



**PAYMENTS & DEPOSITS**

**Deposit:** A deposit of **20%** of total booking charges for Voyages 30 days or less and a deposit of **30%** for Voyages 31 days and longer is required for all passengers (including third and fourth berths) travelling on a voyage.  
 \*Cunard reserves the right to levy a non-commissionable Fuel Supplement on all guests if the NYMEX oil exceeds \$70 per barrel, even if the fare has been paid in full.

**Final Payment Due:** Voyages 6 days or fewer: 70 days before sailing  
 Voyages 7 days to 30 days: 80 days before sailing  
 Voyages 31 days or more: 125 days before sailing

*\*Deposit payment does not constitute a guaranteed booking. Deposit amount will be forfeited, and booking are subject to cancellation if full/final payment is not received by the above stated period.*

**CANCELLATIONS & REFUNDS**

**Cancellation Fee Schedule:** All passengers are required to pay a cancellation fee (including 3<sup>rd</sup> and 4<sup>th</sup> berths) if they cancel their cruise, or land tour. Cancellation fees are based on the fare paid, excluding Government fees & taxes, transfers, fuel supplement, shore & land excursions and most special service items.

Cancellation fees vary based on voyage length and timing of cancellation (see Table below).

Voyages 6 days or less	Cancellation Fee
70 days or more	S\$125 per cabin
69-50 days	20% of total charges
49-20 days	55% of total charges
19-13 days	80% of total charges
12 days or fewer	100% of total charges

Voyages 7 to 30 days	Cancellation Fee
80 days or more	S\$125 per cabin
79-62 days	20% of total charges
61-34 days	55% of total charges
33-20 days	80% of total charges
19 days or fewer	100% of total charges

Voyage Length 30+ days (including World Voyages, Liners & Full World).	Cancellation Fee
125 days or more	S\$125 per cabin
124-95 days	25% of total charges
94-65 days	55% of total charges
64-35 days	80% of total charges
34 days or fewer	100% of total charges

**Replacement/ Name Changes:** Amendment of reservation is considered a cancellation and the necessary fees as per above will still apply on top of the new fare. Any amendments have to be made at least 72 hours prior to departure and subject to cruise line approval.

**Age Restrictions:** The following age restrictions apply to all voyages - Minimum Age Requirements:

Destination	Minimum Age
Transatlantic (including any voyage with a transatlantic element)	12 months
World Voyage (including segment and liners)	12 months
Transpacific (including Hawaii & South Pacific)	12 months
North America (excluding Hawaii)	6 months
Europe (excluding Iceland)	6 months
Iceland	12 months

All passengers under the age of 21 must travel with a passenger age 21 or older. Additionally, for groups and families booking multiple staterooms, the minimum age for each stateroom is 16 years, provided they are travelling with a parent or legal guardian. We are unable to accept group reservations for student and youth groups that do not conform to our minimum age requirements. Each passenger agrees that they will supervise any passengers in their care at all times to ensure all policies are strictly adhered to by all passengers under their supervision.

Drinking & Gambling: The age for both drinking and gambling on Cunard ships is 18 years old. Cunard does enforce the 21 year minimum while in a U.S. port or in U.S. Territorial Waters. Passengers under the age of 18 will not be permitted in the Casino or Disco.

Smoking: Smoking is not permitted in any public areas including staterooms or on private balconies. Smoking is permitted on designated areas on the open decks. Electronic cigarettes which do not emit smoke are not permitted in public areas but can be used in staterooms, balconies and designated areas of the open decks.

Gratuities will be added to your shipboard account on a daily basis for each guest (including children).

**Gratuities:**

A 15% gratuity is added to your bar charges and dining room wine account.

Grill Restaurant Accommodations **\$13.50 USD** per person per day

All Other Accommodations **\$11.50 USD** per person per day

Note: Gratuities may vary or change without notice.

**Pregnancy:**

Any passengers who will have entered the 24th week of pregnancy by the last day of the cruise are not allowed to book a cruise or to sail with Princess.

All pregnant women are required to produce a physician's letter stating that mother and baby are in good health, fit to travel and the pregnancy is not high-risk. The letter must also include the estimated date of delivery (EDD) calculated from both the Last Menstrual Period (LMP) and ultrasound, if performed.

Cancellation Fee Waiver

**At Ease Waiver Program:**

**This program must be paid for with the deposit and cannot be added at a later date.**

The program is not available for bookings made within final payment period and is not refundable under any circumstances, once paid.

Net Fare	At Ease Waive Cost (per person)
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Up to SG\$6,250	10% of Cruise Fare
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SG\$6,250 or more	8% of Cruise Fare
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**Passport & Visa Requirement:**

It is the Customer's sole responsibility to ensure that he/she has a valid passport with **minimum 6 months' validity** from date of the last departure point as well as the necessary visas, vaccinations, health certificates and all necessary travel documents as required by the various government authorities of the country (ies) to be visited. (e.g. exit/re-entry permit, work permit, social visitor pass etc).

Lack of proper documents may result in denial of boarding of flight or vessel without refund fare.

**Refund Policy-Payment Mode:**

For cheque or cash payment, refund will be made in the form of a cheque and processed within 2-4 weeks from date of written cancellation. For credit card payment, refund will be made through the credit card company and processed within 4-6 weeks. During peak periods, the refund process may be longer due to the increase in transactions.

Please take note that cruise line has the right to change the itinerary of the cruise without prior notice due to force majeure or for safety reasons associated with the ship or navigation.

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**Please Note:**

1. Check-in will close 2 hours prior to the scheduled sailing time. Guests whom arrive late will be denied boarding.
2. Please provide us with the exact name as printed on your passport and please check your invoice to ensure that the names are entered correctly otherwise you may not allow to board a cruise ship.
3. We will comply with all relevant obligations under the Personal Data Protection Act 2012 ("PDPA") governing the collection, use, disclosure and care of your personal data in accordance with our privacy statement, a copy of which can be found at [www.ChanBrothers.com/Privacy](http://www.ChanBrothers.com/Privacy).
4. Other terms and conditions apply: <https://www.chanbrothers.com/PackageTourTnCs>

I understood and agreed above terms and conditions.

Guest's Name: \_\_\_\_\_ Signature/ Date: \_\_\_\_\_ Booking Reference: \_\_\_\_\_