

Terms of Trade and Booking Conditions

SURCHARGES

The fluctuation of the Australian Dollar against foreign exchange rates means currency surcharges may be applied to all Australian dollar prices indicated without notice. Any increase in taxes, levies (government, airline, body corporate) or other compulsory fees to be paid will be additional and notified as they arise.

EXCHANGE RATE ADJUSTMENTS

Fluctuations in exchange rates are beyond our control. We reserve the right to increase any fare prices at any time without prior notice to take into account exchange rate fluctuations. NOTE: Bookings paid in full are protected from increases due to currency fluctuation. Bookings can be paid in full at any time to provide protection from fare increases due to currency fluctuation.

AMENDMENTS

After deposits have been received, amendments to bookings will incur a \$50 per person per amendment in addition to any fees charged by suppliers. Where a cruise line releases a promotional fare after you have booked, any transfer of that booking to a promotional fare on the same or new cruise is regarded as a cancellation of the first booking and subject to cancellation penalties. Some cruise lines have strict policies regarding rebooking a cruise on promotional rates.

CANCELLATIONS

CANCELLATION (CRUISE ONLY)

CANCELLATION SCHEDULE:

The applicable SevenOceans/Cruise Abroad cancellation charges, expressed as a percentage of the holiday price, are:-

Cancelled Prior to	Cancellation Fee
More than 121 days Prior	Loss of deposit / admin fee only
61-121 days prior	50% of holiday price
31-60 days prior	75% of holiday price
0-30 days prior	100% of holiday price

SevenOceans/Cruise Abroad cancellation conditions and loss of deposits can supersede or be superseded by supplier cancellation conditions.

Cancellation after deposit payment but prior to final payment: SevenOceans/Cruise Abroad may retain a \$50 per person fee if applicable.

Cancellation once final monies are paid; SevenOceans/Cruise Abroad may retain a minimum fee of \$200 per person (this fee is additional to the above cancellation schedule). This charge is in addition to any cancellation fees charged by Cruise Lines.

Cancellation penalties, terms and conditions vary with all cruise lines. Please ensure that you are aware of the conditions applicable to the cruiseline that you/your clients are travelling with.

Cancellation notification must be received in writing before we can cancel your booking with the Cruise Line/Supplier.

CANCELLATION (FLY/CRUISE PACKAGES)

CANCELLATION SCHEDULE:

The applicable SevenOceans/Cruise Abroad cancellation charges, expressed as a percentage of the holiday price, are:-

Cancelled Prior to	Cancellation Fee
More than 121 days Prior	Loss of deposit / admin fee only
61-121 days prior	50% of holiday price
31-60 days prior	75% of holiday price
0-30 days prior	100% of holiday price

SevenOceans/Cruise Abroad cancellation conditions and loss of deposits can supersede or be superseded by supplier cancellation conditions.

Cancellation after deposit payment but prior to final payment: SevenOceans/Cruise Abroad will retain all deposits paid (unless by prior arrangement).

Cancellation once final monies are paid; SevenOceans/Cruise Abroad may retain minimum fee of \$200 per person (this fee is additional to the above cancellation schedule). This charge is in addition to any cancellation fees charged by Cruise Lines and/or airline/hotel/tour operator.

Cancellation penalties, terms and conditions vary with all cruise lines. Please ensure that you are aware of the conditions applicable to the cruiseline that you/your clients are travelling with.

Cancellation notification must be received in writing before we can cancel your booking with the Cruise Line/Supplier.

PORT, CITY, AIR & GOVERNMENT TAXES

AIR TAXES: We have included an approximate cost for airport taxes within the quoted invoice for this cruise-tour package. Additional stopovers and/or deviations en route may alter the cost of these taxes. Exact airline taxes will be determined at the time of ticket issue and surcharges may apply.

GOVERNMENT/PORT TAXES: Governed by local port authorities; port charges and govt fees are subject to currency fluctuation, and are required by law to be costed separately from the cruise fare. Airline taxes are also subject to currency fluctuation; and are converted at the exchange rate(s) when final payment is made. The port charges and airline tax amounts are a guide only.

CITY/TOURISM TAXES: Please note that there can be various local taxes/surcharges applied to bookings in certain areas. These charges are payable by the guest at the conclusion/billing of the stay. These surcharges cannot be pre-paid and are not included in your invoice.

VISAS – BLANKET INFORMATION FOR AUSTRALIAN PASSPORT HOLDERS

Most mainstream cruise lines usually offer blanket visas for certain itineraries. It is the agent's responsibility to check the cruise lines information pages on their public website and the clients cruise personaliser for up-to-date information regarding visa requirements. Blanket visas (if offered) are at client expense and usually added to the cruise onboard account.

CUBA CRUISE PASSPORT DETAILS

Please note this is important. For the guests to forward the following details to your consultant no later than 30 days prior to sailing or they will be denied boarding Passport #, Passport Issue Date, Passport Expiry Date, Passport Issue Location, Place of Birth, Date of Birth, Language

PASSPORT INFO FOR AIR TICKETS

AIR TICKETS: To issue any international Air Tickets we will require an emailed or faxed copy of all passengers passports in order to include APIS data in the PNR prior to ticketing. Failure to provide this data will delay ticketing and result in re-booking and possible fare increase.

AIRFARE/AIRLINE CONDITIONS

All airfares are subject to change / increase / withdrawal without notice by the airline(s) until paid in full and tickets issued. All airline schedules are also subject amendments and flight cancellation without notice by the airline. Claims for costs as a result of these actions must be made directly to the airline concerned. SevenOceans/Cruise Abroad cannot be held responsible for the actions of an airline.

