



**PAYMENTS & DEPOSITS**

**Deposit:** A 25% deposit of the total cruise fare is required within 5 days of booking or sooner, depending on voyage and time of booking.

**Final Payment:** Final payment is generally due no later than 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.

Silversea reserves the right to charge a per person fuel supplement in the event that the price of Brent crude oil is greater than USD\$80 per barrel at any time prior to sailing, up to and including the day of embarkation.

*\*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 Schedule:** 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:

If your cancellation request is received more than 125 days prior to your initial sailing date, a AUD\$225/USD225 non-refundable administrative fee will be charged per booking. Cruise cancellation within 125 days of the initial sailing date will be subject to the following charges, regardless of suite resale:

Prior to the initial sailing date	Cancellation Fee (per guest)
124-96 days	15% of the total cruise fare
95-51 days	50% of the total cruise fare
50-36 days	75% of the total cruise fare
35 days or less	100% of the total cruise fare

**For World Cruise and its segments the following cancellation penalties apply:**

<b>Sailing 54-115 Days</b>	
Prior to the initial sailing date	Cancellation Fee (per guest)
From the deposit to 126 days prior to sailing	Up to AUD700/USD500*
125-96 days	20% of the total cruise fare
95-80 days	50% of the total cruise fare
79 days or less	100% of the total cruise fare

\*depending on categories type of stateroom

<b>Sailing 11-53 Days</b>	
Prior to the initial sailing date	Cancellation Fee (per guest)
124-96 days	15% of the total cruise fare
95-51 days	50% of the total cruise fare
50-36 days	75% of the total cruise fare
35 days or less	100% of the total cruise fare

Silversea’s cancellation penalties as mentioned above are strictly enforced. No refund or adjustment will be made in the event of interruption or cancellation of the cruise holiday after commencement of same. Silversea reserve the right to re-invoice in the event of errors.

Chan Brothers administration fee of USD50 per booking stateroom will be charged for changes or cancellations made to booking after deposit payment is collected. This administration fee is in addition to the cancellation fees imposed by the cruise line.

**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 Silversea. Cruise contracts are nontransferable.

**Gratuities:** All hotel service gratuities are included in you cruise fare. Gratuities for services received shoreside or in the spa are at your own discretion.

**Infant:** *Silver Explorer* and *Silver Discoverer* cannot accommodate infants under the age of 1 year. *Silver Galapagos* cannot accommodate children under the age of 6 years. Guests must notify Silversea of any children between the ages of 6 months and 1 year who will be sailing on board the ship. A signed and notarised waiver will be required for all children between these ages.

Although Silversea accepts guests over the age of 6 months (over the age of 1 year for Silversea Expeditions), there are no special programmes for children on board our luxury cruise ships, and Silversea **does not** provide for the care, entertainment or supervision of children. Silversea reserves the right to limit the number of children less than 3 years of age.

**Pregnancy:** At the time of booking, expectant mothers are required to supply a medical certificate establishing their fitness for travel at the time they are due to travel. Silversea is unable to accommodate women who have entered their 24<sup>th</sup> week of pregnancy and will not be responsible or liable for any complication relative to any pregnancy during the entire duration of their Silversea cruise/ holiday or thereafter. Additionally, airlines may have restrictions that may differ from Silversea's.

**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).

**GuestCare:** For bookings made outside of US, Silversea GuestCare is not available. However you can still take advantage of the Rest Assured Programme.

**Travel Protection and Emergency Assistance Services:** With Silversea's Rest Assured Programme, if you cancel your cruise for any reason, instead of losing 100% of the total charges paid for your holiday, you will receive a 100% Rest Assured Cruise Credit. The fee for Rest Assured is 9% of each guest's Total Holiday Cost. The Total Holiday Cost includes the cruise fare and any Silversea optional travel programme(s) including air, pre- and/or post-cruise hotel, transfers and land programmes. Silversea's Rest Assured Programme is subject to terms and conditions apply.

**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.

**Other Terms and Conditions:** Chan Brothers Travel reserves the right to change, amend, insert or delete any of the Terms and Conditions, or policies contained in this document, as the case may be, without prior notice.

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 allowed to board a cruise ship.

I understood and agreed above terms and conditions.

Guest's Name: \_\_\_\_\_

Signature/ Date: \_\_\_\_\_

Passport/ NRIC: \_\_\_\_\_

Booking Reference: \_\_\_\_\_