



GENERAL INFORMATION INCLUDING TERMS & CONDITIONS

Some important points while booking your cruise vacation on Disney Cruise Line. These are subject to change without prior notice.

1. GUEST NAMES:

First Name, Last Name as in the passport along with date of birth of each guest is required at the time of booking. Due to security considerations, any variations can result in denied boarding at the pier and 100% cancellation fee applied.

2. FARES, DEPOSIT & PAYMENTS

A deposit is required to confirm a reservation. Deposit amount will be determined by the cost of cruise at time of booking. Reservations are subject to cancellation if full deposit is not received by cruise line within the option period specified at time of booking. Failure to comply with the deposit and final payment schedules, or any other applicable policies and procedures, will result in the automatic cancellation of pending reservations.

If booking is within final payment date or cancellation period, full pre-payment is required at the time of confirmation. This depends on the length of your cruise, embark and debark port and if you are staying in a suite / concierge stateroom or a non-suite / concierge stateroom:

For cruises where the Embark or Debark is a non-U.S. Port, (e.g. European schedules) and cruises more than 10days, full payment required:

150 days prior to departure - for Suites/Concierge staterooms

120 days prior to departure – all interior, ocean view and verandah staterooms

For cruises less than 10 days where the Embark or Debark is a U.S. Port, full payment required:

90 days prior to departure - for Suites/Concierge staterooms

75 days prior to departure – all interior, ocean view and verandah staterooms

3. PAYMENT OPTION:

All payments must be sent directly to our bank account. Do send us a copy of bank wire / deposit slip to verify receipts and apply to your booking. Disney does accept major credit cards.

4. CRUISE FARE INCLUDES

Cruise vacation fares include shipboard accommodations, all meals and entertainment as provided on board the vessel.

5. CRUISE FARE DOES NOT INCLUDE

Items of a personal nature, such as transfers, shore excursions or meals ashore in the ports of call, gratuities, alcoholic beverages, soft drinks, bottled water, laundry or valet services or any other items not specifically included.

6. SERVICE CHARGES

It is customary to give gratuities in recognition of service which you will be treated to in abundance aboard the ship. As a guideline, \$12 per person per day will cover Dining Room Server, Asstt Server, Head Server and Stateroom Host / Hostess and added to your shipboard account. Please note, a 15% gratuity is automatically added to bar, beverage, wine and deck service tabs.



7. TRAVEL DOCUMENTS

Passport: A valid passport is required for travel. It is recommended that your passport expiry day does not occur within 6 months of disembarkation date.

Visa: It is guest's responsibility to obtain the required visas as per the cruise itinerary. Current and up-to-date information can be sourced from the Embassy / Consulate of the country you intend to visit.

Guests who do not possess appropriate travel documents will be denied boarding by local immigration officials and no refund will be given to individuals who fail to bring proper documentation.

8. CANCELLATION POLICY

Cancellations may be made by telephone or in writing. Changes to the vacation commencement date or changes of Guest names will be considered cancellations. Please note that changes made to overall party size may result in a change to the rate. For your peace of mind, we recommend the purchase of the Vacation Protection Plan.

CATEGORIES WITH RESTRICTIONS:

Certain promotional rates have restrictions such as non-refundable and non-transferable and are subject to 100% cruise cancellation fee from the time of payment.

Cancellation Fee per person	Standard Sailings
Cruise Days: 1-5 nights (excluding Suites / Concierge Staterooms)	
\$50.00	90 days prior
Deposit	89 – 45 days prior
50%	54 – 40 days prior
75%	39 - 25 days prior
100%	24 days or less
Cruises 6 nights or more (excluding Suites / Concierge Staterooms)	
\$50.00	130 days prior
Deposit	129 – 66 days prior
50% of total fare	65 – 40 days prior
75% or total fare	39 – 25 days prior
100% of total fare	24 days or less
Suite and Concierge Staterooms: All sailings	
Deposit	100 days or more
50% of total fare	99 – 66 days prior
75% or total fare	65 – 40 days prior
100% of total fare	39 or less days prior

There will be a \$50 per person administrative fee for all refunds.

9. DISNEY VACATION PROTECTION PLAN

You may want to consider [Disney Vacation Protection Plan](#) to protect your vacation investment from unforeseeable losses stemming from an array of circumstances which also allows you to cancel your vacation for any reason at all.

Disney Vacation Protection Plan is available for purchase up to the final payment due date of the voyage.

IMPORTANT: Please keep in mind if you do not purchase Disney Vacation Protection Plan, you are advised to have adequate alternative travel protection coverage. There will be no refund of cancellation or interruption fees by Disney Cruise Line under any circumstances. You must recover fees from your own travel protection plan.



10. AGE REQUIREMENTS

Minors under the age of 18 not traveling with a parent or legal guardian must be accompanied by an adult 21 years of age or older in the same stateroom. The parent or guardian of any minor not traveling with a parent or guardian must appoint an adult to have custody and control over the minor and to contract on their behalf in connection with the Disney Cruise Line vacation. A minor authorization form can be obtained by visiting disneycruise.com and selecting "My Disney Cruise" or is sent when a document package is mailed. The form must be signed by a parent or legal guardian prior to embarkation at the Disney Cruise Line Terminal. After 9 p.m., adult entertainment districts are restricted to Guests 18 years and older.

Infants under 12 weeks old will not be allowed to travel aboard Disney Cruise Line ships.

Baby Sitting:

Group babysitting is available for children 12 weeks to 3 years old. Guests may book babysitting times online in advance of embarkation or may sign up their children on embarkation day. The facility is open for select hours every day. Rates and times are subject to change and space is limited.

11. PREGNANCY POLICY

Women who have entered their 24th week of pregnancy as of their embarkation date will be refused passage due to safety concerns. Neither a physician'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.

12. e-documents

Please provide your required travel documents information so that you are able to get onboard faster and easier. Log in at www.disneycruises.com and click on My Disney Cruise.

Complete your **Online Check-in** so that you are able to get onboard faster and easier. You will need complete passport details for every guest travelling with you.

Carefully read your [Cruise Contract](#), as it contains important terms and conditions which govern your cruise vacation and affect your legal rights. It must be signed by all Guests prior to embarking any Disney Cruise Line vessel.

Cruise Booking confirmation and sailing are governed by the cruise lines terms of carriage and Cruise Contract - complete details including FAQs are available on <http://www.disneycruises.com>

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