

# NORWEGIAN CRUISE LINE & 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\$110 per person which is deducted from the final balance.

Only Australian dollar payments are accepted.

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

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

## Booking

It is important that the reservation is booked using full names as per passport.

Fees may apply to amend names after booking is confirmed. By confirming your booking with Payment you are agreeing the Terms and conditions outlined below as well those documented in the Guest Ticket Contract. No responsibility will be taken by Cruise Guru or Norwegian Cruise Line for incorrect information supplied by guest/s. Failure to complete any necessary forms or documents required for travel may result in cancellation of the booking or denial of boarding.

## Final Payment

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

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

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

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

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## Cancellations

All cancellation requests must be submitted to Cruise Guru by email to [reservations@cruise guru.com.au](mailto:reservations@cruise guru.com.au). Cancellations must be received no later than 2pm EST/EDT on a scheduled NSW working business day for booking to be cancelled that day. Cancellations received after 2pm will not be processed until the following NSW working business day.

The cancellation fee amount will be advised by Norwegian Cruise Line once the cancellation advice has been processed by Norwegian Cruise Line.

## Norwegian Cruise Line Cancellation Guideline

**Days Prior to  
Departure Date**                      **Cruise Cancellation Fee For  
bookings made on or after 30  
March 2017.**

### **The Haven Suites, Garden Villas and Holiday Sailings \*\***

Greater than 120 days prior to sailing	\$0
119 - 90 days	25%*
89 - 56 days	50%*
55 days or less	100%

### **Cruises 1 to 6 days**

74 - 57 days	Deposit
56 - 30 days	50%*
29 - 16 days	75%*
15 days or less	100%

### **7 days or more**

89 - 76 days	25%
75 - 61 days	50%
60 - 31 days	75%
30 days or less	100%

\*Or deposit, whichever is higher

\*\* Excluding Norwegian Sky

For bookings made prior to 30 March 2017, please enquire with Cruise Guru Reservations team for details. The above cancellation schedule is for the cruise portion only. Components, other than cruise, booked with Norwegian Cruise Lines, cancellation amounts may vary.

### Cancellation Fee for 3 - 8 Guests

No cancellation fee for guest 3 - 8 if cancelled outside of the 100% cancellation period. If the reservation is cancelled within the 100% cancellation period, then the applicable cancellation fee will apply for guest 3 -8.

Gateway changes, flight date changes, name changes, name substitutions and departure date changes are considered reservation cancellations and are subject to cancellation fees. Spelling corrections may be considered cancellations.

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

Cruise Guru & Norwegian Cruise Line 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 are 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: Norwegian Cruise Line 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**

Name substitutions and departure date changes for cruise and, land and other add-ons are considered cancellations and are subject to cancellation fees.

Please note: Booking changes and amendments are always at the discretion of Norwegian Cruise Line and subject to approval. Change and Amendment fees may apply

### 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

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- 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**

Norwegian Cruise Line fares include your stateroom, delicious meals, first-class amenities and entertainment. We offer up to 11 complimentary dining options per ship included in your cruise fare and up to 10 specialty restaurants and room service outside prescribed hours with a cover charge. Almost all entertainment and amenities are free, from Broadway and Vegas-style shows to the fitness center, sports courts, pools. Kid's Crew and Teen's Crew programs. Alcoholic beverages and soft drinks, spa treatments, specialty exercise classes, baby sitting and group sitting, laundry, photographs, service fees, email, casino, Internet, ship to shore phone and Shore Excursions are optional and not included in your cruise fare.

All prices are per person, based on a double occupancy of the stateroom and are quoted in AUD dollars unless otherwise specified. The cruise prices quoted also do not include any applicable government taxes, fees, or surcharges that may be assessed by any governmental agencies. Such assessment is subject to change without notice at any time regardless of whether you have a confirmed reservation under deposit or whether you have made a final payment.

Norwegian Cruise Line reserves the right to change, whether via an increase or decrease, any published rates, including cruise rates and airfare charges, without prior notice. We reserve the right to impose on any existing booking or new bookings (whether paid in full or not) a supplement for fuel or other matters without prior notice. In addition, we reserve the right to pass on any fuel or other surcharges imposed by third parties, also without prior notice. Guests will remain liable for any applicable taxes, fees or surcharges that may be assessed by any governmental or quasi-governmental agencies.

## **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 Norwegian Cruise Line between date of reservation of passage and sailing, Norwegian Cruise Line shall be entitled to impose a surcharge upon the passage fare of the amount to be assessed by Norwegian Cruise Line which the passenger shall pay prior to embarkation.

