



# TERMS & CONDITIONS

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## AZAMARA TERMS AND CONDITIONS

Cruises International put every effort into providing you and your clients with the best level of service and cruise experience. To achieve that, we require you to comply with the payment dates and schedules.

It is important to check the information contained in the confirmation letter to ensure that all the details are exactly as requested.

Any applicable discounts are applied to the cruise fare only.

EFT Payments: Proof of payment must be sent to Cruises International **prior to 3:30pm** on the day of payment in order to secure bookings. Failure to do so will result in your booking cancelling.

**Please note:** Due to POPIA Compliance Credit Card Payments can be made and process of payment must be requested through Cruises International.

This credit card payment authorisation will be forwarded to the relevant cruise line for capturing. We therefore do not accept any responsibility for fluctuations in the rand / dollar exchange rate (only applicable to straight payments). Should you prefer to process the payment locally in ZAR, please contact cruises international for their rate of exchange on the day of payment. The local ROE is set daily using the current selling rate and includes a mark up to cover for bank charges.

1. **Visas are required for all cruises.** There are no ship visas. It is the Travel Agent / guest's responsibility to obtain all applicable visas. For all visa requirements kindly check with the relevant consulates or a visa service. Embarkation will be denied if the correct visas are not obtained. For your protection, your passport expiration date must not occur within 6 months of the voyage termination date.

**Please note:** For all Alaskan cruises, a Canadian and American visa is required prior to departure.

2. Please contact your doctor/travel clinic for advice and the most up-to-date health requirements for all destinations.

**Covid19 Regulations:** Vaccinations are a prerequisite, boosters are highly recommended. Cruises International can only advise of the cruise line policies and not that of the destinations visited.

3. It is very important to take out Travel & Cancellation Insurance. It is the Travel Agents / Guest's responsibility to ensure they have adequate insurance cover. The Assist Card Cancellation Program is offered by Royal Caribbean, Celebrity Cruises and Azamara. Please check with the reservations department, or visit <http://cruiseassist.assist-card.com/ProductDetail.aspx>, for details. If the Assist Card Cancellation program is declined, there will be no refund of the applicable cancellation penalties. Please note that Cruises International only acts as an agent for Assist Card. All claims must be handled directly with Assist Card.

4. By confirming the reservation with payment, the guests/travel agent acknowledges that they are aware of and will comply with the terms and conditions.

### 5. DEPOSITS:

Deposits vary and hence you are obligated to ensure that you get the correct deposit amount payable from your reservation's consultant. Note that there are special terms and conditions for NRD- bookings (non-refundable deposit) bookings as explained in the enclosed terms and conditions.

### 6. CANCELLATION PENALTY SCHEDULE

Azamara

IF CANCELLATION IS MADE	CANCELLATION CHARGE
121 days or more prior to the first day of the Cruise/Cruise Tour	US\$75.00 per person, or any non-refundable deposit amounts, whichever is greater
120 to 91 days	25% of total price
90 to 61 days	50% of total price
60 to 31 days	75% of total price
30 days for less	100% of total price (no refund)

Cruises International must receive the balance of the cruise cost (after deducting the deposit paid) no less than 125 days prior to departure unless you book within 125 days or less before departure, in which case you must pay the total cruise cost at time of booking. If we do not receive all monies due to us in full and on time, you consent to the cancellation of your cruise holiday which may result in forfeiture of the deposit and additional cancellation/penalty costs.



Changes to Bookings within Cancellation Charge Period	Not permitted. (Any sail date changes made to bookings within cancellation period via an exception will carry forward the penalties from the prior sail date).
Hotel Cancellations	30-8 days prior to departure = 50% of the package cost and no refunds made for no-shows
Cruise Tour Cancellation Charges	Cancellation charges are assessed based on days prior to the start of the cruise tour package. Terms & Conditions vary by brand by product.

7. **PLEASE ENSURE THAT FIRST AND LAST NAMES ARE AS PER PASSPORT AT TIME OF BOOKING.**

Names are due at the time of booking. Name changes can be made to all but one of the original names listed on the booking. Name changes are not permitted on code red sailings. Please make sure you are aware of whether your booking is a code red sailing at the time of booking.

