



Goldjoy Travel Pte Ltd

Travel Licence No. TA03646

Adora Cruises – Terms & Conditions

1. Booking and Payment

Guest Names: Full name (as per travel documents) must be provided at the time of booking.

100% Full payment is required on the same day the reservation is made.

2. Adding a Guest

Additional guests are subject to cabin availability. An additional fare is required for the added guest and the cruise fare will be charged at prevailing rates at the time of booking.

3. Passports and Visas Requirements

It is the sole responsibility of the guest to identify and obtain all required visas and travel documents prior to the cruise. All passports must be valid for at least 6 months from the end of the cruise. Guests without valid travel documents will be denied boarding without refund or compensation.

4. Health and Safety Requirements

Guests must comply with all current health regulations (e.g. vaccinations or testing). Non-compliance may result in denied boarding without refund.

5. Travel Insurance

Guests are strongly encouraged to purchase travel insurance covering:

- Loss or damage of baggage and personal items
- Trip cancellations or delays
- Medical expenses and emergency evacuation

6. Infant & Minor Policy:

Infants must be at least 6 months old on the first day of the cruise (12 months for certain cruises, such as South American itineraries). Guests must be 21 or older to book a cruise, and those under 21 must share a stateroom with an adult aged 21 or older. Minors aged 18 or younger must be accompanied by a parent or legal guardian and stay in a stateroom next to or across from their parent/guardian. If a minor is travelling with an adult who is not their parent or guardian, the adult must provide the child's passport/visa (or birth certificate) and a notarized letter from the parent/guardian authorizing the trip, supervision, and emergency medical treatment if needed.

7. Currency Onboard:

All Adora Ships, the onboard currency is the Hong Kong Dollar. (Subject to change)

8. Refunds

Refunds (if applicable) will be processed by **Goldjoy Travel** after receipt from the cruise company. Estimated processing time is approximately **6 - 8 weeks**.

9. Pregnancy Policy

Guests must declare pregnancy at time of booking. Guests who reach their **23th week of pregnancy** by sailing date are **not permitted to board**. No refund for pregnancy-related cancellations.

10. Cancellation Schedule and Fees

All cancellations must be in **writing / email and** acknowledged by **Goldjoy Travel**.

Telephone cancellations are not accepted.

An **administrative fee of SGD 35 per person** applies for each change.

Notification date excludes sailing date.

For Cruises of 1 to 11 nights and below:

71 days or before the departure date	SGD 35 + SGD 50 per person
Within 70 - 40 days from the date of departure	SGD 35 + 20% of Total cabin fare
Within 39 - 25 days from the date of departure	SGD 35 + 60% of Total cabin fare
Within 24 - 18 days from the date of departure	SGD 35 + 80% of Total cabin fare
Within 17 days from the date of departure	100% of Total cabin fare (No refund)

For Cruises of 12 nights and above:

190 days or before the departure date	SGD 35 + SGD 170 per person
Within 189 - 100 days from the date of departure	SGD 35 + 25% of Total cabin fare
Within 99 - 70 days from the date of departure	SGD 35 + 50% of Total cabin fare
Within 69 - 41 days from the date of departure	SGD 35 + 75% of Total cabin fare
Within 40 days from the date of departure:	100% of Total cabin fare (No refund)

Note: Cancellation and refund policies are subject to change by the cruise line at any time without prior notice.



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Additional Notes:

- (a) Guests are responsible for personal belongings during disembarkation.
- (b) Goldjoy Travel is not responsible for missed connections and any extra expenses incurred because of flight or cruise changes, delays or cancellations.
- (c) Airlines, cruise lines and Goldjoy Travel retain the right to modify any of these Terms & Conditions or policies as necessary.

Section A – Travel Insurance against Insolvency

As mandated by the Singapore Tourism Board, we are required to inform you about the option to purchase travel insurance in the following situations:

- a) Protection against any failure or disruption in our provision of the travel product due to our insolvency.
- b) Coverage for all travellers for whom payment or deposit is made.

Section B – Decision to Purchase Travel Insurance

Before we can accept your payment or deposit for the travel product, we need the following information:

Your Full Name: _____

Cruise Reference(s): _____

Names of Travellers: _____

Do you wish to purchase the described travel insurance currently? (Please tick the appropriate box)

- ☐ Yes, I wish to purchase such travel insurance through the travel agent.
- ☐ Yes, I wish to purchase such travel insurance myself with reference to the Board's list of insurers at <https://www.stb.gov.sg/content/dam/stb/documents/industries/travel-agent/TInsurers-2.pdf>
- ☐ No (Reasons may include: "I will purchase such travel insurance later," "I have already purchased such travel insurance," or "I do not wish to be insured").

Section C – Decision to Purchase Travel Insurance

By signing below or providing other unique written authentication (such as email or multimedia message), you acknowledge the risks associated with not purchasing travel insurance against insolvency. Please confirm the accuracy of the information in this form.

Booking Reference: _____

Name / on behalf of all travellers: _____

Signature: _____

Date: _____