



PAYMENTS & DEPOSITS

Deposit: A deposit is required and generally due within 1 to 5 days after reservation date. The per person, per cruise deposit requirement will be advised at time of booking.

Final Payment: Final payment is generally due no later than 95-125 days prior to departure although some cruises have different final payment date requirements. Please consult our consultant for the final payment date applicable to your cruise.

**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.*

CANCELLATION Policy

Cancellation Fee Cancellation fees apply to the entire cruise booking, including cruise fare, air add-ons, ground transfers, pre-cruise and post-cruise hotel and tour packages. 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:

Schedule:

Grand World; Grand Voyages; any Segment of a Grand World or Grand Voyage; 28+ day Hawaii, Tahiti & Marquesas; Incan Empires; Amazon Explorer; 30+ day Europe Transatlantic or any segment of a 30+ day Europe Transatlantic sailing

Before commencing travel	Cancellation Fee
96 days or more	Deposit Forfeited
95-80 days	65% of gross fare
80 days or less	100% of gross fare
Before commencing travel	Cancellation Fee

All Holiday; Australia/New Zealand; South Pacific; Asia; Prinsendam Europe; South America/Antarctica sailings; and Rotterdam Caribbean

Before commencing travel	Cancellation Fee
69 days or more	Deposit Forfeited
68-48 days	55% of gross fare
47-27 days	80% of gross fare
26 days or less	100% of gross fare

Caribbean (except Rotterdam); Panama Canal; Mexico; Canada & New England; Pacific Coastal; Pacific Northwest; Alaska and Alaska CruiseTours; Europe (except Prinsendam Europe, 30+ day Transatlantic and segments of 30+ day Transatlantic) and 27-day or less Hawaii sailings

Before commencing travel	Cancellation Fee
62 days or more	Deposit Forfeited
61-34 days	55% of gross fare
33-21 days	80% of gross fare
20 days or less	100% of gross fare

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.

Replacement/Name Changes:

Name changes and departure date changes are considered reservation cancellations and are subject to cancellation fees and the necessary fees as per above will still apply on top of the new fare. Name changes require the prior approval of Holland America Line. Cruise contracts are nontransferable.

Gratuities:

Hotel Service per guest per day for other staterooms

Category Type	Gratuity per guest per day (\$USD)
Inside, Oceanview and Verandah	\$14.50
Suites	\$16.00

NOTE: Gratuities may vary or change without notice.

Infant:

Holland America Line will not accept reservations for infants under 6 months of age for non-Transocean sailings or under 12 months of age for Transocean sailings at the time cruise commences.

Pregnancy:

Reservations will not be accepted for women who will be 24 or more weeks pregnant at the time their cruise with Holland America Line concludes. If you are pregnant or sailing with a guest who is pregnant they must provide a physician’s letter stating the expected due date, medical fitness to travel and the pregnancy is not high risk. Please also include your name, booking number, ship and sailing date.

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).

Cancellation Protection Plan at a glance: Provided by Holland America Line

Cancellation Protection Plan (CPP):

The Cancellation Protection Plan, if desired, may be purchased at **time of deposit**. Once the plan is purchased, fees related to the plan are non-refundable.

CPP is not insurance, and is administered by Holland America Line; it provides no rights other than those explained above. For example, it does not protect double-triple-quad occupancy rates should one or more members of your party cancel, nor does it cover expenses or unused services due to trip interruption.

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.

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.
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: _____