

ROYAL CARIBBEAN / CRUISE & TRAVEL PLANNERS TERMS AND CONDITIONS

Cruise & Travel Planners 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 Cruise & Travel Planners prior to 3:30pm on the day of payment to secure bookings. Failure to do so will result in your booking cancelling.

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. Cruise & Travel Planners 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 Cruise & Travel Planners 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

Royal Caribbean / Cruise & Travel Planners Cruises:

3-5-night sailings:

95 days prior to sailing = FULL PAYMENT

89 - 60 days prior to sailing = \$35 / €25 per person

59 - 30 days prior to sailing = \$100 per person

29 - 8 days prior to sailing = Between 50% to 75% of total price (taxes/fees excluded) at cruise liners discretion*

7 or less days prior to sailing = a confirmed 100% of total price, no refund except for taxes/fees*

6 nights and longer sailings:

95 days prior to sailing = FULL PAYMENT

89 - 60 days prior to sailing = \$70 / €50 per person

59 - 45 days prior to sailing = Full Deposit Amount

44 - 30 days prior to sailing = 25% of total price (taxes/fees excluded)

29 - 8 days prior to sailing = Between 50% to 75% of total price (taxes/fees excluded) at cruise liners discretion*

7 or less days prior to sailing = a confirmed 100% of total price, no refund except for taxes/fees*

Cruise Tours – refers mostly to land packages that can be booked in conjunction with your cruise, such as the multi-night land tour packages in destinations like Alaska and Canada.

74 - 57 days prior to cruise tour departure = Full Deposit Amount

56 - 29 days prior to cruise tour departure = Between 50% to 75% of total price (taxes/fees excluded) at cruise liners discretion*

28 days to 15 days prior to cruise tour departure = 75 % of total price (taxes / fees excluded)

14 or less days prior to cruise tour departure = No refund (except for taxes / fees)

Guests who convert their tours to a cruise only booking within 42 days of the start date of the tour segment of the cruise tour will be subject to a cancellation charge. The amount of that charge varies depending on the location of the cruise tour and / length.

Holiday sailings:

Dates on these sailings change annually. Make sure you are aware of when they apply to your booking. These include Christmas and New Year sailings, or any other date set forth by the cruise line around peak holiday season sailings.

Holiday Sailings Up to 5 nights sailings:

100 days prior to sailing = FULL PAYMENT

89 – 60 prior to sailing = Full Deposit Amount (6 – 9N \$250 / €200)

59 - 45 days prior to sailing = 25% of total price (taxes/fees excluded) *

44 - 30 days prior to sailing = 50% - 75 % of total price (taxes/fees excluded) at cruise liners discretion*

29 - 15 days prior to sailing = Between 75% - 100% of total price (taxes/fees excluded) * at cruise liners discretion*

14 days or less prior to sailing = No refund 100% of total price (taxes/fees excluded except for taxes/fees)*

Holiday Sailings 6 nights and longer sailings:

100 days prior to sailing = FULL PAYMENT

89 – 60 prior to sailing = Full Deposit Amount (10N + \$450 / €360)

59 - 30 days prior to sailing = Between 50% - 75% of total price (taxes/fees excluded) * at cruise liners discretion*

29 - 15 days prior to sailing = Between 75% - 100% of total price (taxes/fees excluded) at cruise liners discretion*

14 days or less days prior to sailing = 100% of total price (taxes/fees excluded)*

*or deposit amount whichever is greater

Cruise & Travel Planners must receive the balance of the cruise cost (after deducting the deposit paid) no less than **95 days prior to departure (100 days for Holiday Sailings)**, unless you book within 90 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. No refunds will be made to “no shows: cancellation within 7 days of departure, hotel packages interrupted before their termination or guests with improper documentation.

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. NON-REFUNDABLE DEPOSIT (“NRD”) BOOKINGS

A booking made under the non-refundable deposit cruise fare rate (an “NRD Booking”) is optional. NRD bookings require the payment of a full deposit at the time of booking. The deposit is not refundable once it has been paid.

Cancellations

- No refunds or future cruise credits will be issued for NRD bookings irrespective of whether they have been cancelled within or outside of the penalty period.
- If a guest cancels an NRD Booking prior to the final payment due date the cancellation terms of the cruise ticket contract apply.
- Each time the guest changes the ship or sail date of an NRD Booking, a \$100 USD per person cruise line service fee will be charged to the modified booking.

8. 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.

9. ONLINE REGISTRATION AND CHECK-IN ARE NECESSARY

Please follow the online instructions:

For Royal Caribbean / Cruise & Travel Planners reservations, visit www.royalcaribbean.com

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

10. 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.
11. 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.
12. A stateroom can be booked by married couples whose minimum age is 18 (proof of marriage is required at time of booking).
13. Gratuities are compulsory but can either be prepaid or paid on board the ship.
14. Shore excursions can be pre-booked at www.royalcaribbean.com. If you would like Cruise & Travel Planners to make the reservations, a service fee of R100 per booking per excursion will be applied.
15. 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.
16. There is a choice of seating times for dining in the Main Restaurant (Main Dining approx. 18h30 and Second Dining approx. 20h30) 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. My Time Dining (Royal Caribbean) is now being offered. You can decide when you would like to dine between the hours of 18h00 and 21h30 each evening. Service charges / tips are mandatory when My Time Dining is selected.
17. Kosher meal requests must be made via the [Special Needs](#) form:
 - a minimum of 6 weeks (45 days) prior to the sail date for North American sailings
 - 12 weeks (90 days) prior to the sail date for European/South American sailings
 - 14 weeks (100 days) prior to the sail date for Australia/Asia sailings
 - For Transatlantic and Transpacific sailings, the applicable date is based on the point of origin.
18. All prices are quoted in US Dollars. For local payments, the Kenya Shilling prices are calculated daily based on a foreign exchange rate as determined by Cruise & Travel Planners 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.
19. A cruise cost will only be guaranteed once a deposit has been received by Cruise & Travel Planners (Proof of payment is required) and before the option expiration date.
20. **PAYMENT OPTIONS:**
 - Credit Card** - charged directly to the respective cruise line or charged by Cruise & Travel Planners in Kes. (Completed and signed credit card form with front and back of the credit card).
 - Electronic Funds Transfer** – payment into Cruise & Travel Planners’s locally held I&M Bank account (a copy must be sent to Cruise & Travel Planners 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 Cruise & Travel Planners via EFT, the amount refunded will be the amount received in Kenya Shillings irrespective of rate of exchange fluctuation.
21. 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.
22. **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).
23. To help conserve our environment, we will only provide cruise documents in electronic format.
24. 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.
25. All complaints or claims must be done in writing to Cruise & Travel Planners 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: info@cruises.co.ke
26. 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.

27. Information contained above is accurate at the time of publication and subject to change without notice. Covid 19 protocols and vaccination requirements will be defined at time of booking and can change without prior notice.

Kindly sign this confirmation that you agree to the set terms and conditions of this booking. Please Return a scanned copy to info@cruises.co.ke

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: _____