



THE LUXURY COLLECTION  
BY CRUISES INTERNATIONAL

# TERMS & CONDITIONS

OCEANIA CRUISES®

SEABOURN®

AMAWATERWAYS™  
LEADING THE WAY IN RIVER CRUISING

WINDSTAR  
CRUISES

SEADREAM  
YACHT CLUB

## AMAWATERWAYS TERMS AND CONDITIONS

Cruises International put every effort into providing you and your clients with the best level of service and cruise experience. To achieve that, we require you to comply with the payment dates and schedules. It is important to check the information contained in the confirmation letter to ensure that all the details are exactly as requested. Any applicable discounts are applied to the cruise fare only.

1. **EFT Payments:** Proof of payment must be sent to Cruises International prior to 4pm on the day of payment in order to secure bookings. Failure to do so will result in your booking cancelling.
2. **Visas are required for all cruises.** There are no ship visas. It is the Travel Agent/guest's responsibility to obtain all applicable visas. For all visa requirements kindly check with the relevant consulates or a visa service. Embarkation will be denied if the correct visas are not obtained. For your protection, your passport expiration date must not occur within 6 months of the voyage termination date.
3. Please contact your doctor/travel clinic for advice and the most up-to-date health requirements for all destinations.
4. It is very important to take out Travel & Cancellation Insurance. It is the Travel Agents/Guest's responsibility to ensure they have adequate insurance cover. Cruises International strongly recommends that all guests purchase the Travel & Cancellation Insurance to protect against covered unexpected events. Please note that you will not be covered under any circumstances unless you have arranged for your own travel insurance.
5. By confirming the reservation with payment, the guests/travel agent acknowledges that they are aware of and will comply with the terms and conditions.

### 6. DEPOSIT & FINAL PAYMENT

To confirm a river cruise or river cruise and land reservation, we require a deposit of \$400 per person for Europe, Colombia and Asia, \$4,800 per person for Seven River Journey Through Europe itineraries, \$1,200 per person for Egypt and \$2,400 per person for Africa itineraries on or before the deposit due date indicated on the confirmation. For transoceanic airline fares reserved through AmaWaterways, a non-refundable deposit of \$350 per person for Economy and Premium Economy class or \$600 per person for Business/First class tickets is required to issue ticket(s) within 24 hours for the flight schedule offered and accepted. Upon receipt of deposit, air will be ticketed, at which time deposits will be non-refundable. Any air schedules and ticketing relating to AmaWaterways air promotions will be provided 75 - 90 days before the travel start date or once full payment is received for the river cruise and promotional air price (if any). Any itineraries that include intra-air flights require a non-refundable deposit (also applies to combination cruises) and will be advised at time of booking. Bangkok land package requires a non-refundable deposit of \$200 per person. The Rwanda extension requires an additional non-refundable deposit of \$1,500 per person for the Mountain Gorilla permit and \$100 per person for the Golden Monkey permit. Hotel Extra Nights require a non-refundable deposit of \$50 per stateroom at the time of confirmation of the hotel availability. The Concierge Golf Program requires an additional non-refundable deposit of \$700 per person. Other custom arrangements may also require non-refundable deposits and will be advised at the time of booking. Final payment is due no later than 90 days before the travel start date. Failure to provide full payment by 90 days prior will result in cancellation of all services booked with AmaWaterways. Should that occur, all penalties would be assessed for the components booked as per the AmaWaterways cancellation timeline listed below, regardless of any reinstatement requests of services received after the cancellation is processed. Please note any prior confirmations of land packages or airline schedules would no longer be valid in the event a reinstatement is requested and all availability for cruise, land and air would be subject to change based on availability at time of re-booking and is subject to current market pricing at such time. Cruise Protection Plan would be non-refundable in the event of cancellation and would need to be repurchased entirely on the reinstated reservation.

### 7. CANCELLATION CHARGES

In the unfortunate event a participant must cancel travel, notice must be made to Cruises International during standard business hours or via email to [reservations@cruises.co.za](mailto:reservations@cruises.co.za), which must include writing stating clearly and correctly each guest's name, ship name, start and end date of the cruise and a brief statement of the reason for cancellation. Other forms of notice are not sufficient. Cancellations received within 24 hours of vacation start date will be deemed as trip interruption, cannot be cancelled and are 100% non-refundable. The effective date of the cancellation is the date AmaWaterways receives cancellation notice. A change in sailing date, name changes, the substitution of a participant or a reduction in the number of guests in a stateroom are treated as a cancellation in that all applicable cancellation charges apply. A reduction in occupancy is subject to a single supplement charge. Cancellation charges for bookings within charter and part-charter agreements are as per the charter contract. All other cancellation charges are per-person, based on the cancellation date, as seen in the chart below.

