



**PAYMENTS & DEPOSITS**

**Deposit:** A 20% deposit of total fare is required for all passengers

<b>Final Payment:</b>	<b>Sailing Length/Type</b>	<b>Final Payment Due</b>
	Less than 9 days	65 days
	9 days or more	95 days
	Around the world cruise	125 days

*\*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:**

Cruise for a period equal to or less than 9 days	Cancellation Fee
Up to 65 days or more before the departure	S\$75
From 64 days up to 43 days before the departure	25%
From 42 days up to 30 days before the departure	45%
From 29 days up to 16 days before the departure	65%
From 15 days up to 04 days before the departure	85%
From 03 days up to the departure day	100%

Cruise for a period longer than 9 days	Cancellation Fee
Up to 95 days or more before the departure	S\$75
From 94 days up to 52 days before the departure	25%
From 51 days up to 30 days before the departure	45%
From 29 days up to 16 days before the departure	65%
From 15 days up to 10 days before the departure	85%
From 09 days up to the departure day	100%

For the Round The World Cruise only	Cancellation Fee
Up to 125 days or more before the departure	25%
From 124 days up to 92 days before the departure	45%
From 91 days up to 62 days before the departure	65%
From 64 days up to 47 days before the departure	85%
From 46 days up to 30 days before the departure	25%
From 29 days up to the departure day	100%

Special Promotion	Non-Refundable
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**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. Change name or replacement with penalty at S\$75. Any amendments have to be make at least 7 days prior to departure and subject to cruise line approval

**Service Charge:**

A service charge will be added each day to Guests' accounts based on person per night

Room Category	Adult (Age 13 and above)	Children (Age of 4-12)	Children (Age below 4)	<b>Costa Atlantica, Costa Serena, Costa Fortuna sailing in Asia</b>
Inside/ Outside/ Balcony	USD14.50	50%	Free	
Suite Category	USD17.50			

\*Costa neoRomantica - USD13.50 Balcony Category and below, Suite Category and above at USD16.50 per person per night sailings in Asia, service charge rate in full apply to guest over the age of 13 and 50% for children between the age of 4 and 12 will be charged 50% of the above rates (subjected to change). There is no service charge for children under the age of 4.

**Service Charge  
(International  
Cruise):**

The predetermined daily amount depends on the date and the destination of the cruise, daily service charge at Euro 10 / USD12.50 (subject to change).  
The service charge applies to guest over the age of 14\*. There is no service charge on any cruise for children under the age of 4, children between the ages of 4 and 14 will be charged 50% of the above rates\*.

**Age Restrictions on  
Travel:**

Booking for passengers who are minors have to be made by parents. Guardians or other adults in possession of the necessary power to do so, and will be accepted only if the minor is to be accompanied by at least one parent or another adult, who will take on full responsibility in this regard.

**Infant:**

Infant will not permit to board if they are less than 6 months old on the first day of cruise. For the cruises longer than 15 days that are related to following destinations the minimum age is 12 months; Africa, Far East, Indian Ocean and Unique.

**Pregnancy:**

Passengers are not permitted to travel if they have entered the 24<sup>th</sup> week of their pregnancy or as a result of childbirth. Please note that the ship's medical facilities are limited for treating pregnant women and newborn infants.

**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).

**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 ("PDP") 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: \_\_\_\_\_