

## CARNIVAL AND TRAVEL THE WORLD GENERAL GROUPS TERMS & CONDITIONS

### MINIMUM SIZE

You require 16 guests (8 cabins) travelling together in either twin occupancy or singles. 3<sup>rd</sup> & 4<sup>th</sup> person guests travelling in quad and triple staterooms do not count in minimum group number requirements

### LARGE GROUP

Large Groups are considered as groups of 50 or more cabins. When requesting space for 50 or more cabins detailed information is required regarding nature of group and expectation of when all names will be secured for your group. In the case of groups of 50 or more cabins, different terms and conditions may apply, which will be provided upon booking.

### GROUP PRICING

A guaranteed twin per person rate is locked in for your group for the space held in selected categories and space. Non Commissionable Fares (NCF), Taxes and Gratuities are additional per person and must be paid upon finalisation of group. Bookings made outside of group space held will be subject to best available fare combinable with group. Guests will still be eligible for any group extras if applicable and become part of the final group numbers.

Triple and Quad staterooms are on request basis only. Names must be supplied to hold triple and quad staterooms.

Single /Sole occupancy fares Single occupancy is available at 200% of the cruise fare including NCFs. A group request that includes more than 10 single cabins will be charged an additional AUD50 per person per day for each single cabin that finalizes with the group.

#### Pricing Includes:

Pricing includes; accommodation aboard ship, 24 hour room service, entertainment and most meals on board excluding specialty restaurants that have a nominal fee.

Pricing does not include: are items of a personal nature, gratuities, optional programs or optional activities such as alcoholic beverages, soft drinks, laundry and dry cleaning, shore excursions, medical, barber and beauty shop services.

### COMPLIMENTARY POLICY (ESCORT ALLOWANCE POLICY)

Carnival Cruises offers a rebate of the average cruise fare (not including Non Commissionable Fare Amount and Taxes) across the group for every 16<sup>th</sup> passenger booked in the group. 3<sup>rd</sup> and 4<sup>th</sup> passengers travelling in triples and quads do not count towards the 16<sup>th</sup> passenger count. The rebate amount is removed from the total final group amount owing at time of final payment. This rebate may not be applicable on some Early Saver fares.

### CARNIVAL FUN POINTS

On some sailings, Carnival Cruises offers bonus offers for group guests. These may include a cocktail party, specialty dining vouchers, shipboard credits. Bonus Offers are subject to availability and certain restrictions apply.

### ONBOARD ARRANGEMENTS

Carnival Cruises can provide special onboard events for groups including private cocktail parties. These are at an additional charge and are prebooked.

### SHORE EXCURSIONS

Group Shore Excursions can be arranged and must be pre purchased. Individual Shore Excursions are sold and charged on board.

## ONBOARD PURCHASES

All onboard purchases are in USD. Carnival Cruise Lines has a cashless system on board and purchases will be charged to your stateroom account which will be finalised at check-out.

## DINING

At time of booking, Carnival guests will be able to confirm their preferred dining choice. If their preference is not available, they may confirm an alternate choice and be waitlisted for their preferred choice. Waitlists will be cleared prior to the sailing and guests will be notified by email. Parties travelling together who are waitlisted will be cleared for the same dining time.

Dining times available are as follows

. Early Dining (6:00pm)

. Late Dining (8:15 pm)

\*Your Time Dining (5:45 - 9:30 p.m.) \*Prefer a little flexibility? No reservations required. Your Time dining allows you to dine in the main dining room, at your leisure, anytime between 5:45 p.m. and 9:30 p.m. Guests are seated first-come, first-serve, depending on party size. In most cases, guests are accommodated within 20 minutes. However, pagers are provided if all tables are occupied so guests can relax elsewhere on the ship until their table is ready. Due to the limited number of large table availability, parties with greater than 10 guests may need to be accommodated at different tables. Dining times are subject to change. Group Dining requests can be submitted with final rooming lists

## GRATUITIES

Gratuities (tips) are prepaid and are included in the final price of the cruise. The gratuities cover your dining room waiter and bus person, head waiter and Matrie d' along with the room cleaning personnel. The amount is approximately AUD14 per person per day. Gratuity amounts can change without notice. A 15% service charge is automatically added to bar charges and dining room wine purchases

## DIETARY, MEDICAL OR PHYSICAL NEEDS:

Carnival/Travel the World must be advised of any dietary, medical or physical needs at least 90 days prior to cruise

## TRANSFERS, PRE AND POST ACCOMMODATION, FLIGHTS AND INSURANCE

Travel the World can assist in the purchase of transfers, pre & post accommodation, flights and travel insurance. These extras may be booked through Travel the World by other providers independent from Holland America. Travel the World will attempt at all times to offer a competitive price for any extras requested. These extras may have different booking, cancellation conditions than Carnival Cruises.