You acknowledge that your cancellation will cause us and the Carrier difficulty in selling a replacement cruise or cruise & land reservation and thus the cancellation fees described below apply regardless of whether your cruise or cruise & land reservation is resold. You agree that any losses sustained by us and/or the Carrier in the event of cancellation would be very difficult or impossible to quantify, and the cancellation fees are fair and reasonable as liquidated damages.

DAYS BEFORE DEPARTURE	CRUISES & LAND CANCELLATION CHARGE	
More than 121 days prior to departure	\$200 (Europe, Colombia & Asia) \$2,400 (Seven River Journey Through Europe) \$600 (Egypt) \$1,200 (Africa)	
120-90 days prior to departure	\$400 (Europe, Colombia & Asia) \$4,800 (Seven River Journey Through Europe) \$1,200 (Egypt) \$2,400 (Africa)	
89-60 days prior to departure	35% of cruise and land price	35% of all charges
59-30 days prior to departure	50% of cruise and land price	50% of all charges
29-7 days prior to departure	80% of cruise and land price	80% of all charges
6 days prior to departure	100% of cruise and land price	100% of all charges
Inside of 24 hours	100% of cruise and land price	100% of all charges

Except as otherwise provided in your Passenger Ticket Contract, after travel begins, there is no refund for unused services, or unused portions of cruise, cruise/tour.

**Pricing:** All prices are in US dollars. In the event that a cruise fare listed, quoted or advertised through any website, printed collateral, reservations person, travel advisor or any other source is booked, but is incorrect due to an electronic error, typographical error, human error or any other error causing the fare to be listed, quoted or advertised for an amount not intended by AmaWaterways, AmaWaterways reserves the right to correct the erroneous fare by requesting the passenger to pay the correct fare intended, or by cancelling the cruise. AmaWaterways reserves the right to increase prices without notice.

**Prices Do Not Include:** Published prices do not include airfare, vessel fuel surcharges, passport and visa fees, baggage fees, port charges and fees, travel protection, vaccinations, laundry, additional food and beverages, optional excursions, gratuities or other items or services of a personal nature.

**Passport and Visas:** A valid passport is required for each participant. Passports must be valid for at least six (6) months after the scheduled return date to your home country, unless stated otherwise.

8. Except as otherwise provided in your Passenger Ticket Contract, after travel begins, there is no refund for unused services, or unused portions of cruise, cruise/tour.

#### 9. PASSPORT AND VISAS

A valid passport is required for each participant. Passports must be valid for at least six (6) months after the scheduled return date to your home country. For travel to Asia, we require a copy of your valid passport prior to or at final payment. If not received at this time, embarkation may be denied, and cancellation penalties will apply.

Guests on the Vietnam/Cambodia Cruise & Land program must obtain a Multiple Entry Visa for Vietnam, as they will have two different points of entry into Vietnam, and a Single-Entry Visa for Cambodia. Guests on the cruise only Vietnam/Cambodia itinerary will require a single-entry visa for Vietnam and Cambodia.

Obtaining required visas and any other required travel documentation and assuring these are complete and correct in all ways, is the sole responsibility of each participant. We are not in a position to obtain or verify the accuracy or completeness of any participant's visa or other required documentation and shall not be responsible or liable for delay or missed portion of any part of the itinerary or other problems resulting from the participant lacking the appropriate travel documentation.

#### 10. TRAVEL DOCUMENTS

Only after receipt of full payment, final Digital Travel Documents (including airline confirmation information, if applicable) will be sent via email, approximately 3-4 weeks prior to departure. (Delay in final payment will delay delivery of Digital Travel Documents.) Requests for expedited Digital Travel Documents may be possible for an additional charge.

#### PRE-CRUISE REGISTRATION

In order to verify that we have the correct booking information on file for our guests, we kindly ask that all guests complete our pre-registration process upon deposit or no later than the final payment date. Guests (or their travel advisor) may visit our website to complete this process at: [www.AmaWaterways.com/check-in](http://www.AmaWaterways.com/check-in)

By checking in, guests can:

- Ensure that their personal information is correct on all necessary travel documents
- Provide important emergency contact information
- Inform us of any special occasions
- Sign up for shore excursions

**Please note:** Guest Digital Travel Documents will only be released upon receipt of final payment and completion of the pre-registration process.

