

SILVERSEA & CRUISE GURU GENERAL TERMS AND CONDITIONS



Deposit

Deposits are due immediately at time of booking.

The deposit amount is dependent on the selected voyage, destination and length of cruise and time of booking and is displayed on your booking confirmation. The deposit amount includes a Cruise Guru administration fee of A\$110 per person which is deducted from the final balance.

Only Australian dollar payments are accepted.

Deposits must be paid by Mastercard, Visa or American Express at time of booking. Credit card fees do not apply to Mastercard or Visa card deposit payments made online. Credit Card fees do apply to Mastercard or Visa card deposit payments made through the Cruise Guru call centre, please consult with your reservations cruise expert for applicable fees at time of deposit. Credit card fees do apply to American Express card deposit payments made online and through the call centre at 3.08% of total amount, processed and charged at time of payment.

Please note on select voyages a second deposit may be required before final payment to secure the booking. For your convenience the second deposit will be automatically deducted from the credit card used at time of first deposit. If you wish to use a different card for the second deposit please email reservations@cruise guru.com.au. If the second deposit is not processed and confirmed by due date the booking may auto cancel and be subject to cancellation fees.

Booking

It is important that the reservation is booked using full names as per passport. Fees may apply to amend names after booking is confirmed. By confirming your booking with Payment you are agreeing the Terms and conditions outlined below. No responsibility will be taken by Cruise Guru or Silversea for incorrect information supplied by guest/s. Failure to complete any necessary forms or documents required for travel may result in cancellation of the booking or denial of boarding.

Final Payment

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

For your convenience, on the final payment due date, the final balance will be charged automatically to the credit card originally processed for deposit that we have on file. If you need to change your payment details including credit card details or new expiry date you must email accounts@cruise guru.com.au a minimum of 5 days prior to payment due date. If your credit card should be declined or insufficient funds available, your booking will be automatically subject to cancellation fees and charges.

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@cruiseguru.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 Silversea once the cancellation advice has been processed by Silversea.

Silversea Cancellation Guideline

Standard Cruises

Days prior to Departure	Cancellation Charge
121 days or more	AUD250 Silversea Administration fee per booking
120 – 91 days	15% of total fare
90 – 46 days	50% of total fare
45- 31 days	75% of total fare
30 days or less	100% of total fare

Please note: Terms and Conditions for a Silversea World Cruise and its individual voyage segments cancellation policy may vary.

Cruise tickets must be returned to Silversea before refunds (if owed) can be processed.

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

Cruise Guru & Silversea reserve the right to charge you for cancellation fees incurred that may be 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: Silversea 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 may be required to pay a surcharge for the changed occupancy stateroom regardless of the cancellation fees paid by the cancelling guest/s.

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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 Silversea 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.

Silversea 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 Silversea 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.

Should the cruise of your choice be unavailable, you may ensure a position on a waitlist for that cruise by making a deposit of AUD270 which will be applied toward your cruise deposit requirement and/or final payment should a suite become available. If a suite becomes available and you choose not to reserve, or should no suite become available, your deposit will be refunded.

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

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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 cruise only fare covers most shipboard services including: suite accommodation, all onboard meals and entertainment, all gratuities aboard ship (except spa), complimentary beverages onboard ship (including select wines, champagnes and spirits) and, on a limited number of select sailings, a special shore event. All fares are quoted in Australian dollars, are per guest and based on double occupancy

Not included in your cruise-only fare are: optional hotel accommodation, transfers and luggage handling, optional shore excursions, meals ashore or fuel surcharges, meals in Le Champagne and Seishin Restaurant, accommodation whilst ashore, security surcharges, casino gaming, laundry or valet services, purchases from the ship boutiques, childcare services aboard ship or any item or service of a personal nature such as massages, spa treatments, private fitness instruction, hair styling and manicures. Some champagne, premium wine and spirit selections, caviar, cigarettes and cigars are not included in your fare

Non Refundable & Promotional Fares

Silversea may at times release special promotional fares that attract differing terms and conditions from those outlined within and reflected in the Silversea brochure 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.
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.

