



Seabourn & Travel the World General Terms & Conditions

Deposit

To confirm a Seabourn cruise reservation, a deposit including a Travel the World administration fee of A\$110 per person is required within 3 days of booking or sooner for cruises of 14 days or less, or within 7 days or sooner for cruises of 15 days or more as specified by Seabourn. Deposit is dependent on the selected voyage and time of booking and displayed on your invoice. If we do not receive your deposit by the due date the booking will automatically cancel. It is most important that the reservation be 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.

Please note on select voyages a second deposit may be required before final payment to secure the booking.

If the second deposit is not processed and confirmed by due date the booking may auto cancel and be subject to cancellation fees. This will be displayed on your invoice.

It is most important the reservation be made in full passport name of guest/s travelling otherwise the booking may not be accepted. No responsibility will be taken by Travel the World or Seabourn for incorrect information supplied. Failure to complete any necessary forms or documents required for travel may result in cancellation of booking or denial of boarding.

Booking

It is important the reservation is booked using full names as per passport. Fees may apply to amend names after booking is confirmed.

By confirming the booking with payment you are agreeing the Terms and conditions outlined below.

No responsibility will be taken by Travel the World or Seabourn for incorrect information supplied by guest/s.

Failure to complete any necessary forms or documents required for travel may result in cancellation of the booking or denial of boarding.

Final Payment

For cruises of 26 days or longer, final payment is due no later than 121 days before departure; if you book less than 120 days before departure, full payment is due immediately. For cruises of 25 days or less, final payment is due no later than 91 days before departure and if you book less than 90 days before departure, full payment is due immediately. If you book using a non-refundable fare, full payment is due at time of booking. If a payment due date and time falls outside of normal working hours (including NSW public holidays), then payment must be received by Travel the World by 4pm AEST on the last working day prior. All reservations are subject to cancellation if payments are not received by the due date.

Payment

Only Australian dollar payments are accepted. Deposits & final payment must be paid by EFT, Direct Deposit or personal credit cards.

Only Mastercard, Visa and American Express are accepted for credit card payments and a credit card payment form must be completed.

Credit card fees may apply. Different booking terms and conditions may apply to credit card payments and transactions.

Cancellations

In the event of a cancellation Travel the World will deduct AUD\$110 per person administration fee, paid with the deposit, from the final balance.

Cancellations need to be advised to Travel the World via a telephone call within NSW business hours Monday to Friday and in most cases written advice of the cancellation may be requested.

Guests who cancel within the dates shown below for any reason, including medical or family reasons, are subject to the following per-person cancellation fees:

Below is a [guideline](#) for cancellation charges imposed by Seabourn.

All cruises 25 days or less

<i>Days prior to Departure</i>	<i>Cancellation Charge</i>
121 days or more	Full refund
120 – 91 days	15% of total fare
90- 46 days	50% of total fare
45 – 31 days	75% of total fare
30 days or less	100% of total fare

All cruises 26 days or more

<i>Days prior to Departure</i>	<i>Cancellation Charge</i>
151 days or more	Full refund
150 – 121 days	15% of total fare
120 – 91 days	50% of total fare
90 - 76 days	75% of total fare
75 days or less	100% of total fare



The above fees apply when either the entire booking or any portion of a booking is cancelled or transferred to an alternative sailing and shall apply to all travel including cruise, airfare and land arrangements booked with Seabourn. If you have purchased a specially priced promotion that is 100% non-refundable from the point of payment, you are not entitled to any refund, payment, compensation or credit whatsoever of your gross fare if you cancel your booking.

Note: Terms & Conditions for a Seabourn World Cruise and its segments may vary.
For services not provided by Seabourn, additional cancellation fees may be incurred. Travel Professionals may impose their own fees.

Seabourn reserves the right to change deposit, payment and cancellation terms & conditions without prior notice.

Travel the World reserves the right to charge and invoice guests for cancellation fees incurred that maybe greater than the amount of payments received at the time of cancellation of booking. Any outstanding amounts must be paid by the cancelled parties.