## 11. GENERAL PROVISIONS

- Changes in Cruise and Cruise & Land Itineraries: Carrier seeks to provide services as published or stated in the Digital Travel Documents. But deviations to planned cruise, cruise & land itinerary or any other aspects of the travel may occur. If conditions make cruise routes unsafe for navigation or in other respects, or raise sufficient doubt about safety, Carrier reserves the right to modify or provide alternate services. These may include, but are not limited to, providing accommodation on the docked ship and/or substituting ground arrangements. An effort will be made to try to arrange elements of the cruise and cruise tour similar to those originally planned, but the level of similarity may vary. Except as otherwise provided in your Passenger Ticket Contract, such changes will not entitle you to any credit or a refund. Cruise, cruise & land routes, and all other aspects of the cruise and travel are subject to change with or without notice.
12. **Hotel Accommodations:** We will seek to use hotels listed (if any) on your confirmation. Changes may be necessary, therefore use of such hotels is not assured. An effort will be made to substitute similar hotels, but the level of similarity may vary. Standard policy for hotels is to have rooms available for check-in no earlier than 3:00 p.m. Subject to the discretion of the hotel, triple-occupancy hotel accommodations may involve the use of hotel rooms with just two beds. Only those guests who have elected to take our Cruise & Land program on the brochure itinerary dates will receive transfers between the hotel(s) and the ship.
  13. **Cancellation:** Carrier reserves the right to cancel, change or postpone any cruise departure date and itinerary. In the event of a complete cancellation of a departure by Carrier, we will refund monies paid for the cruise or cruise & land package to those participants who have not previously cancelled. See Passenger Ticket Contract for further details.
  14. **Personal Changes:** Except as otherwise provided in your Passenger Ticket Contract, deviation from the published itinerary for any reason will not entitle participant to any reduction in charge. Participant will bear a full charge for any unused services.
  15. **Child Policy:** All guests under the age of 18 are to be in a cabin with an adult, and must always remain supervised, and their safety is the responsibility of the accompanying adult(s). Children between the ages of 4 – 10 at the time of embarkation may share a cabin with 2 adults provided the child is able to share the bed with the adults – no additional bed will be provided. Please be aware that balcony cabins of any kind may be unsafe for small children if left unsupervised. Children 4-7 years old are not recommended on any program and on our Africa program, due to safety precautions, there is a minimum age limit of 12 years old, unless otherwise agreed upon by AmaWaterways/Cruises International. AmaWaterways/Cruises International does not provide child-specific programs or child-minding facilities.
  16. **Disabled Participants:** Handicapped facilities are not available on board or in many places visited on the cruises and cruise tours we offer. If you (participant) have a disability and reasonable accommodation may enable you to use the services, please let us know how you believe we can help. Participant must inform us in writing, at or immediately after making the reservation, but in any event as early as possible, of any mobility impairment or other condition, whether physical, emotional or mental, which may require accommodation or use of an assistive device during the travel. A reasonable effort will be made to accommodate special needs, but we are not responsible for denial of service by carriers, hotels, or other independent suppliers. A participant, who, due to impairment, is not self-sufficient, may be required to travel with a companion who shall take responsibility for assistance needed during travel and in case of emergency. An individual with a disability that would result in a direct threat to the health and safety of others or to that individual may be excluded, if it is determined there is a significant risk that cannot be eliminated or reduced to an acceptable level by reasonable accommodations, policies, practices, procedures assistive devices or services. If participant fails to timely inform us of any impairment or condition, and it is determined based on information that participant should have provided that participation poses a safety risk to participant or direct health or safety threat to others, participant may be excluded from parts or all of the travel. We shall have no liability to participant relating to any condition, treatment, failure to inform us of an impairment, or resulting exclusion.
  17. **Pregnancy:** For the safety of parent and child, and depending on various circumstances, passengers who are at an advanced stage of pregnancy (after 5 months) may be subject to restrictions or exclusion concerning their ability to travel and/or onboard a ship. Please inform us immediately, so we can assess your personal circumstances and possible accommodation.
  18. **Medical:** Medical doctors are not available on any vessel. If medical services are required, efforts to contact local medical providers will be made. A participant requiring such assistance is solely responsible for all related charges. We will not be responsible or liable for sufficiency of our efforts to reach medical providers, unavailability, delay, quality or other aspect of any such services. Participant is encouraged at time of booking and well before departure, to review participant's health and medical conditions and insurance and consult participant's health care and insurance providers regarding needs and scope of coverage for any incident or need that may occur during travel, and to obtain supplemental health and medical insurance for the travel, as needed.
  19. **Inoculations and Medical Preparation:** All passengers traveling on certain Africa itineraries may require Yellow Fever vaccination. AmaWaterways/Cruises International strongly recommends that all passengers take malaria pills for travel to Africa. Please contact your personal physician or local health department prior to travel for further detailed information and recommended precautionary measures.
  20. **Smoking:** Smoking is only permitted on the ship's Sun Deck in the designated smoking area.
  21. **Diet:** Please advise us, at the time of reservation, of any special dietary or services requests you may have so that every effort can be made to accommodate you if possible.
  22. **Disclaimer of Responsibility:** Please familiarise with AmaWaterways/Cruises International disclaimer on <https://www.AmaWaterways.com/Passenger-Ticket-Contract>
  23. Please ensure that first and last names are as per passport at time of booking.
  24. **ONLINE REGISTRATION AND CHECK-IN ARE NECESSARY**  
Online check in done at least 75 days prior to sail date - [www.AmaWaterways.com/check-in](http://www.AmaWaterways.com/check-in)  
**DOCUMENTS WILL NOT BE RELEASED WITHOUT THE ONLINE CHECK-IN BEING COMPLETED**
  25. Gratuities can be pre-paid or settled on board, approximately \$23.00 per person per day.

