



**PAYMENTS & DEPOSITS**

**Deposit:** The per person, per cruise deposit required to secure your reservation is 20% of total cruise fare for Owner's, Vista and Oceania Suites and S\$1125 for all other suite/stateroom categories; for Grand Voyages the per person deposit S\$2250.

Bookings made	Owner's, Vista and Oceania Suites	other suite/stateroom categories	Deposit must receive upon booking
more than 123 days	20% of total cruise fare	S\$1125 per person	Within 5 days
within 94 – 123 days	Full payment	Full Payment	Within 3 days
less than 93 days			Immediate

**Final Payment:** Final payment must receive by Oceania Cruises 93 days prior to cruise departures for voyages of less than 15 days and 153 days prior for voyages 15 days or longer. For 180 days voyages, final payment due must be received no later than 184 days prior to cruise departure.

Final payment due must be received no later than the schedule prior to cruise departure, otherwise, booking may be subject to immediate cancellation and any applicable penalties.

**TERMS & CONDITIONS**

**Cancellation Fee Schedule:** Fare is defined as the full cost of any cruise or air component purchased from Oceania Cruises, excluding optional facilities and services fees. Please refer to the full Terms and Conditions of the Guest Ticket/Contract for fees relating to the cancellation of optional facilities and services. The following cancellation charges will be assessed for all written cancellations received up to the scheduled time of departure.

Cruises of less than 15 Days	Cruises of more than 15 Days	Cancellation Fee
Days prior		
94-124+ days	154-183+ days	*S\$375 per person administration fee
79-93 days	124-153 days	25% of full fare
64-78 days	94-123 days	50% of full fare
34-63 days	64-93 days	75% of full fare
0-33 days	0-63 days	100% of full fare

\*The Administrative Fee may be converted to a Future Cruise Credit (FCC) redeemable on bookings made up to 12 months after cancellation date and for travel within 2 years of date of issue.

180 Days Voyages	Cancellation Fee
Days prior	
184+ days	S\$750 per cabin administration fee
154-183 days	25% of full fare
124-153 days	50% of full fare
94-123 days	75% of full fare
0-93 days	100% of full fare

**For Owner's, Vista and Oceania Suites**, the cancellation amounts are as listed above with two exceptions: For cruises of less than 15 days, the administrative fee from 94 to 124+ days prior to sailing is 10% of the full fare; and for cruises 15 days or longer, the administrative fee from 154 to 183+ days prior to sailing is 10% of the Fare.

**Replacement/ Name Changes:**

Oceania Cruises will impose a change fee of S\$250 per person. Some changes, including name changes, may also be considered cancellations and applicable fees will be assessed, the necessary fees as per above may still apply on top of the new fare. Any changes require the prior approval of Oceania Cruises at least 30 day prior to sailing.

**Gratuities**

Following gratuities are automatically added to your shipboard account:

Category Type	per guest per day
Penthouse, Oceania, Vista or Owner’s Suite where Butler Service is provided	USD23
Staterooms	USD16

An 18% service gratuity is automatically added to all beverage purchases, spa service and dinner at La Reserve.

**Children, Infants and Unaccompanied Minors:**

Infants must be one year of age as of the first day of the cruise. Guests traveling with a young infant that does not meet the infant policy will be denied boarding. No refunds or other compensation shall be due from Oceania Cruises as a result of the denial of boarding to an underage infant or any accompanying Guests. Any Guest under the age of 18 must be accompanied by and occupy the same stateroom as an adult 18 years or older. Oceania Cruises does not provide for the care, entertainment or supervision of children.

**Pregnancy:**

Oceania Cruises cannot accept Guests who will have entered their 24th week of pregnancy at the beginning of, or at any time during, the cruise. All pregnant women are required to produce a physician’s letter stating that mother and baby are in good health, fit to travel, and that the pregnancy is not high-risk.

**Passport & Visa Requirement:**

Passport and visa requirements and regulations in regards to vaccination certificates and other health requirements vary by destination. It is the sole responsibility of each guest to obtain and have available appropriate valid travel and health documents for their chosen itinerary. Any guest traveling without proper documentation will not be allowed to board the vessel and no refund of cruise fare or any other travel components purchased from Oceania Cruises will be issued. Passports must be valid **six months** from the date of trip completion 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). Due to airline security measures, your passport name must match your airline ticket name or you may be denied boarding. Oceania Cruises accepts no responsibility for obtaining required visas or for advising guests of visa or other immigration requirements beyond the guidelines indicated.

**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 (“**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](http://www.ChanBrothers.com/Privacy).

I understood and agreed above terms and conditions.

Guest’s Name: \_\_\_\_\_ Signature/ Date: \_\_\_\_\_ Booking Reference: \_\_\_\_\_