

CARNIVAL CRUISES AUSTRALIA & 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\$25 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 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 Carnival Cruises Australia 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.

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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@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 Carnival Cruises Australia once cancellation advice has been processed by Carnival Cruises Australia.

Carnival Cruises Australia Cancellation Guideline

Days Prior to Departure	Cancellation Charge
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 [^]

Note: [^]Total Fare is the total amount payable for your booking.

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

Cruise Guru & Carnival Cruises Australia 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. Please note: For services included in your booking that are not provided by Carnival Cruises Australia, additional cancellation fees may be incurred.

Carnival Cruises Australia reserves the right to change deposit, payment and cancellation/terms/conditions without prior notice

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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

We understand that on occasion you may need to change your travel plans. When that happens, the following applies. You are entitled to "one free change" to a different cruise under the following terms:

121 days or more prior to departure

One free change to a different Carnival Cruise departing from Australia.

120 days or less prior to departure

Cancellation charges 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, the following administration fees will apply.

Spelling Correction (per person) AUD0

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.

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

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- 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 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, Carnival Cruises Australia 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.

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Non Refundable & Promotional Fares

Carnival Cruises Australia may at times release special promotional fares that attract differing terms and conditions from those outlined within and as included in the Carnival Cruises Australia 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.

If you wish to take advantage of these offers then you will have to cancel your existing booking, whereupon standard cancellation policy (including charges) will apply. Carnival Cruises Australia & Cruise Guru have the right to charge an administration fee for this change.

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.

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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. Carnival Cruises Australia 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.

Options - Transfers, Pre & Post Accommodations

If you purchase transfers, pre or post accommodation packages through Carnival Cruises 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 Cabins

If a GUARANTEED stateroom, 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

Carnival Cruises Australia reserves the right to upgrade a guest or guests to more expensive category accommodation at no additional cost. Carnival Cruises Australia 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 Carnival Cruises Australia. 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 Carnival Cruises Australia.

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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

Gratuities – Onboard Service

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

Dining

It's all about what you want – and when you want it. Carnival's Your Choice Dining lets you eat when you are hungry. You can pick your set dinner seating time, or choose Your Time Dining and be seated restaurant-style whenever you like, with who ever you like. Reservations are recommended for the Steakhouse as it tends to full up early.

Dining Times

Early	Dining	6:00	pm
Late	Dining	8:15	pm
Your Time Dining 5:45 – 9:30 pm			

Variety is the spice of life, especially when it comes to gourmet fare. That's why Carnival Cruises Australia offers several Specialty Dining options for you to choose from. 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

Any special dietary requirements/allergies or special requests must be advised in as much detail as possible prior to departure. A supplementary charge may apply to these dietary or special requests. This information should be supplied at time of booking or no later than final payment due date.

Carnival Cruises Australia will make all reasonable endeavours to comply with requests but cannot be held liable in relation to the inability to provide the required dietary or special requirement or the inability to provide a variety of special dietary meals or to meet any other special requests advised onboard

Once onboard, please check with the Maitre D' to confirm your request.

Any special dietary requests should be advised no later than final payment.

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Ship Itinerary & Changes

We will do everything we reasonably can to make sure everything goes according to plan; however, sometimes changes can happen that may affect your holiday experience. This could include weather, mechanical difficulties, civil unrest or any other unforeseen circumstances.

Force Majeure:

Once your cruise has commenced, if we are required to change the itinerary or cancel the cruise due to safety, maritime law, severe weather or to protect human life or health, we are not required to provide any compensation unless consumer laws allow otherwise. With this in mind, please do not make any important arrangements or meetings based on the proposed itinerary.

Ship Charters:

In addition, we may charter all or part of the ship, or remove the ship from service where this becomes necessary. We may change the itinerary, ship or cancel the cruise due to operational or commercial requirements.

Pre-Cruise Cancellations:

We will notify you of these changes as soon as we can. Where we cancel a cruise or make a significant change to the ports in your itinerary prior to departure, you will have the choice of:

1. the new itinerary;
2. an alternative cruise of comparable standard, if available; or
3. cancelling the cruise for a full refund of your fare.

Shore Excursions

General Shore Excursion information is available in the Shore Excursions section of Carnival Cruises Australia website at www.carnival.com.au. You will be able to view prices of excursions as early as 75 days prior to your cruise. As numbers are limited, we recommend you book early. You can also book at the Shore Excursions desk once onboard.

Documents

With eTickets, you can access and print important Carnival Cruises Australia vacation documents conveniently online at www.carnival.com.au — including your Travel Summary, Passage Contract and cruise Boarding Pass. You can download your eTicket as early as 60 days prior to sailing, providing full payment and all your personal details, including Emergency Contact, have been provided.

Passports / Visas / Immunisations

Cruise Guru & Carnival Cruise Lines 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.

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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

Stateroom Age Requirements:

To ensure there is suitable supervision, there needs to be at least one guest 18 years or older in each stateroom. However, to accommodate families cruising together, children may occupy a separate stateroom to their parent/legal guardian, providing one child is 16 years or over.

Minimum Age to Book:

For cruises departing from an Australian port between 1 November and 7 January, any passenger under 19 years of age on the day they board the cruise, must travel in the same stateroom as a responsible adult 19 years or older. In addition, from 8 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 older must travel in the same stateroom. 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 stateroom for the duration of the cruise, and the 'Rights of the Captain' will be applied to anyone who displays disruptive behaviour.

We welcome children 12 months and over to cruise with us for international cruises, and children 6 months and over for domestic cruises. We are unable to accommodate infants less than 12 months (international cruises) and 6 months (domestic cruises) due to limited neo-natal facilities on board and at ports of call.

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

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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

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

All other guests who are pregnant during their cruise are required to have a doctor fill out this

form: <http://www.carnival.com.au/~media/CCLAU/pdf/other/pregnancy-certification-form.ashx>.

This form must be completed 14 days prior to sailing and emailed to: specialneedsau@carnival.com

(Please carry original document together with other travel documentation to board your cruise.)

If this is not completed, the guest will be denied boarding. This policy will go into effect on 1 Jan 2016 for Australia. As of 1 Jan 2016, Carnival will no longer accept doctor's notes (only this form) and if not submitted 2 weeks in advance, guests will be denied boarding.

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 Carnival Cruises Australia vessels is provided solely by Carnival Cruises Australia 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.carnival.com.au. This contains complete and important information regarding cancellations, itineraries, Carnival Cruises 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

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

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

Privacy Policy

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

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

For further information, please refer to the Carnival Cruises Australia website www.carnival.com.au or brochure.

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