



A DEPOSITS INFORMATION

A 20% deposit is required for all passengers (including 3rd and 4th berths) traveling on a cruise/cruise tour. It must be received a 24-hour option period for all voyages.

Deposit	Cabin Category	Final Payment (prior to sailing)
20% of total voyage fare	All Categories	75 days

CANCELLATIONS POLICY

All Categories

Days Prior to Sailing	Cruise, Cruise Tour Cancellation Fee
73 days or more	\$50 administration fee per cabin
72 – 53 days	Deposit Forfeited
52 – 32 days	50% of total charges
31 – 18 days	75% of total charges
17 days or less	100% of total charges

**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. In the event a reservation is cancelled, a cancellation fee will apply. No refunds will be given on any cruise for no-shows.*

Changes:	Amendment or name change of reservation are considered cancellations and the necessary fees as per cancellation policy above will still apply on top of the new fare.
Boarding Time:	<p>Guest are requested to complete the Online Check-in at least 2 days prior to sailing and be onboard the ship no later than 1 hour prior to the departure time or they will not be permitted to sail.</p> <p>Guest who have <u>not</u> completed Online Check-in above mentioned, required to check in at terminal at least 2 hours prior to departure time.</p> <p>Any late arriving guest may join the ship at an approved port of call in the scheduled cruise itinerary. Such guests will be responsible for all applicable fees and travel expenses to that subsequent port of call.</p>
Guarantee(GTY) Reservation:	<p>GTY rate only guarantees: the ship, sailing date, fare and a stateroom category paid for or possibly higher. The GTY rate does <u>not</u> guarantee: deck or location, bedding arrangement, specific stateroom number, unobstructed view/ enclosed balcony nor upgrade.</p> <p>Staterooms are assigned any time after final payment and up to day of sailing. No changes once the stateroom has been assigned.</p>
Infant:	Infants sailing onboard a Norwegian vessel must be at least 6 months of age at time of sailing. However, for voyages that have 3 or more consecutive days at sea, the infant must be at least 12 months old at time of sailing.
Age Restrictions on Travel:	Guest under 18 years of age must be accompanied in the same, connecting or next to one cabin with adults' guest, who is 18 years of age or older at the time of embarkation. For passengers under the age of 18 travelling with an accompanying adult, who is not the minor's parent or legal guardian, a Parent/Guardian Consent Form that authorizes the minor's travel and further authorizes medical treatment in case of an emergency must be delivered to a NCL representative at the pier during check in.
Pregnancy:	Norwegian Cruise Line will not accept guests who will have entered their 24th week of pregnancy by the time their travel with NCL concludes. A Statement from the expectant mother's doctor, stating her due date and fitness to travel must be provided prior to boarding. NCL will not be responsible or liable for any complications of pregnancy which arise or occur during the cruise

Displacement & Itinerary change	<p>In the event of strikes, lockouts, stoppages of labor, riots, weather conditions, mechanical difficulties or any other reason whatsoever, Norwegian Cruise Line has the right to cancel, advance, postpone or substitute any scheduled sailing or itinerary without prior notice.</p> <ul style="list-style-type: none"> Norwegian Cruise Line may, but is not obliged to, substitute another vessel for any sailing and cannot be liable for any loss to guests by reason of such cancellation, advancement, postponement or substitution. Reservations are subject to change or cancellation in the event of a full-ship charter, and in such event, Norwegian Cruise Line shall refund all passage moneys paid by the guest. 		
Service Charge (Subject to change without prior notice):	It will be automatically added per guest per day to your shipboard account for all staterooms.	All ships, except for Norwegian Sky & Sun	Norwegian Sky & Sun (3-5 Day Sailings)
	Mini-Suites and below	US\$14.99	
	The Haven and Suites	US\$17.99	
	Inside, Oceanview and Balcony staterooms		US\$20.49
	The Haven and Suites including Mini-Suite		US\$23.49
	*service charge subject to change without prior notice		
Travel Protection:	<p>The Travel Protection Plan cost may be paid at any time, from deposit up to and including final payment; however, trip cancellation coverage takes affect only upon payment of your departure for your trip. Payment of your cruise fare deposit without Travel Protection will not activate your coverage. The policy provides limited-benefits health insurance only, please refer NCL website for more information.</p>		
Passport & Visa Requirement:	<p>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). No refund for guest with denied VISA application.</p>		
Refund Policy- Payment Mode:	<p>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.</p>		

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: _____