

### Deposit

To confirm a Silversea cruise reservation, a deposit of **25% of the total cruise fare** plus a Travel the World Administration fee of A\$110 per person is required within 5 days of booking or sooner, depending on the selected voyage and time of booking. If we do not receive your deposit by the due date the booking will automatically cancel. It is most important the reservation is made in the full passport name of the guest/s travelling otherwise the booking will not be accepted. Please complete the appropriate Guest Information Form and return with your deposit.

### Finals

Final payment is due in Travel the World's office no later than 130 days prior to departure. If a booking is made within 130 days of departure then full payment will be due upon booking confirmation. All reservations are subject to cancellation if payments are not received by the due date.

### Cancellations

Once a deposit has been received all cancellations are subject to a Travel the World Administration fee of A\$110 per person. In addition the following Silversea penalties will apply:

|  |   |
|--|---|
| 121 days or more prior to initial sailing date                                 | AUD200 per booking Silversea Administration fee * |
| 120 – 91 days prior to initial sailing date                                    | 15% of the total cruise fare per person           |
| 90 – 46 days prior to initial sailing date                                     | 50% of the total cruise fare per person           |
| 45 – 31 days prior to initial sailing date                                     | 75% of the total cruise fare per person           |
| 30 – 0 days prior to initial sailing date or Non-appearance at time of sailing | 100% of the total cruise fare per person          |

\* If your cancellation request is received more than 120 days prior to your initial sailing date AUD\$200 non-refundable administrative fee will be charged per booking. This administration fee may be converted to a future cruise credit valid for travel within 12 months from the date of the cancelled voyage.

### For World Cruise and its segments the following cancellation penalties apply:

From the date of deposit to 121 days prior to sailing: AUD\$250 per guest sailing in a Vista, Terrace, Veranda 1, Veranda 2, Veranda 3 or Veranda 4 Suite; AUD\$500 per guest sailing in a Medallion, Silver, Royal, Grand or Owner's Suite.

#### Sailings 54 – 115 days

|  |  |
|--|--|
| 120 – 91 days prior to initial sailing date                                    | 20% of the total cruise fare per person  |
| 90 – 75 days prior to initial sailing date                                     | 50% of the total cruise fare per person  |
| 74 – 0 days prior to initial sailing date or Non-appearance at time of sailing | 100% of the total cruise fare per person |

#### Sailings 11 – 53 days

|  |  |
|--|--|
| 120 – 91 days prior to initial sailing date                                    | 15% of the total cruise fare per person  |
| 90 – 46 days prior to initial sailing date                                     | 50% of the total cruise fare per person  |
| 45 – 31 days prior to initial sailing date                                     | 75% of the total cruise fare per person  |
| 30 – 0 days prior to initial sailing date or Non-appearance at time of sailing | 100% of the total cruise fare per person |

#### Note:

Cancellation fees will also apply hotel programmes, land adventures and transfers and will be advised upon cancellation

This does not reflect the cancellation charges if the Reassurance Program is taken out.

For services not provided by Silversea, additional cancellation fees may be incurred. Travel Professionals may impose their own fees.

### Air Charter Package and Galapagos Air Package Cancellations

The following cancellation fees are in addition to the applicable cruise penalty. Air Charter Packages may only be cancelled upon complete cancellation of the cruise reservation

|                                       |  |
|---------------------------------------|--|
| 90 – 61 days prior to initial sailing | AUD\$100 per person processing fee                                       |
| 60 – 0 days prior to initial sailing  | AUD\$100 per person processing fee PLUS 100% of the air/sea package paid |

### Cruise Fare

Your cruise only fare covers most shipboard services including: suite accommodation, all onboard meals and entertainment, all gratuities aboard ship (except spa), complimentary beverages onboard ship (including select wines, champagnes (Silver Galapagos excluded), spirits, soft drinks, water, tea and coffee) and, on a limited number of select sailings, a special shore event. All fares are quoted in Australian dollars, are per guest and based on double occupancy

Not included in your cruise-only fare are: optional hotel accommodation, transfers and luggage handling, optional shore excursions, meals ashore or fuel surcharges, meals in Le Champagne and Seishin Restaurant, accommodation whilst ashore, security surcharges, casino gaming, laundry or valet services, purchases from the ship boutiques, childcare services aboard ship or any item or service of a personal nature such as massages, spa treatments, private fitness instruction, hair styling and manicures. Some champagne, premium wine and spirit selections, caviar, cigarettes and cigars are not included in your fare and may not be available at all times. Champagne and caviar are not offered onboard Silver Galapagos.

### Single and Third Guests

A limited number of suites are available for purchase on a single or third guest occupancy basis. The supplement for single occupancy ranges from 125% - 200% above the double occupancy fare depending upon the sailing and suite selected. Suites for single and third guests are capacity controlled. Fares and supplements are subject to change without notice based on availability.

### 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 may be required to pay a surcharge for the changed occupancy stateroom regardless of the cancellation fees paid by the cancelling guest/s.

