

PAYMENTS

100% full payment is required for **IGT, OGT, VGT*** once booking confirmed.

*IGT – Inside Guarantee, OGT – Oceanview Guarantee, VGT – Verandah Guarantee

CANCELLATION POLICY

Cancellation Fee Schedule:

To finalize your reservation, full payment must be made by the final payment due date.

Your full and final payment depends on the length of your cruise and if you are staying in a suite/concierge stateroom or a non-suite/non-concierge stateroom.

Below is a review of the cancellation policy for all sailings and categories. Please review your reservation confirmation for exact dates for your sailing

Cruises 1 to 5 Nights (Excluding Suites and Concierge Staterooms)

Prior to the sailing date	Cancellation Fee (per guest)
100 days or more	SGD 50 per person
99-50 days	10% of the total fare + Admin Fee SGD 50 per person
49-35 days	50% of the total fare + Admin Fee SGD 50 per person
34-20 days	75% of the total fare + Admin Fee SGD 50 per person
19 days or less	100% of the total fare + Admin Fee SGD 50 per person

Cruises 1 to 5 Nights (Suite and Concierge Staterooms)

Prior to the sailing date	Cancellation Fee (per guest)
55 days or more	Deposit per Guest + Admin Fee SGD 50 per person
54-36 days	50% of the total fare + Admin Fee SGD 50 per person
35-22 days	75% of the total fare + Admin Fee SGD 50 per person
21 days or less	100% of the total fare + Admin Fee SGD 50 per person

Categories with Restrictions: IGT, OGT, VGT* are 100% Non-refundable and Non-transferable.

Amendment of reservation is considered a cancellation with 100% full charge of the total fare based on per cabin and No name changes are allowed.

Gratuities:

Prepayment of gratuities upon booking is highly recommended. The gratuities fee is charge at:
\$16.00 USD per guest per night (Excluding Suites and Concierge Staterooms), including infants and children.

\$27.25 USD per guest per night (Suites and Concierge Staterooms), including infants and children.

Infant:

For most itineraries, the minimum age to sail is 6 months at time of embarkation.

For the South Pacific, Transatlantic, Hawaii and Panama Canal repositioning cruises, the minimum age to sail is one year old at the time of embarkation

Pregnancy:

Women who have entered their 24th week of pregnancy as of their embarkation date or who will enter their 24th week of pregnancy during the cruise will be refused passage due to safety concerns.

Neither a doctor's medical statement nor a waiver of liability will be accepted. In addition, Disney Cruise Line cannot be held responsible or liable for any complications relating to pregnancy at any stage.

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 passes etc).

**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 once the Cruise Line refund to us. During peak periods, the refund process may be longer due to the increase in transactions.

Disney Cruise Line reserves the right to cancel or substitute any scheduled port of call/itinerary/price/ programmed at any time without prior notice and reserves the right to refuse embarkation to passenger/s whose medical condition is not made known during reservation or prior to sailing and shall not be required to refund any portion of the fare.

Please Note:

1. 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.
2. 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.
3. Other terms and conditions apply: <https://www.chanbrothers.com/PackageTourTnCs>
4. We strongly encourage you to purchase your own Travel Insurance.

Travel Insurance:

To safeguard your interest, we strongly recommend all guests to purchase travel insurance to protect yourself against any unforeseen circumstances that may disrupt your trip.

Please assist to fill up the declaration form for our records.

Full Name as Per NRIC	
Cruise Date	
Name Of Travelers	

Will you be purchasing a travel insurance for your cruise?

Please indicate your preference below:

(Tick appropriate box)

☐	Yes	I will purchase the travel insurance through the travel agent or myself via insurance website.
☐	No	Reasons include "I will purchase such travel insurance later", "I have already purchased such travel insurance" or "I do not wish to be insured".

Please acknowledge the accuracy of this form by signing below.

Name/ on behalf all passengers: _____

Signature: _____

Booking No.: _____

Date: _____