars & uprisings, or acts of God etc over which we have no control. Clients are strongly advised to insure adequately for the full duration of their travel arrangements in respect of illness or injury death baggage and personal effects.

While Cruise Guru will use its best endeavours to ensure services* are performed as advertised, reasonable changes in the itinerary may be made without notice where deemed necessary or advisable by Cruise Guru or the operator. Further, whilst Cruise Guru will take all reasonable steps to provide enjoyable services*, Cruise Guru accepts no liability for any loss of enjoyment whatsoever, and howsoever experienced by a passenger.

All matters rising to any service* provided by Cruise Guru but not in respect of other things governed by the law of the state of New South Wales.

** Service/s refer to all accommodation & hotels or accommodation, cruises, flights, ground transportation / transfers, meals & beverages, shore excursions and tours.*

Privacy Policy

Information collected in the booking process will be treated in accordance with Cruise Guru's Privacy Policy as displayed on the Cruise Guru website.

NB – Please note that these terms and conditions can change without prior notice.

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For further information, please refer to the P & O CRUISES UK website www.pocruises.com or brochure.

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