Partial Cancellations & Change in Stateroom Occupancy

Changes in stateroom occupancy when one guest cancels and the other guest are still travelling will result in cancellation fees for the cancelled guests 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 guests.

Cancellations occurring where there is a triple or quad occupancy, the applicable cancellation fee/amount will be applied to the designated guest number as shown on your booking – for example if you appear as guest #2 on your booking – the amount paid as the second guest will be the amount from which cancellation fees are calculated.

Promotions such as onboard credits or other promotional inclusions can be affected by changes made to your booking.

Booking Amendments

After a booking has been made, the following amendments will incur AUD\$25 Travel the World administration fee per booking: all name spelling corrections, any change of stateroom category or fare code that results in a lower fare than previously booked, removal of accommodation or transfers outside of cruise line penalty period.

Seabourn 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 Seabourn's 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. Name changes require the prior approval of Seabourn 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.

Please note: Promotions/Inclusions such as onboard credit or other promotional inclusions may be affected by changes made to your booking

Cruise Fare

Your Cruise fare includes suite accommodations as booked, all onboard meals and entertainment, fine wines and spirits. All fares are cruise-only and exclude air and transfers. Cruise fares include governmental fees and taxes (which are subject to change) and exclude any incidental expenses including but not limited to: laundry charges, bar expenses for select vintage wines and spirits, spa and salon treatments, telephone and internet charges, medical services and shore excursions.

Fares are capacity controlled and subject to change at any time up until you book without prior notice.

Once booked, your fare is only subject to any increased government fees and taxes which will be added to the fare or to your on onboard account.

Non Refundable & Promotional Fares

Seabourn may at times release special promotional fares that attract differing terms and conditions from those outlined within and reflected in the Seabourn 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.

In addition Travel the World may offer special promotions that will also attract different deposits, final payment dates and amounts from the cruise line. When making a payment on these special promotions you are confirming your booking subject to the Travel the World special promotions terms and conditions. Please enquire at time of booking for the full promotional terms and conditions applicable to the booking.

Onboard Credits/Shipboard Credits & Promotional Inclusions

From time to time there maybe promotions which include onboard credits or other inclusions such as speciality restaurant vouchers or drink packages/cards. These promotions can be applied to the cabin or to individual passengers. An Onboard Credit is a monetary amount which is applied to your onboard account for onboard purchases. Some Onboard Credits or promotional inclusion may not be combinable with other offers and are non-transferable. Any unused portion of the Onboard Credit will expire at midnight on the last night of your cruise and is not redeemable for cash at any time. Onboard Credit or other promotional inclusions are not transferable between any cruises, including consecutive cruises and fellow travellers. Any promotional inclusions not used will be forfeited on conclusion of the cruise.

Options – Transfers, Pre & Post Accommodation

If you purchase transfers, pre or post accommodation packages through Seabourn, you are required to provide your arrival/departure information to Travel the World. You need to provide 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



Fare, Taxes and Surcharges

The fare that you pay 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 Seabourn control including, but not limited to increases in the price of fuel, currency fluctuations affecting costs, increases in government taxes or levies, or increases security costs, Seabourn reserves the right to surcharge guests to cover such unexpected costs

Guarantee Staterooms

If a GUARANTEED stateroom (GUAR), is booked an identical or higher category stateroom (for the same price) will be assigned at any time after booking is made and may not be advised until the 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 ocean view staterooms with obstructed views 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 Policy

Seabourn reserves the right to upgrade a guest or guests to more expensive category accommodation at no additional cost. Seabourn 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 Seabourn. If you do not wish to have your stateroom changes, you need to advise Travel the World at time of booking 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.

Single Guests

Single occupancy may be available in select categories at a higher charge.

The supplement for single use of a stateroom varies depending on availability, sailing date, duration and stateroom category for the chosen departure.

Please note that the percentage of the sole occupancy supplement may be increased without prior notice. Single occupancy availability is capacity controlled and is always at the discretion of Seabourn.

