



📍 Cruise Addict Pty Ltd
Unit 7, 12 Reliance Drive
Tuggerah, NSW, 2259 Australia
✉ im@cruiseaddict.com.au
☎ 1300 076 101

Terms and Conditions

Effective Date: 25 July 2025

These Terms and Conditions govern the relationship between you (the "Client") and Cruise Addict (ABN 61 149 702 689, referred to as "we," "us," or "our"), a family-owned travel agency based on the Central Coast, NSW. By booking a travel service with us, you agree to be bound by the following terms:

1. Booking Conditions

- 1.1. Bookings are confirmed only when a deposit or full payment has been received and processed.
- 1.2. By making a booking, you confirm that you are at least 18 years old and legally authorised to enter into a contract.
- 1.3. For group bookings, the lead passenger is responsible for all communications and payments on behalf of all guests.

2. Prices and Payment

- 2.1. All prices are quoted in Australian Dollars (AUD) unless otherwise specified.
- 2.2. Prices are subject to change until full payment is made due to currency fluctuations, supplier increases, or tax changes.
- 2.3. Final payment dates are specified at the time of booking. Late payments may result in cancellation or additional fees.
- 2.4. We accept payment via bank transfer, major credit cards, and other methods advised at time of booking. Credit card surcharges may apply, as determined by the supplier.



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3. Deposits and Final Payments

3.1. Deposit amounts vary depending on the cruise line or supplier's terms and will be advised at time of booking.

3.2. Deposits are non-refundable unless otherwise specified by the supplier.

3.3. Full payment is due as per the invoice and supplier terms. Failure to pay on time may result in cancellation and loss of deposit.

4. Cancellations and Amendments

4.1. Cancellations must be received in writing. Cancellation fees apply and vary depending on the supplier.

4.2. Cruise Addict reserves the right to charge a service fee for cancellations or changes in addition to supplier fees.

4.3. Name changes, date amendments, or other modifications may be treated as cancellations.

4.4. Refunds are not guaranteed and are subject to supplier conditions and processing times.

5. Travel Insurance

5.1. Comprehensive travel insurance is strongly recommended and often mandatory for cruising.

5.2. We can assist with arranging travel insurance, but it is your responsibility to ensure the policy meets your needs.

5.3. Cruise Addict is not liable for any costs resulting from inadequate or declined travel insurance claims.



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6. Passports, Visas, and Health Requirements

- 6.1. You must carry a valid passport with at least six months' validity from the return date.
- 6.2. You are responsible for obtaining all necessary visas, vaccinations, and entry requirements.
- 6.3. We are not liable for denial of boarding or entry due to passport, visa, or health-related issues.

7. Responsibility and Liability

- 7.1. Cruise Addict acts as an agent only and sells travel services on behalf of cruise lines, airlines, and other suppliers.
- 7.2. We are not liable for any injury, damage, loss, delay, or inconvenience caused by third-party suppliers or force majeure events.
- 7.3. Any claims should be directed to the supplier, although we will assist where possible.

8. Supplier Terms and Conditions

- 8.1. All bookings are subject to the supplier's individual terms and conditions. These may include cancellation policies, payment schedules, or additional waivers.
- 8.2. It is your responsibility to read and understand these before confirming your booking. We will provide copies on request.



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9. Changes by Suppliers

9.1. Cruise Addict is not responsible for changes made by the cruise line, airline, or other suppliers, including itinerary adjustments, cabin changes, or flight alterations.

9.2. We will communicate any changes promptly and assist with alternatives where possible.

10. Health, Fitness & Accessibility

10.1. You must advise us of any medical conditions, disabilities, or special requirements at time of booking.

10.2. Cruise lines may require a medical certificate or deny boarding if fitness to travel is in question.

10.3. Some destinations and ships are not fully accessible.

11. COVID-19 and Travel Restrictions

11.1. Travel regulations and requirements can change with little notice.

11.2. You must comply with all COVID-19 protocols set by governments, cruise lines, and airlines.

11.3. Cancellations due to refusal or inability to comply are subject to standard cancellation terms.

12. Privacy Policy

12.1. Cruise Addict collects personal information only for the purpose of arranging your travel.

12.2. We do not sell or share your data, except as required to process bookings with suppliers.

12.3. Please refer to our full Privacy Policy



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13. Complaints and Feedback

13.1. If you experience any issues during your travel, you must notify the supplier immediately so they can attempt to resolve it.

13.2. Feedback and concerns can also be directed to us in writing within 30 days of return.

13.3. We are committed to helping you resolve issues in a fair and timely manner.