- 26. Shore excursions are included on the cost of the cruise fare.
- 27. Dining – Open seating, all meals on board the ships are included in the cruise price. Meals are served in the dining room in a single seating. For dinner, passengers will be seated by a dining room host.
- 28. Cruises International must receive the balance of the cruise cost (after deducting the deposit paid) **no less than 120 days prior to departure**. If we do not receive all monies due to us in full and on time, you consent to the cancellation of your cruise holiday which may result in forfeiture of the deposit and additional cancellation/penalty costs.
- 29. All prices are quoted in US Dollars. For local payments, the SA Rand prices are calculated daily based on a foreign exchange rate as determined by Cruises International in their sole discretion. The rate may include a premium on the bank rate for, among other factors, the risk of fluctuations, bank and merchant fees. Until final payment is received, any outstanding portion of the booking cost is subject to currency fluctuation.
- 30. A cruise cost will only be guaranteed once a deposit has been received by Cruises International (Proof of payment is required) and before the option expiration date.

31. **PAYMENT OPTIONS**

**Credit Card** – charged directly to the respective cruise line or charged by Cruises International in ZAR. Diners Club Card not accepted by the cruise line.

**Please note:** Due to POPIA Compliance Credit Card Payments can be made and process of payment must be requested through Cruises International.

**Credit card payment** will be actioned directly with the cruise line. We therefore do not accept any responsibility for fluctuations in the rand/dollar exchange rate. Should you prefer to process the payment locally in ZAR via EFT, please contact cruises international for their rate of exchange on the day of payment. The local ROE is set daily using the current selling rate and includes a mark up to cover for bank charges.

**Electronic Funds Transfer** – payment into Cruises International’s locally held bank account (a copy must be sent to Cruises International for the booking to be secured).

**Telegraphic Transfer** – payment into the respective cruise line’s bank account (copy of the SWIFT required to secure the booking).

**Refunds** – credit card payment made in US\$ direct to the cruise line will be refunded at the ROE of the bank on the day of refund and will be to the credit card used for payment. If payment was made to Cruises International via EFT, the amount refunded will be the amount received in rands irrespective of rate of exchange fluctuation.

- 32. Credit Cards Accepted onboard, at the time of printing, all major cards except Diners Club Cards.
- 33. Please ensure that your arrival flight is booked at least 5 hours prior to sailing and your departure flight is booked at least 5 hours after the ship arrives into the port.
- 34. **A ‘Guarantee’ (GTY) booking means you may book a stateroom of a guaranteed minimum category type on your chosen ship.** The exact location of the stateroom on the ship will be allocated at the discretion of the cruise line and at any time up until checking in at the port. Once your GTY stateroom has been allocated to you, we are unable to accept any changes requested. You are ‘guaranteed’ the minimum category of stateroom we agree to offer at the time of booking. A benefit of a GTY stateroom is that you may receive an upgrade at no extra charge (this is at the discretion of the cruise line). Cabin allocation may include obstructed view cabins.
- 35. To help conserve our environment, we will only provide cruise documents in electronic format.
- 36. While every effort is made to maintain the itinerary as confirmed, the cruise line does reserve the right to alter the itinerary. Every effort will be made to advise agents/guests in good time. While in these circumstances every assistance possible will be offered, all additional charges (such as additional accommodation, flight costs and/or similar) will be for the account of the client.
- 37. All complaints or claims must be done in writing to Cruises International within 7 days of the date of completion of the cruise holiday. Relevant and substantiating evidence must be attached to the letter of claim and sent to: [reservations@cruises.co.za](mailto:reservations@cruises.co.za)
- 38. Cruises International strongly recommends that all guests purchase the Travel & Cancellation Insurance to protect against covered unexpected events
- 39. Information contained above is accurate at the time of publication and subject to change without notice.

Kindly sign this confirmation that you agree to the set terms and conditions of this booking. Please Return a scanned copy to [reservations@cruises.co.za](mailto:reservations@cruises.co.za)  
**Kindly note that should you pay a deposit on your booking, and not return a signed copy of this confirmation, you will be held to the terms and conditions and you as guest/agent acknowledges that you are aware of and will comply with the terms and conditions. Note that cruise liners may change/ alter their terms and conditions and therefore you will still ultimately be held in adherence to the cruise lines terms and conditions, as found on your sail pass and passenger ticket contract.**

Date sign: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_