### Booking Changes & Amendments

Name changes require the prior approval of Silversea and may not always be possible. Cruise contracts are non transferable. Name changes and departure date changes are considered reservation cancellations and are subject to cancellation fees.

Silversea may charge additional fees for any amendments made to your travel arrangements after the due date for final payment, Name changes or additions will be allowed at Silversea discretion and are subject to cancellation charges and rate increases Amendment fees are not charged for stateroom upgrades, unless travel documents need to be reissued.

### Fuel, Taxes and Surcharges

The fare you paid is determined far in advance of initial departure on the basis of then-existing projections of fuel and other costs. In the event of any significant change in such costs beyond Silversea's control including, but not limited to increases in the price of fuel, currency fluctuations affecting costs, increases in government fees/quasi-government fees and/or taxes & levies, or increases in security costs, Silversea reserves the right to surcharge guests (deposited and fully paid) to cover such unexpected costs and will be invoiced accordingly or collected onboard.

### Non Refundable & Promotional Fares

Silversea may at times release special promotional fares that attract differing terms and conditions from those outlined within and reflected in the Silversea brochure 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 Travel the World for what conditions may apply to your booking.

### Options - Transfers, Pre & Post Accommodations

If you purchase transfers, pre or post accommodation packages through Silversea, you are required to provide your arrival/departure information to Travel the World. You need to send an email to [reservations@traveltheworld.com.au](mailto:reservations@traveltheworld.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 Staterooms

If a GUARANTEED stateroom (cabin with no cabin number assigned) is booked an identical or higher category stateroom (for the same price) will be assigned at any time after the 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

Silversea reserves the right to upgrade a guest or guests to more expensive category accommodation at no additional cost. Silversea also reserves the right to move guest/s from their original stateroom number booked to another stateroom in the same category due to operational reasons including when the number of people booked in the stateroom is less than the number of beds in the stateroom. Stateroom changes can occur at anytime including up to the day of sailing and is always at the discretion of Silversea. If you do not wish to have your stateroom changes, you need to advise Travel the World of 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.

### Dining

An open-seating policy of dining when, where and with whom you desire, you can be as private or congenial as you desire. Silversea features a variety of dining options on board plus complimentary 24 hours in suite dining. Some options a surcharge may apply. For more information please enquire with Reservations.

### Documents

Cruise Documents will be issued after receipt of final payment and sent approximately 21 days prior to departure of cruise. It is most important the reservation is made in the full passport name of the guests

### Passports / Visas / Immunisations

Travel the World & Silversea 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.smartraveller.gov.au](http://www.smartraveller.gov.au) for advice in these areas

### Gratuities

All gratuities aboard the ship are included in your voyage fare except for spa services.

### Minors and Children

Minors under the age of 18 must be accompanied by a parent or other responsible adult over the age of 21.

For Classic Fleet Voyages, Silversea cannot accommodate infants less than 6 months of age and for children 6 months to 1 (one) year of age, a waiver must be signed. Silversea reserves the right to limit the number of children under 3 (three) years of age.

For Expedition Fleet cruises Silversea cannot accommodate children less than 1 (one) year of age and no child under the age of 6 (six) years will be allowed to board the zodiacs nor participate in any expeditions which require the use of zodiacs to go ashore.

For Silver Galapagos Voyages, Silversea cannot accommodate children less than 6 (six) years of age.

Silversea does not provide any childcare facilities onboard.

### Pregnancy

At the time of booking, expectant mothers are required to supply a medical certificate establishing their fitness for travel at the time they are due to travel. Silversea is unable to accommodate women who have entered their twenty-fourth (24th) week of pregnancy and will not be responsible or liable for any complication relative to any pregnancy during the entire duration of their Silversea cruise/holiday or thereafter. Additionally, airlines may have restrictions that may differ from Silversea's, please check with your airline.

### Shore Excursions

Shore excursions at most ports-of-call will be available to reserve from 120 days in advance of voyage departure by visiting the My Voyage on [www.silversea.com](http://www.silversea.com) as well as offered for purchase on board, subject to availability.

### Important Notice

The transportation of guests and baggage on Silversea vessels is provided solely by Silversea 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.silversea.com](http://www.silversea.com) This contains complete and important information regarding cancellations, itineraries, Silversea's liability, health and immigration requirements, and other relevant terms and conditions.

### Responsibility

Travel the World accepts bookings subject to the following conditions –

Travel the World acts as the co-ordinator for all persons taking any service\*, and in the making of arrangements for the service. Travel the World 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.

Travel the World 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 Travel the World 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 Travel the World or the operator. Further, whilst Travel the World will take all reasonable steps to provide enjoyable services\*, Travel the World accepts no liability for any loss of enjoyment whatsoever, and howsoever experienced by a passenger.

All matters rising to any service\* provided by Travel the World but not in respect of other things governed by the law of the state of New South Wales.

\* Services 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 Travel the World's Privacy Policy. This policy can be found at <http://www.traveltheworld.com.au/Privacy-Policy.html>.

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

For further information, please refer to the Silversea website or brochure