AIRLINE LUGGAGE/MEAL/ENTERTAINMENT CHARGES

Some low cost carriers have additional charges not included in the air ticket cost for luggage. These costs are beyond our control and cannot be pre-paid to us as ticketing agents for the airline.

Airline Luggage, Meal, Entertainment Direct Charges - Many airline carriers now charge for all baggage, meals and inflight entertainment on international flights. These fees and charges CANNOT be collected by the agent in advance. Each carrier and route has variations on prices and requirements. Please ask your consultant for a breakdown of applicable `pay direct` fees applicable to your booking and how to request and pay these services online.

AIRLINE SEATING AND SPECIAL MEALS

We recommend contacting the airlines directly for your seating and special meal requests to ensure that the airline has accurately noted your requirements. Airlines will often advise seat numbers but will not guarantee your seating until final boarding. Passengers are responsible for reconfirming all flights 72 hours prior to flight departure times.

AVAILABILITY

Advertised lead-in cruise and fly/cruise packages are subject to airline, hotel and cruise availability at time of booking. Where these lead in packages are not available, the cruise company may offer an alternative grade of cabin for your consideration. We strongly recommend early bookings to avoid disappointment. Pre and post cruise land packages may need to be adjusted to suit flight schedules and availability. No allocations are held with airlines or hotels.

PROMOTIONAL CRUISE FARES

Cruise lines on occasion will advertise special promotional fares which can be released and withdrawn at any time. These fares are for NEW bookings only, therefore any existing booking cancelled in order to re-book on these promotional fares will be subject to the loss of deposit or cancellation fees applicable to the existing booking. Promotional fare cabins are berthed at the cruise lines discretion, and no specific cabin or berth requests will be taken. Cabin numbers will be advised at embarkation and the cruise line reserves the right to change the allocated cabin at any time.

ON BOARD CREDIT

Please note on board credit offers for all cruise lines are non transferable, non exchangeable & non refundable for cash. They are redeemable onboard only in the currency used onboard the ship unless otherwise stated. They have no monetary value other than for the stated onboard service.

CABIN NUMBER

In many cases cruise lines will allocate passengers a cabin number at the time of booking or when your documentation is issued. This cabin number may be shown on the itinerary and also on the cruise documentation; however, this cabin number is never guaranteed by either the cruise line or SevenOceans/CruiseAbroad. Passengers may be relocated within the same grade/category by the cruise line at any time up to embarkation without notice. Please refer to the cruise line brochure or the "contract of passage" supplied with your cruise documentation.

CABIN GUARANTEE (GTY)

Where your client's reservation on a particular cruise has been confirmed as a 'cabin guarantee' other wise know as a GTY basis, the cruise line is accepting your reservation for that particular grade of accommodation or higher; rather than assigning a specific cabin number. Cabin numbers are confirmed either when cruise documents are issued or upon embarkation with a guarantee your clients will not be allocated any cabin BELOW this grade.

DINING REQUESTS

DINING/DINNER SITTING REQUESTS: Dining times are on a request basis only and are made on a first booked basis. Often the selected time will be on request only and waiting confirmation by the cruise line. Confirmation of your dining time is given by the cruise line upon embarkation of your cruise. Please refer to the cruise lines' terms and conditions in their brochure.

SHORE EXCURSIONS

We recommend that you pre-book your shore excursions prior to departure from Australia. Many cruise lines make their shore excursions available online prior to departure. If the cruise line offers this service, we will provide your cruise reference number so that passengers can access and book online. SevenOceans/Cruise Abroad is not responsible should any shore excursions be sold out or on waitlist prior to your departure. Cruise lines can release their shore excursions online at any time, so we strongly recommend checking their website regularly, or contact the cruise line concerned for an approx. release date.

DOCUMENTATION RELEASE

Passengers online Cruise Registration or Cruise Passenger Information form must be completed before the Cruise Line will release documents. Failure to complete this will cause delay. DOCUMENTS WILL NOT BE RELEASED WITHOUT A SIGNED BOOKING FORM.

HOTEL DYNAMIC INVENTORY

Hotel Dynamic Inventory are a limited supply of rooms available at the lowest rate provided by that hotel. When these rooms are booked strict conditions apply. Once booked they are non-changeable and non-refundable and must be paid in full at time of booking. If you require more flexible accommodation arrangements please notify your consultant at the time of deposit payment as your deposit may lock in your accommodation.

DISCLAIMER REGARDING SUPPLIERS

SevenOceans/CruiseAbroad acts as a wholesale for the service suppliers. As such we are not responsible for the provision of the service or arrangements provided by that supplier. SevenOceans/CruiseAbroad will not be held liable in any way for any acts, errors, omissions, representations, warranties or negligence by any suppliers. In the event of an issue arising between the traveller/s and the service supplier, we will assist by initiating contact between the parties but will not be party to ongoing communications or negotiations.

SERVICE PROVIDER CONDITIONS

All service providers (Cruise Lines, Airlines, Hotels, Tour Operators etc.) have their own Terms and Conditions. It is the passengers responsibility to be aware of them for each service booked. In most cases these can be found on the service providers website or in their brochure. If you have any questions regarding the location of these terms and conditions or their wording, please contact your consultant. SevenOceans/CruiseAbroad as an agent, has no control over the terms and conditions set down by the service provider.

TRAVEL ADVICE NOTICES

Please check any Travel Advice Notices issued by the Australian Department of Foreign Affairs and Trade prior to your journey. www.dfat.gov.au/consular/advice or by calling 1300 555 135.

www.smarttraveller.gov.au or call 1300 139 281 for updated travel information