



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 Travel Managers holds the 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.

These group rates 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.

JO PATTON - TRAVEL MANAGER:

Jo Patton has worked in the travel industry for over 15 years and extensively travelled. Her hours are 0900-1700 (Monday to Friday). Jo can be contacted via email at jo.patton@travelmanagers.com.au or via phone +61 408 444 191

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 if requested.

LAUNDRY:

There are no self-serve laundry facilities on Royal Caribbean ships. 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. Fees will apply.

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:

There will be full payment details on the invoices that Jo Patton sends out to you. You will be able to pay via credit card, direct deposit, or bpay, however no cheques or cash will be accepted.

Once initial deposit is made you can then make regular repayments as often as you like, or just make the one final payment on the due date.

BPay Merchant Fees - BPay payments made using credit card will incur Merchant Fees. Contact your Personal Travel Manager for details.

Please note all credit card payments will incur a merchant fee as follows (Inclusive of GST):

Visa Credit card - 0.94%

Visa Debit card - 0.59%

Mastercard Credit card - 1.28%

Mastercard Debit card - 0.62%

American Express - 3.1%

Diners Club - 2.7%

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

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 workshop fees are different for each cruise dependant on number of teachers and classes etc. The package cost includes your cruise accommodation and the workshop fee. Once full payment has been made - the workshop portion is non-refundable as products have been purchased in advance for you.

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

CANCELLATIONS:

Cancellation fees are as per Travel Manager's Terms and Conditions. These are available to read from booking enquiry form and/or with your quote from Jo. The Workshop Fee detailed above is non-refundable.

TRANSPORTATION:

Travel agency provide you with a cruise only costing, however are happy to assist you with flights and additional accommodation requirements if required. Booking Fees will apply.

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 or vaccinations are required for your cruise.

WORKSHOP / CLASSES / QUERIES:

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