8. **ONLINE REGISTRATION AND CHECK-IN ARE NECESSARY**

Please follow the online instructions:

For Azamara reservations, visit [www.azamara.com](http://www.azamara.com)

**DOCUMENTS WILL NOT BE RELEASED WITHOUT THE ONLINE CHECK-IN BEING COMPLETED**

9. The minimum age for infants is 6 months, as of the date of sailing and 12 months, as of the date of sailing for Transatlantic, Transpacific, Hawaii, selected South American cruises and other selected cruises.
10. No person under 21 may sail on any cruise holiday or have a stateroom on his or her own unless accompanied by a parent, guardian or authorized person who is over the age of 21, except for minors sailing with their parents or legal guardians in adjacent staterooms.
11. A stateroom can be booked by married couples whose minimum age is 18 (proof of marriage is required at time of booking).
12. Gratuities are compulsory but can either be prepaid or paid on board the ship.
13. Shore excursions can be pre-booked at <https://www.azamara.com>. If you would like Cruises International to make the reservations, a service fee of R100 per booking per excursion will be applied.
14. Guests who will enter their 24th week of pregnancy by the beginning of, or at any time during their cruise holiday will not be allowed to cruise.
15. Open seating times for dining in the Main Restaurant. Dining times may vary according to ship and itinerary. Please request your preferred seating and table size at the time of booking. We cannot accept any bookings which are conditional on your preferred seating being or becoming available before departure. If you cancel because your preferred seating is not available, normal cancellation charges will apply. Seating requests cannot be guaranteed.
16. Kosher meals must be ordered at least 80 days in advance for European/South American sailings and 40 days in advance for Caribbean sailings.
17. All prices are quoted in US Dollars. For local payments, the SA Rand prices are calculated daily based on a foreign exchange rate as determined by Cruises International in their sole discretion. The rate may include a premium on the bank rate for, among other factors, the risk of fluctuations, bank and merchant fees. Until final payment is received, any outstanding portion of the booking cost is subject to currency fluctuation.
18. A cruise cost will only be guaranteed once a deposit has been received by Cruises International (Proof of payment is required) and before the option expiration date.

19. **PAYMENT OPTIONS:**

**Credit Card** – charged directly to the respective cruise line or charged by Cruises International in ZAR. (Completed and signed credit card form with front and back of the credit card).

**Electronic Funds Transfer** – payment into Cruises International’s locally held Bidvest Bank account (a copy must be sent to Cruises International in order for the booking to be secured).

**Telegraphic Transfer** – payment into the respective cruise line’s bank account (copy of the SWIFT required to secure the booking).

**Refunds** – Credit card payment made in US\$ direct to the cruise line will be refunded at the ROE of the bank on the day of refund and will be to the credit card used for payment. If payment was made to Cruises International via EFT, the amount refunded will be the amount received in rands irrespective of rate of exchange fluctuation.

**PAYMENTS ON ESPRESSO**

**Payment schedules for deposit and final payments on Espresso** are not applicable to South Africa. The agent takes full responsibility of ensuring that they adhere to the Cruises International payment schedule.

**Once payment is made on Espresso**, please notify Cruises International by sending the booking details to [reservations@cruises.co.za](mailto:reservations@cruises.co.za)

**Future Cruise Credit redemptions made on Espresso** are regarded as a payment by the cruise line.

20. Please ensure that your arrival flight is booked at least 5 hours prior to sailing and your departure flight is booked at least 5 hours after the ship arrives into the port.
21. A ‘Guarantee’ (GTY) booking means you may book a stateroom of a guaranteed minimum category type on your chosen ship. The exact location of the stateroom on the ship will be allocated at the discretion of the cruise line and at any time up until checking in at the port. Once your GTY stateroom has been allocated to you, we are unable to accept any changes requested. You are ‘guaranteed’ the minimum category of stateroom we agree to offer at the time of booking. A benefit of a GTY stateroom is that you may receive an upgrade at no extra charge (this is at the discretion of the cruise line)

- 22. To help conserve our environment, we will only provide cruise documents in electronic format.
- 23. While every effort is made to maintain the itinerary as confirmed, the cruise line does reserve the right to alter the itinerary. Every effort will be made to advise agents / guests in good time. While in these circumstances every assistance possible will be offered, all additional charges (such as additional accommodation, flight costs and / or similar) will be for the account of the client.
- 24. All complaints or claims must be done in writing to Cruises International within 7 days of the date of completion of the cruise holiday. Relevant and substantiating evidence must be attached to the letter of claim and sent to: [reservations@cruises.co.za](mailto:reservations@cruises.co.za)
- 25. Your cruise or cruise-tour is subject to the terms and conditions of the legally binding contract between you, the guest, and the respective cruise line, as set forth in your Guest Ticket / Contract. A copy of the terms and conditions is available upon request.
- 26. Information contained above is accurate at the time of publication and subject to change without notice.

Kindly sign this confirmation that you agree to the set terms and conditions of this booking. Please Return a scanned copy to [reservations@cruises.co.za](mailto:reservations@cruises.co.za). **Kindly note that should you pay a deposit on your booking, and not return a signed copy of this confirmation, you will be held to the terms and conditions and you as guest/agent acknowledges** that you are aware of and will comply with the terms and conditions. Note that cruise liners may change/ alter their terms and conditions and therefore you will still ultimately be held in adherence to the cruise lines terms and conditions, as found on your sail pass and passenger ticket contract.

Date signed: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

# CRUISES

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