

Terms of Trade and Booking Conditions

IMPORTANT: Please read all paragraphs below carefully.

Credit Card Merchant Charges

CREDIT CARD PAYMENT CHARGES. When Worldwide Cruise Centre can accept credit card payment for Cruise and Travel arrangements, charges will apply as follows: Visa, Mastercard, Bankcard, a 1% levy is applied. American Express, Diners Club, a 3% levy is applied. **CREDIT CARD AUTHORISATION.** It is the strict policy of Worldwide Cruise Centre to obtain the verified signature of the Credit Card holder for each charge to a Credit Card. This can be either a faxed Credit Card authorisation form found below or a separate form obtained from Worldwide Cruise Centre. Verbal authorisation over the phone is not accepted.

Deposits and Amendments

DEPOSITS: Worldwide Cruise Centre requires a \$200 per person deposit in addition to any amounts payable to Cruise Lines, Airlines, Hotels etc. All deposits are deducted from final payments and are not an additional charge. All deposits are NON REFUNDABLE from the time of payment and should be protected by travel insurance.

AMENDMENTS: After deposits have been received, amendment to your booking will incur a \$50 per person per amendment fee in addition to any fees charged by suppliers. Where a cruise line releases a promotional fare after you have booked, any transfer of that booking to a promotional fare on the same or new cruise is regarded as a cancellation of the first booking and subject to cancellation penalties as determined by the cruise line.

Exchange Rate Adjustments

EXCHANGE RATES: Fluctuations in exchange rates are beyond our control. We reserve the right to increase any fare prices at any time without prior notice to take into account exchange rate fluctuations.

Passport name amendments

It is ESSENTIAL that your full passport name is given to us at the time of booking. Any correction or alteration to a passenger name after a booking is made will incur amendment fees or a whole new reservation may need to be made which could result in your booking not being confirmed.

Passports and Visas

Valid passports are required for all fly/cruise and cruise only product. Passports must have at least six months validity after the date of return to Australia. Certain ports of call may require visas prior to departure. For a modest fee, your consultant is happy to assist you with visa requirements and prepare application forms with express service to the Consulates. Check with your consultant regarding fees. Passport and visa requirements remain the responsibility of the traveller.

Travel Insurance

On many cruise lines it is compulsory that adequate travel insurance be purchased from the date of the deposit being made. Worldwide Cruise Centres recommends Covermore Travel Insurance which provides extensive medical, cancellation, and luggage cover. Contact us for further details.

Travel Insurance Claim Documentation

Where travel insurance has been purchased through Worldwide Cruise Centre, we will be happy to assist with supporting documentation for your claim without charge. Where you have purchased your Travel Insurance from another source including credit card insurance, we will charge a fee of \$250 for providing supporting documentation for your claim.

Disclaimer regarding suppliers

Worldwide Cruise Centre acts as an agent for the service suppliers. As such we are not responsible for the provision of the service or arrangements provided by that supplier. Worldwide Cruise Centre will not be held liable in any way for any acts, errors, omissions, representations, warranties or negligence by any suppliers. In the event of an issue arising between the traveller/s and the service supplier, we will assist by initiating contact between the parties but will not be party to ongoing communications or negotiations.

USA Online Travel Authorisation

All USA Travellers are required to go onto USA Dept of Homeland Security website to complete visa authorisation and get an authorisation number. The website is <https://esta.cbp.dhs.gov/esta>. Once this is completed you will be able to enter the USA. Failure to complete this process can result in you being denied boarding your flight or cruise.

Travel Documentation (tickets)

Your online Cruise Registration or Cruise Passenger Information Form must be completed before the Cruise Line will release your Cruise documents. Failure to complete this will cause delay. Once complete, the cruise line will release your documentation to WWCC 10-14 days prior to departure date from Australia. It is unnecessary to chase documents with your cruise consultant prior to this, as all cruise lines issue documentation in 'departure date' order, and within this time frame. Your cruise consultant will inform you once your documents have arrived and are ready for collection or postage.

Airline seating and special meals

We recommend contacting the airlines directly for your seating and special meal requests to ensure that the airline has accurately noted your requirements. Airlines will often advise seat numbers but will not guarantee your seating until final boarding. Passengers are responsible for reconfirming all flights 72 hours prior to flight departure times.

Fuel and Security Surcharges

The price of crude oil in general and especially kerosene, which continues to remain at a record level; has subsequently forced many airlines and cruise lines to implement fuel surcharges. These fuel surcharges will remain in force until the crude oil price on the spot markets fall below USD40.00 per barrel on 30 successive days.

The Fuel and Security surcharges are not included in our costings due to the variations of these surcharges from the airlines and cruise lines. At time of final payment all airline tickets and cruise fares will be recosted with any relevant surcharges that are applicable at that time.