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Norwegian Cruise Line reserves the right to charge a fuel supplement without prior notice should the closing price of West Texas Intermediate Fuel increase above USD65 per barrel on the NYMEX (New York Mercantile Exchange Index). In the event a fuel supplement is charged, Norwegian Cruise Line will have sole discretion to apply the supplementary charge to both existing and new bookings, regardless of whether such bookings have been paid in full. Such supplementary charges are not included in the cruise fare. The fuel supplement charge will not exceed USD10 per passenger per day.

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

## **Non Refundable & Promotional Fares**

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

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

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

In addition Cruise Guru may offer special promotions that will also attract different deposits, final payment dates and amounts from the cruise line.

When making a payment on these special promotions you are confirming your booking subject to the Cruise Guru special promotions terms and conditions.

## **Cruise Guru Reduced Deposit Promotions**

1. Offer only valid on specific promotional period and subject to select cruises and availability
2. Non refundable and non transferable deposits to be paid to Cruise Guru upon confirmation of booking.
3. No Cruise Guru additional administration fee is collected or charged at time of booking for cancellations.
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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## **Options - Transfers, Pre & Post Accommodations**

If you purchase transfers, pre or post accommodation packages through Norwegian Cruise Line or Cruise Guru you are required to provide your arrival/departure information to Cruise Guru. You need to send an email to [reservations@cruise guru.com.au](mailto: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 guarantee cabin (no cabin number assigned), is booked an identical or higher category cabin (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 cabin may be located on any passenger deck on the ship, but you will be assigned AT LEAST the category for which you paid. Your cabin assignment will be advised when you check in for your cruise. Please note: Guarantee cabins assigned may be equipped differently from general category description including certain obstructed views and modified accessible cabins. Special cabin requests cannot be assigned to guarantee cabin bookings. Guarantee cabins only apply to twin or single cabins.

## **Upgrade & Cabin Change Policies**

Norwegian Cruise Line reserves the right to upgrade a guest or guests to more expensive category accommodation at no additional cost. Norwegian Cruise Line also reserves the right to move guest/s from their original cabin number booked to another cabin in the same category. Cabin changes can occur at anytime including up to the day of sailing and is always at the discretion of Norwegian Cruise Line. If you do not wish to have your cabin changed, you need to advise Cruise Guru at time of booking your request to decline an upgrade or change in cabin. Please note, the request to have no cabin changes/amendments 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. In addition some Norwegian Cruise Line ships feature Studios, accommodations designed and priced specifically for solo travellers, which also include exclusive access to the Studio Lounge.

Single Occupancy availability is capacity controlled and is always at the discretion of Norwegian Cruise Line.

## **Third plus Guest/s & Children's Fares**

Norwegian Cruise Line is committed to offering an unforgettable cruise experience for the entire family. Children aboard our ships can enjoy a variety of activities, events and programs including our newly redesigned Youth Program with age specific activities for infants, kids & teens. On most sailings, we offer significantly discounted rates for the 3rd - 8th guests. Not all staterooms and suites are equipped for additional guests.

Staterooms for occupancy of guests greater than 2 guests are subject to availability and are capacity controlled. A stateroom must be assigned at time of booking that is equipped additional guest bedding. Bedding configurations may differ per stateroom. Guarantee staterooms cannot be assigned to a triple or quad booking. Confirmation for

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triple and quad and other multiple occupancy staterooms may sometimes be on a request basis and require external confirmation.

## **Gratuities – Tips – Service Charge**

Norwegian Cruise Lines are confident you will enjoy the Freestyle Cruising experience and the entire crew will provide you with the standard of service for which they strive. For convenience, Norwegian Cruise Lines automatically adds the service charge to your onboard account. The approximate charges are:

All ships, except for Norwegian Sky are:

- US\$1.99 per person per day for any category up to a Mini-Suite Stateroom.
- US\$16.99 per person per day for any suite or Haven category.

To better address the demands of the enormously successful all-inclusive product aboard Norwegian Sky, the rates are:

- US\$18.99 per person per day for any category up to a Mini-Suite Stateroom.
- US\$21.99 per person per day for any suite category.

Guests sailing to Hawaii will be charged an additional 4.275% Pre Paid Service Charge GET Tax.

The Service Charges are shared amongst staff members, including the restaurant staff, stateroom stewards and other behind-the-scenes support staff who provide services to enhance your overall cruise experience. Guests who are sailing in Suite categories also receive the services of a concierge, butler and dedicated wait staff.

There are additional gratuities for bars (15%) and spas (18%) when guests utilise these services and/or products.

Cruise Guru strongly suggest you elect to have gratuities added to your booking in advance and that they are prepaid. This allows you to plan your budget prior to your cruise giving you additional freedom whilst on board. If not, Norwegian Cruise Lines will automatically add the gratuities to your onboard account. Certain promotions include gratuities as part of the offer, if you are unsure please contact our reservations team and they will happily assist with your queries.

