



# Cruise Holidays of Vancouver

## Important Information: 7 things you should know

**IT IS CRUCIAL TO READ THE FOLLOWING IMPORTANT INFORMATION CAREFULLY!**

### # 1 Pre-Registration, Visas & Proof of Citizenship

Due to new security measures, all cruise lines now require advance registration information: vital personal details such as document numbers (passport or driver's licence or other), birthdates, emergency contacts, and more. Please ensure that you have the cruise line reservation number for your booking(s). **You must pre-register via the cruise line web site as soon as possible.** If you need further assistance, please do not hesitate to contact us.

›› **You must have all necessary travel documents or you will be denied boarding.**

#### **United States or Canadian Citizens:**

Passports are required for all air and cruise travel. You must carry a valid passport and current photo identification for your trip. No photocopies will be accepted. Passports must be valid for a minimum of six months after your return home.

#### **Non-US or Non-Canadian Citizens:**

It is your responsibility to consult your specific consulate or embassy for proper documentation and visas required before you leave for your vacation.

#### **Visas:**

Visas may be required for your cruise or cruisetour program. Visa and documentation requirements vary based on your passport origin and the countries you will be visiting. These requirements change from time to time. Please check with your country's embassy to verify current regulations. It is your obligation to have with you the proper travel documentation.

#### **Inoculations:**

Inoculation requirements vary by destination and change from time to time. Please check with your medical professional to verify current regulations.

›› **Cruise Holidays of Vancouver is not responsible if you are denied boarding as a result of your failure to obtain all of the necessary travel documentation, visas, or inoculations for your travel.**

›› **Please be advised that tickets may sometimes arrive as late as the week of sailing.**

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### # 2 Changes in Itinerary, Taxes & Guarantee Basis Cabin Assignments

Changes in itinerary, schedule, and/or air and hotel arrangements, however rare, due to weather, political situations, or other unforeseeable circumstances and "acts of God", are at the sole discretion of the tour operator and may be made without prior notice. Cruise Holidays of Vancouver cannot be held responsible for any such changes.

If you are concerned about the destination to which you are headed, please consult the U.S. Department of State Web site at <http://travel.state.gov> or the Canadian Department of Foreign Affairs Web site at <http://www.dfait-maeci.gc.ca> for all current worldwide travel advisories.

Your cruise rate is protected from increase but you are not protected from possible increases of fuel surcharges, port, or government taxes.

If your stateroom reads GTY, you will be guaranteed the stateroom category for which you purchased; specific location or stateroom number cannot be chosen when under GTY basis. Staterooms are often assigned within the week of sailing and can be as late as the time of boarding.

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### #3 Trip Interruption & Cancellation Protection

If you must cancel your vacation, deposits are generally refundable up to 80 days prior to departure. Cancellation policies, and terms and conditions vary by cruise line. Limits may be applicable to your benefits, coverage and the amounts payable to you. **We strongly recommend purchasing Trip Interruption and Cancellation Protection.** Please check with your cruise specialist on specific policies available.

>> **Refunds from the cruise lines can take up to 4-6 weeks.**

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### #4 Air Arrangements

**If you make independent air arrangements, the cruise line assumes no responsibility if you encounter delays.** Please ensure that you arrive at the airport at least 2-3 hours prior to the flight's scheduled boarding time. Please observe the times carefully to avoid denied boarding onto the aircraft. Please call the airline 48 hours before departure to confirm your flight is leaving as scheduled. You should do this for your return flight as well, if possible. Transfers from the airport to the cruise line terminal, on the same day of departure are not included in the cruise fare but available for a nominal fee.

#### **Cruise Line Custom Air Option:**

Cruise lines may offer custom air options that allow you to request specific airlines and/or routes. If you require this option, we strongly recommend that you purchase the air deviation service to ensure the best routing and schedules. We cannot guarantee that guests traveling in groups of two or more will be on the same airline or routing unless an air deviation is purchased.

Air itineraries are made at the sole discretion of the cruise line and are not finalized until 30 days prior to departure. Air carriers and routings are subject to change without notice. Cruise lines reserve the right to use a combination of air and coach to transport guests between airports and points of departure.

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### #5 Administrative Details

Cruise Holidays of Vancouver reserves the right to assess an administrative fee of \$100 per person upon cancellation of any bookings under deposit or final payment. This amount is redeemable in credit towards another reservation made with us within the next six months. Please note that this fee is in addition to any cancellation penalties that may be charged by the tour operator.

Please review your invoice for accuracy. Should you find an error, please contact our office and we will immediately correct it.

>> **Please be advised that tickets may sometimes arrive as late as the week of sailing.**

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### #6 Legal Matters

CruiseExperts Travel Ltd. dba Cruise Holidays of Vancouver and its subsidiaries operate within the legal jurisdiction of the Province of British Columbia. By using our services, you agree that any dealings or transactions you have with CruiseExperts Travel Ltd., regardless of the location of the customer or the travel supplier involved, will be governed by and construed in accordance with the laws of British Columbia, and that you hereby irrevocably adhere to the exclusive jurisdiction of the Courts of competent jurisdiction of British Columbia in any proceeding. CruiseExperts Travel Ltd. is merely an agent for the travel suppliers. CruiseExperts Travel Ltd. is not and will not be held liable for the acts or omissions of the travel suppliers. Please be informed that contracts are between the traveler and the cruise line.

Please note that Cruise Holidays of Vancouver, its travel subsidiaries, or suppliers are released from liability with regard to cancellations, changes, and medical or other travel concerns relating to one's trip, especially if travel insurance has not been purchased through us.

Any persons who have been previously convicted of a criminal offence in Canada or in the USA may be denied entry into both countries. We cannot be held responsible for any passengers who are denied entry into either country.

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### #7 Privacy Policy

When you book your travel with us, you may provide us with personal information, such as your email address, name, phone number and credit card number. This information will only be used for the purposes you intended -- for booking your travel and for us to communicate with you. We keep your personal information confidential and we will not sell your personal information to anyone without your express written permission in advance.

For our full privacy policy, please refer to our Web site at <http://www.cruiseexpertsonline.com>.

**Please note that all information contained herein is subject to change without notice.**