Third/Fourth Guests & Children's Fares

Fares for third/fourth guests in a stateroom vary by sailing date, destination, voyage duration and stateroom category. Both third and fourth guests in a stateroom pay the same fare, including children. Child fares where applicable only apply when children occupy the 3rd or 4th bed in a stateroom and/or suite. Triple and Quad occupancy staterooms are subject to availability and are capacity controlled. A stateroom must be assigned at time of booking that is equipped with third and/or fourth guest bedding. Triple and Quad bedding configurations may differ per stateroom. Guarantee staterooms cannot be assigned to a triple or quad booking.

Confirmation for triple and quad occupancy staterooms may sometimes be on a request basis and require external confirmation.

Dining

Each Seabourn ship offers a choice of dining venues to suit your mood of the moment, and nearly all are open-seating, inviting you to dine where, when and with whom you wish. Choose the sophisticated fine dining ambiance of The Restaurant. Enjoy a more casual indoor/outdoor venue, or savor the view and a perfectly grilled steak under the stars on deck. Restaurant 2 provides innovative, small-plates tasting menus for a delightful change of pace. Complimentary fine wines are poured with lunch and dinner. You can even enjoy a meal in your suite or on your veranda, with our compliments.

Special Diets

Guests with special dietary needs are asked to notify Seabourn at the time of booking or at the latest, six weeks before sailing. We also encourage you to take advantage of [My Seabourn](#), where you may personalize your Seabourn cruise experience, select your dining preferences, and manage your reservations and Seabourn Club information. Every effort will be made to comply with special dietary requests. For guests with life-threatening food allergies, we ask that guests provide detailed information to our Access & Compliance Department by completing a [Special Requirements Information form \(SRI\)](#). Guests should indicate on this form which foods may potentially cause a severe reaction. For additional information please visit the [Accessible Cruising](#) section of our website."

Documentation

For your convenience and to expedite processing, Seabourn has created the online process that will allow you to complete the Guest Registration Form quickly and securely. Using the online form will ensure that your information is complete and legible when received. The process will only take a few minutes, and then your registration will be complete and our ships' staff will be well prepared for your arrival and embarkation

Once you've completed Guest Registration, made your final payment and are within 40 days of departure, your ePass will be available for you to print.



Passports / Visas / Immunisations

Travel the World & Seabourn 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 for advice in these areas

Gratuities

Tipping is neither required nor expected on board.

Minors and Children

Minors under the age of 18 must be accompanied by a parent or other responsible adult over the age of 21. Seabourn will not accept reservations for infants 6 months or younger for non-transocean sailings, 12 months or younger for transocean sailings at the time the cruise commences.

Pregnancy

Seabourn welcomes pregnant women but will NOT accept guests who will enter the 24th week of pregnancy by the beginning of the cruise

Shore Excursions

Seabourn has planned an array of optional shore excursions of both general and special interest in the ports of call on your cruise. You may view available sightseeing options, view detailed descriptions, and purchase your shore excursions online. Each of our tours provides the highest level of quality, safety, convenience and value. Once you have booked your cruise and know your itinerary, you can easily book your shore excursions online; we recommend you book early for the best selection. Shore excursions, Journeys and pre-arranged tours may be purchased online at the time of booking, or anytime up to 3 days prior to departure.

Travel Insurance

We strongly recommend all guests independently purchase comprehensive Travel Insurance for the full purchase price of the cruise as well as air and/or land program arrangement costs.

Important Notice

The transportation of guests and baggage on Seabourn vessels is provided solely by Seabourn 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.seabourn.com This contains complete and important information regarding cancellations, itineraries, Seabourn'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 act only 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, and loss of baggage and personal effects.

While Travel the World will use its best endeavours to facilitate services* to be 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 relating to any service* provided by Travel the World are governed by the law of the state of New South Wales – Australia.

* Service/s refer to all accommodation & hotels or accommodation, cruises, flights, ground transportation / transfers, meals & beverages, shore excursions and tours.

NB

Contract Agreement – For additional information on Seabourn contract agreement, terms & conditions please refer to the website www.seabourn.com. This information is available for guests via the Seabourn brochure Please note that these terms and conditions can change without prior notice.

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>.