



FULL PAYMENT UPON BOOKING

CANCELLATIONS POLICY

Cancellation Fee Schedule:

Cruise Notice Received by	Cancellation charge (per person)
49 days or more prior to departure	10% of full fare
48-18 days prior to departure	30% of full fare
17-11 days prior to departure	50% of full fare
10 days or less prior to departure	100% of full fare
No Show	100% of full fare

All sailings	Cancellation Fee
Special Promotion	Non- Refundable/ No-Amendment
Peak Season: Christmas, New Year and Chinese New Year sailing	

Below amendments are considered cancellation and cancellation charges will apply as per above table. Prevailing rates will be applied to new booking.

- **Change of sailing date or vessel**
- **Downgrading of cabins (from higher category to lower category) or itinerary**
- **Total cabin change of passenger names**

Amendment/Changes:

An amendment fees shall be charged at S\$50 per passenger for each of the following amendments per time. Prevailing rates will be applied to new booking:

- **Change of passenger name***
Change of passengers, at least 1 of the original passenger’s name remains unchanged in each of the relevant original cabins. Otherwise, change of ALL passenger in an original cabin will be treated as cancellation (based on cancellation policy) and prevailing rates will be applied to new booking.
- **Swapping passenger / rooming list**
- **For any split off and new cabins, the new cabin will be considered as new booking at prevailing rates**

Any amendments have to be made at least 5 days prior to departure and subject to cruise line approval.

Age Restrictions on Travel:

Any child whose travel document attached to the parent's passport must travel with the accompanying parent. A passenger under 18 years of age must be accompanied in the same or connecting stateroom by a passenger 18 year or older. Children aged 6 months or less at the commencement of the cruise will be refused permission to board the cruise ship and the Carrier shall have no liability whatsoever for any consequences of such refusal. Guests are advised to check with the Carrier before booking.

Pregnancy:

All pregnant guests are required to declare their condition upon booking. If pregnant guests have entered, or will be entering their 24th week as of sailing period, they will not be allowed to board the ship or undertake the cruise. No refund or compensation will be given in the event of cancellation due to pregnancy. A physician's Fit to Travel note stating that they are in good health, not a high-risk pregnancy, and **not entering the 24th week** is required for all pregnant guests.

Cabin Allocation:

Cabins are strictly on allocation basis; all request are subjected to approval. NO cancellation allowed if the request is not confirmed.

Gratuities:

Gratuities will be charged to the passenger’s onboard account in the following amounts:

Category Type	Gratuity per person per night
Inside, Oceanview and Balcony Staterooms	\$19
Suites cabins	\$24
*charges waived for infants below 2 years old (minimum 6 months)	

NOTE: Gratuities may vary or change without notice.

For Star Pisces and The Taipan: S\$17 (Inside, Oceanview and Balcony), S\$21 (Suites) per person per night.

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).

Any child whose travel document attached to the parent's passport must travel with the accompanying parent.

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.

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.

I understood and agreed above terms and conditions.

Signature/ Date: _____

Guest’s Name: _____

Booking Reference: _____

Passport/ NRIC: _____