## STUDENT/MINOR GUIDELINES

A "Parent/Guardian Permission Form" must be completed for any Carnival guest under 21. Group guests must be 18 to travel. Guests under the age of 18 years must be accompanied, in the same stateroom, by an adult--parent, relative or guardian-- 25 years of age or older. The legal drinking age onboard is 21 and is strictly enforced. We do not permit the purchase of drinks or bottles of liquor by adults for minors. *Possession of alcohol by a minor will not be tolerated and any found will be confiscated (even if found in cabin).*

Purchase, possession and consumption of drugs is illegal.

No abusive, offensive or vulgar language or behavior should be directed to other guests or to staff and crew.

Large radios (boom boxes) are not permitted on board.

Headphones must be used with radios on deck.

No running in the hallways.

No noise in cabin areas or corridors.

Our shipboard credit program ("Sail & Sign") requires either a minimum \$100.00 cash deposit or a credit card, (American Express, Discover, VISA or MasterCard) IN YOUR OWN NAME, presented at check-in.

Damage deposit will be withheld in the case of physical damage to the ship or other costs incurred as a result of inappropriate behavior. We will assess the charge against the entire groups deposit.

Failure to comply with these guidelines will result in the offender(s) being removed from the ship in the next port of call to make their own way home. Alternatively, the disruptive guest(s) may be confined to their stateroom for the duration of the voyage.

#### BOOKING PROCEDURES

Guests full names as per passport as well as correct titles are required at time of each individual guest booking. At this time any special requests or advice (e.g dietary requirements, medical conditions) need to be advised.

#### FINAL ROOMING LISTS:

Birth Dates and Emergency Contact phone numbers, Full Legal names and genders for all guests must be included with the Final Rooming List by the final payment date.

#### PAYMENTS

##### INITIAL HOLDING DEPOSIT

Travel the World requests a one off initial deposit of AUD30 per person based on space requested. This deposit is a courtesy hold on the group space. This amount is removed from the total final group amount owing at time of final payment. Full deposit is required to actually book names into the group. Full deposit is required for suite, triple/quad occupancy cabin requests.

##### INDIVIDUAL GUEST DEPOSITS

Once you provide guest names an individual per person deposit is required. Deposit amount is dependent on destination, length of cruise and the selected voyage and is provided with Carnival Group Contract. Cabin requests not deposited may be released without notice. This action may result in the full cancellation of the group booking. Some sailings may require full individual deposits to hold staterooms without names.

##### FINAL PAYMENT

Final and full payment for the entire group is due 100 days before the cruise departure date.

##### CANCELLATION POLICY

All bookings are subject to cancellation fees once confirmed. Cancellation fees are dependent on length of cruise and destination and number of days out from sailing. Cancellation fees apply to all components of the Carnival Cruises booking including transfers and pre & post accommodation. Cancellation penalties apply to all guests in a stateroom and are assessed in the event of either partial or full stateroom cancellations where applicable. No refund in the event of interruption or cancellation by guests after the start of the cruise. Prior to receipt of final payment and if for any reason accommodations are not available, Carnival may substitute accommodations of the same or better quality on another of Carnival's vessels. Cancellation fees and amounts will be outlined upon request of a Carnival Group Contract.

##### REVIEWS OF GROUP ACTIVITY

Carnival review space and sales on a regular basis to review the progress of sales. Carnival requests that you provide booking activity on a timely basis. Carnival reserves the right to recall all or part of a group's unsold space and/or require rooming lists at any time.

##### NAME CHANGES

Name changes or additions are allowed at Carnival Cruise Lines' discretion. Name changes are subject to cancellation charges and any rate increases. There will be an AUD55 service fee, for any changes made on pre or post cruise packages within 60 days of sailing or once tickets have been issued. For such late changes, supplemental charges may also apply.

##### PASSPORT & VISAS

All guests are required to carry a passport usually valid for 6 months after disembarking the ship, and any necessary visas. Boarding may be denied or fines may be levied against those guests without proper documentation.

## INSURANCE

The above cancellation charges will be applied in all cases –no exceptions. We strongly recommend that, at the time of booking you purchase comprehensive travel insurance.

## CONDITIONS OF CARRIAGE

Travel the World is pleased to present this quality tour by arrangements with Carnival Cruises whose conditions of carriage apply. Full details are available upon request.

## RESPONSIBILITIES

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## CONSUMER PROTECTION

Travel the World holds a Travel Agents Licence 2TA 003774, is a member of the Travel Compensation Fund and is a member of the Australian Federation of Travel Agents ("AFTA")