



Cruise Booking Terms and Conditions:

1. Deposit Amount

A **Deposit of S\$500 per cabin** is due and payable by the Passenger at the time of Booking Confirmation. A booking will be completed and the Contract will be effective only when the Company accepts the booking by sending a confirmation Invoice to the Passenger or to the Passenger’s Sale Agent.

FINAL PAYMENT	
Regular Sailing	75 days prior to sailing
Holidays Sailing	95 days prior to sailing

2. Cancellation Policy:

CRUISE Less than < 15 Nights – Upon Booking Confirmation

65 days or longer	S\$100 administration fee
64 - 32 days	30%
31 - 24 days	45%
23 - 17 days	65%
16 - 3 days	85%
2 days till 0	100%

**or loss of deposit whichever is greater*

CRUISE More than > 15 Nights – Upon Booking Confirmation

95 days or longer	S\$100 administration fee
94 - 62 days	30%
61 - 54 days	45%
53 – 37 days	65%
36 - 16 days	85%
15 days till 0	100%

**or loss of deposit whichever is greater*

Remarks

Amendment are considered reservation cancellations and the necessary as per above will still apply on top of the new prevailing fare applicable. Name error subjected to amendment fee at S\$100 per change.

3. Pregnancy Policy:

All pregnant guest are required to declare their condition upon booking. If pregnant guest have entered, or will be entering, their 24th week as of sailing period, they will not allowed to board the ship to take the cruise.

A physician’s Fit to Travel note stating that they are in good health, not high risk pregnancy, and not entering the 24th week during the cruise duration is required for all pregnant guest. No refund or compensation will be given in the event of cancellation due to pregnancy.

4. Infant & Minor Policy:

Infant sailing on a cruise must be at least 6 months old as of the first day of the cruise and/or Cruise Tour. For other selected cruises, South American and/or other Cruise Tours, the infant must be at least 12 months old as of the first day of the cruise/Cruise Tour.

Guests who are 21 or older may book a cruise however no guest under the age of 21 will be booked in stateroom unless accompanied by an adult 21 years or older. This age limit will be waived for underage married couples (proof of marriage is required at check in or minor children sailing with their parents or guardians in adjacent staterooms.

Minor aged 18 or under at the start of the sailing must be accompanied by a parent/legal guardian. Minors travelling with their parents or legal guardians must be booked in a stateroom physically adjacent (directly next door, or directly across the hall) to their parents or legal guardians.

Adult who are not parent or legal guardian of any minor child travelling with them are required to present the child's valid passport and applicable visa (or certified copy of the child's birth certificate) and an original affirmed or notarized letter signed by at least one of the child's parent/legal guardians.

The notarized letter must authorized the travelling adult to take the minor/s on the specific cruise and must authorize the travelling adult to supervise the child and permit any medical treatment that must be administered to the child which in the opinion of the treating doctor needs to be carried out without any delay.

5. Passport & Visa Requirement:

Passengers must hold fully valid passports for the whole duration of the cruise and the expiry date **must be at least 6 months after return date**. Certain countries insist on machine-readable and digital photo passport, especially Russia and USA. The company is not responsible for obtaining visas for any passenger; this is the responsibility of the individual passenger.

6. Currency Onboard:

For cruises in the Mediterranean, Northern Europe as well as southbound transatlantic cruises departing from Europe the onboard currency is the Euro. (Subject to change)

For cruises in the Caribbean, South America and South Africa, as well as transatlantic cruise going to Europe, the onboard currency is the US Dollar. (Subject to change)

7. Hotel Service Charge:

For your convenience MSC Cruises will automatically add a daily Hotel Service Charge to your shipboard account, based on your chosen itinerary and the number of days for which the services are actually provided.

MEDITERRANEAN, NORTHERN EUROPE, ANTILLES, CUBA, ABU DHABI ,DUBAI AND OMAN	Up to 10 Euro per night (Age 12 and above)
SOUTH AFRICA CRUISES	Up to 10 Euro or US12* per night (Age 12 and above)
SOUTH AMERICA CRUISES	Up to 9 Euro or US12.50* per night (Age 12 and above)
THE CARIBBEAN SEA CRUISES	Up to 9 Euro or US12.50* per night (Age 12 and above)

Children between the ages of 2* or 3 to 11 will be charged at 50% of the above rates.

*selected itinerary

Bar Service Charge

A 15% Bar Service Charge is automatically added to all purchases.

8. 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: _____