Please note: These rates are subject to change without prior notice.

## **Dining Freestyle Dining**

No set dining times, no assigned tables, a relaxed dress code and more restaurants than days in the week on every ship, so you can enjoy whatever you're hungry for, whenever you're hungry. Norwegian Cruise Line offers open-seating dining in a variety of restaurants and cafés with individual menus, so it's your choice. Every ship has two complimentary Main Dining Rooms serving fresh, delicious cuisine. You can have lunch or dinner with friends in one of the elegantly appointed restaurants or reserve a table for two in an intimate bistro.

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## **Speciality Dining**

When you want an even more memorable experience, our ships' specialty restaurants provide refined choices for a cover charge (USD10 to USD30 per person). Experience a Brazilian Churrascaria, dine on expertly prepared sushi, or savor traditional French bistro, Italian trattoria or Chicago steakhouse fare — it's all on board. And it's all delicious.

## **Special Diets**

If you have any food allergy or a dietary requirement that requires Kosher meals or gluten-free food product, please advise at the time of booking. Obtaining the product for many of these requests requires 60-days notice prior to sailing, and we want to ensure that we are able to fulfil your request.

## **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.

## **Documentation**

Once you've booked your cruise, log in to "**My NCL**," and get ready for Freestyle Cruising® Simply click on "Log In to My NCL" (top right of any page) to access all of your important pre-cruise information, complete your Online Check-In, book a cruise and reserve Shore Excursions. Once you've completed your Online Check-In you can download eDocs, a detailed summary of your cruise vacation that acts as your boarding pass.

All eDocs will be available from at least 60 days prior to departure, provided full payment has been received. Access to eDocs close 6 days prior to your cruise departure date. If you are unable to complete your online check in prior to your cruise departure date, please ensure you are at the pier at least 3 hours prior to sailing. If check in at the pier is not done, you will be denied boarding. Anyone arriving late at the pier, will need to call the emergency contact number on your ticket. You may be denied boarding and you will be responsible for any additional expenses. If you are unable to join the cruise, it will be considered a cancellation and a 100% fee will apply.

## **Passports / Visas / Immunisations**

Cruise Guru & Norwegian Cruise Line 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



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recommendations and/or requirements. We recommend the use of [www.smartraveller.gov.au](http://www.smartraveller.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

Infants sailing onboard a Norwegian vessel must be at least six months of age at time of sailing. However, for voyages that have 3 or more consecutive days at sea, the infant must be at least 12 months old at time of sailing.

A minor is defined as an individual under 18 years of age at the time of embarkation.

A young adult is defined as an individual between the ages of 18 and 20.

Company policy dictates that a passenger under 21 years of age must be accompanied in the same or connecting stateroom by a passenger 21 years of age or older at the time of embarkation.

For passengers under the age of 18 travelling with an accompanying adult, who is not the minor's parent or legal guardian, a [PARENT/GUARDIAN CONSENT RELEASE FORM \(PDF\)](#) that authorizes the minor's travel and further authorizes medical treatment in case of an emergency must be delivered to a Norwegian representative at the pier during check-in. Failure to produce this letter at embarkation may result in boarding being denied, with no refund of cruise fare provided.

Note: Two people under the age of 21 may travel together in the same stateroom if they are a married couple and provide proof of marriage to a Norwegian representative at the pier before embarkation.

## On board 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).

## Special Needs

If you require special assistance this should be advised at time of booking. A special accommodation requirement information form needs to be obtained, completed and returned to us. Once this is completed you will be contacted by the appropriate department to assist in making the necessary arrangements for your cruise.

## Pregnancy

Norwegian Cruise Line welcomes pregnant women but will NOT accept guests who will enter the 24<sup>th</sup> week of pregnancy by the beginning of the cruise.

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## Shore Excursions

Norwegian Cruise Line offers shore excursions for you to enjoy in every port of call we visit. An updated listing of Shore Excursions is available approximately 6 months prior to the first sailing of each cruise destination season on our Norwegian Cruise Line website [www.ncl.com](http://www.ncl.com). All tours are available to pre-request online. You can book your adventures ashore up to two days prior to sailing. Once onboard, Shore Excursions can also be purchased at the ship's Shore Excursion Desk.

## 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 Norwegian Cruise Line vessels is provided solely by Norwegian Cruise Line 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.ncl.com](http://www.ncl.com). This contains complete and important information regarding cancellations, itineraries, Norwegian Cruise Line'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.*

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## **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 Norwegian Cruise Line's website [www.ncl.com](http://www.ncl.com) or brochure.

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