

BOOKING TERMS AND CONDITIONS

1. BOOKING / RESERVATION

All fares are displayed in Singapore Dollars or US Dollars depending on the country of booking. Full payment is required for all bookings.

2. VISA / PASSPORT REQUIREMENTS AND PASSAGE RESTRICTIONS

All passports must have at least 6 months validity from the date of sailing. Passengers are responsible to ensure that all travel documents and visas are in order prior to departure from their home country. Visa and immigration regulations vary depending on the travel destinations and the nationalities of the passengers. Passengers are advised to consult their local agents and/or diplomatic representations on the immigration formalities for their proposed itineraries. Visa application is at passenger's own arrangements. No refund will be made to passengers who are denied embarkation for non-compliance of immigration requirements.

3. AMENDMENT

A S\$50.00 administrative fee (per person per change) will be charged for changes made to booking after cruise ticket is issued. Charges will be based on your booking currency.

TYPE OF AMENDMENT (PER AMENDMENT & PER PERSON)	
Change of Name (Partial Only)	S\$50
Swapping Passenger between Cabin	

- Change of all names in a cabin, change of sailing date and downgrading of cabin category are considered as cancellation and cancellation penalty applies.
- Adding of additional passenger to a cabin is subject to availability and will be charged at prevailing rates.
- Subject to all other provisions of this Amendment Policy and Cancellation Policy:
 - amendment fees are applicable to those amendment requests received not less than 5 calendar days prior to the departure date.
 - any amendment request received 4 calendar days or less prior to the departure date, 100% of full cabin fare will be levied as cancellation penalty.
- Amendment request must be made to RW Cruises Pte Ltd by email and shall be effective only upon receipt by the reservation office.

3. CRUISE CANCELLATION

Cancellation Notice Received by	Cancellation Charges (per person)
More than 101 days prior to departure	Full Refund
100 to 46 days prior to departure	30% of full cabin fare
45 to 30 days prior to departure	50% of full cabin fare
29 – 15 days prior to departure	70% of full cabin fare
14 days or less prior to departure	100% of full cabin fare
No Show	100% of full cabin fare

- All cancellation fee imposed will be based on full cabin fare.
- Cancellation notification must be made to RW Cruises Pte Ltd by email.
- 100% cancellation charges will be levied for Non-refundable promotion fares and sailings classified as peak sailings.
- Change of all names in a cabin, change of sailing date and downgrading of cabin category are considered as cancellation and cancellation penalty applies.
- Any cancellation is subject to S\$50 processing fee per person

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4. SINGLE TRAVELER

Single traveler supplement charges are based on 200% of the Twin-Sharing cruise fare unless otherwise stated.

5. ADDING OF CABIN

The additional cabin will be charged at prevailing rates.

6. ADDITIONAL PASSENGERS

Adding of passenger is subjected availability and will be charged at prevailing rates.

7. INFANT & MINOR POLICY

Infant (below 2 years old) sharing the same cabin with 2 full paying passengers will be charged an infant rate. All passengers must be more than 6 months old on day of sailing in order to sail. Children under 18 years of age must be accompanied in the same or connecting cabin by a passenger 18 years or older.

8. PREGNANCY POLICY

RW Cruise Pte Ltd will not accept passengers who have entered their 24th week of pregnancy by the beginning of, or at any time during their cruise vacation. A doctor's fit to travel is required to be presented to the check-in staff.

9. RIGHT TO REJECT

RW Cruise Pte Ltd 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.

10. RESPONSIBILITY

The company and its associated agents act only as agents for the tour members, transportation / accommodation companies, entertainment or meal suppliers and any other principals involved in the package. All tickets vouchers and documents issued are subject to the terms & conditions and contracts under which such transportation and services are provided. The Company and its associated agents, representatives are not responsible and expressly disclaim any liability for any injury, illness, damage, loss, delay, accident or irregularities that may be caused to person or property and contact of the owner or operator of the service involved. The transportation companies or firms shall be exempted from all liability in respect of any detention, delay, loss, danger, sickness or injury, by whosoever caused and of whatever kind occurring or to the tour member at any time when the tour member is not on board a carrier or conveyance used or operated by the transportation companies. The Company does not accept any liability in contact or in tort for any injury, damage, loss, delay, additional expenses or inconvenience caused directly or indirectly by events which are beyond its control, or which are not preventable by reasonable diligence on its part including but not limited to war, civil disturbances, fire, floods, unusually severe weather, acts of gods, acts of government of any authorities, accidents to or failure of machinery or industrial action. Overseas agents, tour managers, guides or employees are not authorized to commit the Company to any liability whatsoever and the Company will not be bound by any statement or representation, unless it is in writing and signed by a management executive of the Company.

11. RW Cruises Pte Ltd reserves the right to cancel or substitute any scheduled port of call/itinerary/price/programme at any time without prior notice.

12. All cruises are subject to the Terms & Conditions of the Passage Contract of RW Cruises Pte Ltd.

13. The booking Terms & Conditions need to be applied in conjunction with the COVID-19 Supplemental Terms and Conditions

14. By proceeding with the reservation, it is deemed that the passenger have read, understood and accepted the Terms & Conditions which may be amended by RW Cruises from time to time without prior notice.