



IMPORTANT CRUISE INFORMATION

UNMISTAKABLE CREATIONS CRUISES - TERMS AND CONDITIONS

BOOKING FORM:

You must complete the booking form at time of booking. Final documents will not be released unless we have this form on file.

CREDITS: (Onboard Credit)

Please be aware that Geelong Travel holds a group allocation of cabins for each departure. We hold a selection of cabin types based on popularity from previous cruises. We are unable to hold an allocation of Quad, Triple and Single cabins.

As group rates are traditionally cheaper than any advertisement price they don't offer on board credit.

Once our allocation is exhausted, we sell cabins based on the best rate of the day. These cruise fares sometimes have credit attached.

Once you have paid a deposit you have accepted that you are happy with the price.

DINING:

My Time Dining is confirmed for each group. This is a concept that allows guests flexibility with evening dining in the main dining room between the hours of 6:00pm-9:30pm. You can reserve a table while onboard or in advance online via the Manage My Booking section of the website.

On the booking form you can choose early or late but we advise if you do this to still check on the day of embarkation if you want to join reservations together.

DRINKS PACKAGES:

Drinks packages are not mandatory and are booked and paid for online directly with Royal Caribbean. This is the done via the cruise personaliser.

Please note that if one person in the cabin has a package the other person **MUST** purchase one. This rule was implemented in July 2017 to combat people buying one package and sharing.

FACEBOOK GROUPS:

Each group has a facebook page set up by Melissa. This is to be used as a forum to make contact prior to the cruise, share ideas and ask questions. Please use this page in a respectful and friendly manor.

FLIGHTS:

It is advised that you arrive into the port city prior to noon to give yourself time to get to the pier. Boarding generally starts at lunchtime and is staggered depending on your cabin type and deck level.

Flights on the last day of the cruise are to depart after noon. The cruiseline put these conditions in place to account for any delays.

GEELONG TRAVEL:

Geelong Travel are a family owned business and the trusted booking agent. Kate Lane is the point of contact Her hours are 0900-1500 (Monday, Tuesday, Thursday, Friday). Kate has over 15 years' experience in the travel industry and has been working on these groups for 2 years. Kate can be contacted via email at kate@geelongtravel.com.au or via phone 03 5244 3666

GRATUITIES:

Gratuities are included in your cruise fare and cannot be removed.

INSURANCE:

Travel Insurance is compulsory. Travel insurance is designed to cover you against the unforeseen. Premium costs vary depending on age and any pre-existing medical conditions. A quote will be provided at time of booking.

LAUNDRY:

There are no self-serve laundry facilities on the ship. However, your cabin steward can organise your garments to be cleaned for a fee.

NAME CHANGES:

Name changes may be permitted as long as one of the original passengers remains the same. It is recommended to do this prior to final payment as fees will apply after the balance is paid.

PASSPORTS:

Each passenger must have a valid Australian Passport with 6 months validity from your return date. If not travelling on an Australian Passport please ensure that you have the correct documentation for re-entry into Australia.

ONLINE CHECK-IN:

It is the guests responsibility to complete the online check in. Please visit

www.royalcaribbean.com.au/onlinecheckin

You are required to enter your passport , emergency contact and credit card details.

You will need your cruise reservation number is noted on your Statement of Account.

ONBOARD SERVICES:

Shore excursions, Beverage Packages, Dining Reservations and Spa Services can be booked prior to sailing online. Please visit www.RoyalCaribbean.com.au/onlinecheckin

PAYMENTS:

Payment by cash or cheque is preferred. Credit card payments are accepted however costings may vary dependent on the airline or tour operator.

If payment is accepted by Geelong Travel credit cards will incur a merchant fee, 2% for Visa, MasterCard and Bankcard and 3% for Diners and American Express.

If you wish to pay by direct deposit, please find below our account details:

Bank: Westpac.

Account Name: Holiday Corner Pty Ltd.

BSB: 033 275.

Account Number: 481 545.

***** Please ensure you put your SURNAME in the subject field, thank you.**

Please note that by paying a deposit, you agree with the terms and conditions of this cruise.

PART PAYMENTS:

Part payments are not accepted. However, if you are in need of payment assistance please contact Kate directly.

REWARD PROGRAM:

As many of you may know Royal Caribbean offer a loyalty program called Crown & Anchor. Membership is not automatic or mandatory.

If you wish to join please visit

<https://secure.royalcaribbean.com.au/cas/home.do>

and complete the online form.

You will then need to let me know your membership number so I can add it to your booking.

WORKSHOP FEE:

The package cost includes your cruise accommodation and the workshop fee. Once full payment has been made - this class fee portion is non-refundable as products have been purchased in advance for you.

If you have to cancel after full payment is made, the workshop kit/s will be posted to you.

CANCELLATIONS:

Cancellation fees are as per Geelong Travel's Terms and Conditions.

Workshop Fee above is non-refundable.

TRANSPORTATION:

We provide you with a cruise only costing. We are happy to assist you with flights and additional accommodation requirements. Booking of domestic flights incurs a \$30 per person booking fee.

Royal Caribbean often offers coach transfers from Sydney Airport to the Port. These transfers are approximately \$39 per person each way.

VACCINATIONS:

Please check with your Doctor if medications of vaccinations are required for your cruise.

WORKSHOP / CLASSES / QUERIES:

Any questions regarding any of the workshop and classes should be directed to Melissa Kennedy - melken777@icloud.com for answers.