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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 may be 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 Silversea, you are required to provide your arrival/departure information to Cruise Guru. You need to send an email to 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

Silversea reserves the right to upgrade a guest or guests to more expensive category accommodation at no additional cost. Silversea 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 Silversea. If you do not wish to have your stateroom changes, you need to advise Cruise Guru at time of booking your request to

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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 Silversea.

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. 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.

Fuel, Taxes and Surcharges

The fare that you pay is determined far in advance of initial departure on the basis of then-existing projections of fuel and other costs. In the event of any significant change in such costs beyond Silversea's control including, but not limited to increases in the price of fuel, currency fluctuations affecting costs, increases in government taxes or levies, or increases security costs, Silversea reserves the right to surcharge guests to cover such unexpected costs

Gratuities – Onboard Service

All gratuities aboard ship are included in your voyage fare except for spa services

Dining

An open-seating policy of dining when, where and with whom you desire, you can be as private or congenial as you desire. Silversea features a variety of dining options on board including The Restaurant (the main dining room), La Terrazza, Saletta (Silver Cloud & Silver Wind), Le Champagne & the Pool Grille (Silver Shadow & Silver Whisper) plus complimentary 24-hour in-suite dining.

Special Diets

If you have special dietary requirements, Silversea will make every attempt to accommodate your requests. Please advise Silversea of your needs on the Guest Information Form at least 75 days prior to sailing. Notification should be sent to specialservices@silversea.com.

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Documents

Cruise Documents will be issued after receipt of final payment and sent approximately 14 days prior to departure of cruise. It is most important that the reservation be made in the full passport name of the guests.

Passports / Visas / Immunisations

Cruise Guru & Silversea 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.](#)

Minors and Children

Silversea cruise guidelines state that minors under the age of 18 must be accompanied, in the same or connecting suite, by a parent or other responsible adult over the age of 21. If the adult accompanying the minor is not their parent, a parental consent guardianship form must be signed by a parent or legal guardian and received by Silversea prior to sailing. Guests must be 21 years of age or older to purchase or consume alcohol. Silversea reserves the right to refuse to serve anyone who in its sole judgment may be under the influence of alcohol, or for any reason necessary in its judgement to preserve the health and safety of guests and employees.

Silver Explorer cannot accommodate infants under the age of 1 year. *Silversea Cloud*, *Silver Wind*, *Silver Shadow*, *Silver Whisper* and *Silver Spirit* cannot accommodate infants under the age of 6 months. Guests must notify Silversea of any children between the ages of 6 months and 1 year who will be sailing on board the ship. A signed and notarised waiver will be required for all children between these ages. Although Silversea accepts guests over the age of 6 months (over the age of 1 year for Silversea Expeditions), there are no special programmes for children on board, and Silversea does not provide for the care, entertainment or supervision of children. Silversea reserves the right to limit the number of children less than 3 years of age.

In addition, the Zodiacs used for Silversea Expeditions are unable to accommodate children younger than 6 years of age. As Silversea does not provide babysitting services, an adult family member will be required to remain on board *Silver Explorer* with their child(ren) during Zodiac excursions.

Pregnancy

Silversea welcomes pregnant women but will NOT accept guests who will enter the 24th week of pregnancy by the beginning of the cruise

Shore Excursions

Shore excursions at most ports-of-call will be available to reserve 60 days in advance of voyage departure by visiting the My Voyage on www.silversea.com as well as offered for purchase on board, subject to availability.

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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 CHI Travel Insurance Pty Ltd via this link.](#)

Important Notice

The transportation of guests and baggage on Silversea vessels is provided solely by Silversea 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.silversea.com. This contains complete and important information regarding cancellations, itineraries, Silversea's 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.

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For further information, please refer to the Silversea website www.silversea.com or brochure.

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