Cancellation

In the case of cancellation once final monies are paid; Worldwide Cruise Centre will charge 10% of the fly/cruise costing or cruise only fare inclusive of all taxes, port charges and accommodation packages. This charge is in addition to any cancellation fees charged by Cruise Lines and/or airline/hotel/tour operator.

Cabin number

In many cases cruise lines will allocate you a cabin number at the time of booking or when your documentation is issued. This cabin number may be shown on your itinerary and also on your cruise documentation; however, this cabin number is never guaranteed by either the cruise line or Worldwide Cruise Centre. You may be relocated within the same grade/category by the cruise line at any time up to your embarkation without notice. Please refer to the cruise line brochure or the "contract of passage" supplied with your cruise documentation.

Dining requests

Dining times are on a request basis only and are made on a first booked basis. Often your selected time will be on request only and waiting confirmation by the cruise line. Confirmation of your dining time is given by the cruise line upon embarkation of your cruise. Please refer to the cruise lines' terms and conditions in their brochure.

Port Charges, Govt. fees and Taxes

Governed by local port authorities; port charges and govt. fees are subject to currency fluctuation, and are required by law to be costed separately from the cruise fare. Airline taxes are also subject to currency fluctuation; and are converted at the exchange rate(s) when final payment is made. *The port charges and airline tax amounts are a guide only.*

Cabin Guarantee/Ships option

Where your reservation on a particular cruise has been confirmed as a "cabin guarantee" or "ships option" the cruise line is accepting your reservation for that particular grade of accommodation or higher category; rather than assigning a specific cabin number. Cabin numbers are confirmed either when your cruise documents are issued, or, upon embarkation with a guarantee you will not be allocated below this grade.

Smoking Policy P&O Cruises

In the interest of guest's health, safety and enjoyment during their cruising holiday, smoking is no longer permitted indoors onboard P&O Cruises Australia Vessels, including cabins, suites and private balconies. This change in policy is also in line with Australian standards. Outdoor smoking venues will be published in the daily newsletter onboard your cruise. For further information please visit our website at: www.pocruises.com.au/smoking_policy.

Availability

Advertised lead-in cruise and fly/cruise packages are subject to airline, hotel and cruise availability at time of booking. Where these lead in packages are not available, the cruise company may offer an alternative grade of cabin for your consideration. We strongly recommend early bookings to avoid disappointment. Pre and post cruise land packages may need to be adjusted to suit flight schedules and availability. No allocations are held with airlines or hotels.

Service Provider Conditions

All service providers (Cruise Lines, Airlines, Hotels, Tour Operators etc.) have their own Terms and Conditions. It is the passengers responsibility to be aware of them for each service booked. In most cases these can be found on the service providers website or in their brochure. If you have any questions regarding the location of these terms and conditions or their wording, please contact your consultant. Worldwide Cruise Centre, as an agent, has no control over the terms and conditions set down by the service provider.

Airfare/Airline Conditions

All airfares are subject to change / increase / withdrawal without notice by the airline(s) until paid in full and tickets issued. All airline schedules are also subject amendments and flight cancellation without notice by the airline. Claims for costs as a result of these actions must be made directly to the airline concerned. Worldwide Cruise Centre cannot be held responsible for the actions of an airline.

Travel Advice Notices

Please check any Travel Advice Notices issued by the Australian Department of Foreign Affairs and Trade prior to your journey. www.dfat.gov.au/consular/advice or by calling 1300 555 135. www.smarttraveller.gov.au or call 1300 139 281 for updated travel information.

Frequent Flyers

It is essential to keep all tickets and boarding passes from your trip so that the airline can assist with crediting points that were not collected. Please contact the airline for assistance in redemption of missed points.

Travellers cheques/Foreign Currency

We can arrange these for you, and have your foreign currency and travellers' cheques conveniently available upon collection of your travel documents (which is normally two weeks prior to travel). Payment needs to be made the day that the travellers' cheques/monies are ordered from our office.

IMPORTANT: Final payment conditions (Exchange Rates)

If your account is not fully paid, you will need to contact your consultant on the day payment is being made as all charges are now subject to any exchange rate changes. We will re-cost all applicable services at the prevailing exchange rate and issue a new statement of account showing any necessary adjustments.

FINAL DUE DATE

FINAL CRUISE PAYMENT DATE: Cruise Line policy dictates that no extension to final payment date will be offered. If payment is not made by the due date the cruise line will cancel the reservation and deposits will be held as cancellation fees.

Condition Acknowledgement

The above TERMS AND CONDITIONS are to be read in conjunction with the booking conditions of the cruise line, airline or travel supplier with whom Worldwide Cruise Centre has made your reservation. Payment of your deposit means you have read and accepted the terms and conditions of Worldwide cruise centre and the travel suppliers.

Deposit payments will not be accepted until these terms and conditions have been signed and received by Worldwide Cruise Centre.

I/we understand and accept the above conditions as set out apply to all travel arrangements made on our behalf by Worldwide Cruise Centre.

Signed: _____

Date: ____/____/____

Print Name: _____