

# Terms and Conditions

The Freedom Travel Group Ltd trading as "Global Cruising" is a member of ABTA (L5448) and ATOL (6042)

This means that we are fully bonded according to ABTA's rules and abide by ABTA's Code of Conduct. ABTA protection applies to services supplied by The Freedom Travel Group Ltd T/A Global Cruising but does not apply to services featured on this website that are provided by any company that is not a member of ABTA.

Any reference to Global Cruising or its derivatives "our", "we" and "us" are references to Global Cruising. Global Cruising is a trading name of The Freedom Travel Group Limited.

Registered in England 3816981. Registered Office: Hamil Road, Burslem, Stoke on Trent ST6 1AJ. The Freedom Travel Group Limited is a subsidiary of the Co-operative Group. The special offers listed on this site are intended for clients who access the site from the United Kingdom.

Access to this website is conditional on your agreement that the contents and all matters are subject to English Law

All contracts concluded between Global Cruising and you the customer are subject to our standard terms and conditions. A contract is only concluded when we accept your offer by sending you written confirmation of our acceptance. The contractual document is contained in the acceptance from us of your offer, and our terms and conditions are incorporated into the acceptance and exclude any other representations. This does not affect your statutory rights as a consumer.

Please note that whilst Global Cruising takes great care to ensure the accuracy of the information on this website and other media we cannot be held responsible for its content including errors and other issues.

## Cruise Line's (or Tour Operator's) Conditions

Please note that your booking is subject to the Cruise Line's &/or Tour Operators conditions of booking. These contain limitations and exclusions of liability to any person who travels with the Cruise Line / Tour Operator or its providers. We will ask you to sign a booking form confirming your agreement to these terms.

All cruise holidays and flights advertised in this website are bound by the relevant cruise lines &/or tour operators terms and conditions and are subject to availability. Each appropriate cruise line or airline reserves the right to change holiday details and/or flight and routes.

All costs are subject to final confirmation as appearing on the Cruise Line's invoice. Children's discounts are subject to the correct age of the child being given as at the last date of the holiday. It is your 'the customers' responsibility to check that these conform with the cruise lines age restrictions and conditions.

The Cruise Line reserves the right to change itineraries and holiday details, the flight timings are provisional and could be subject to change. You will be informed of any major change.

It is important that you read the Cruise Line's current brochure to ensure you understand and abide by their current terms and conditions.

## Booking and Payment

All bookings and purchases are subject to availability and written confirmation by Global Cruising. The lead passenger must be aged 18 years or over and must accept responsibility for all members of the party travelling.

All deposits and final balances will be required as per the booking conditions of the cruise line. Final balances will be required a minimum of 12/14 weeks before sailing or at time of booking, whichever comes sooner, in accordance with ABTA rules.

It is the responsibility of the lead passenger to disclose facts about any passengers that may affect their ability to travel. Particular regard should be paid to Criminal Offences and

Previous Deportations. Charges may be incurred for any amendments made to a booking / travel arrangement.

Global Cruising reserves the right to refuse any booking placed by you, the customer.

## Cancellation and Fees

Should the deposit or final balance payment not be made as required, Global Cruising reserves the right, after due written and verbal notice to the client, to cancel the booking and all deposits and assurances will be forfeited to the cruise line &/or tour operator.

Any additional charges imposed by the cruise line &/or tour operator (as per their terms and conditions) for the cancellation of the cruise, will also be the total liability of the customer.

Any cancellation of bookings must be made, in writing, to Global Cruising and sent by recorded delivery. We will not accept emails as confirmation of cancellation. Any cancellations received become effective from the date received and signed for acceptance. Once a cancellation is received Global Cruising will contact the cruise line to inform them of the cancellation and establish the relevant outstanding charges, if any, which will be the total liability of the lead passenger.

## Insurance

It is a condition of booking that adequate insurance is in place by the final balance due date. Therefore Global Cruising strongly recommend all customers to take out a fully comprehensive insurance package that provides sufficient cover against potential Personal Accident, Medical Expenses, Cancellation, Curtailement, Baggage, Personal Effects and Money at the time of booking. It is a condition of booking that adequate insurance is in place by the final balance due date.

## Prices and Special Offers

Any special offer pricing shown on this website is valid at the time of input, but is subject to availability of the specific promotion and we reserve the right to change our prices or other details at any time. All prices are subject to availability at the time of booking and may go up as well as down. We will confirm the correct price or advise of any amendments before the booking is confirmed.

Discounts available through this website are based on the Cruise Line's basic cost and are refundable to Global Cruising on cancellation. The discount is only valid provided payment is made by the due date and travel actually takes place.

All information for the Late Offers and Recommended Offers as advertised, are supplied by the Cruise Lines to Global Cruising, and adjusted at our discretion. All cruise offers are given in good faith, however Global Cruising cannot be responsible for any errors in the information presented on our website or for any subsequent changes or alterations made by the Cruise Lines.

The total basic holiday price is the brochure price after any special reduction given by the Cruise Lines &/or Global Cruising, and excludes any surcharges & gratuities where it is not stated that they are included in the basic holiday price. Prices shown are based on 2 adults sharing accommodation. All cruise holiday and flight prices quoted are in pounds sterling and include all relevant taxes unless otherwise stated.

## Baggage Provisions

The carriage of passengers and their baggage is subject to provisions of the Warsaw convention (as amended if applicable) national legislation and the airline carrier conditions of carriage.

Where flying please ensure that you have checked the relevant airline for their own baggage restrictions. Global Cruising will not be responsible for any excess baggage fees due to your 'the customers' ability to check your carriers allowances.

## Prices and Website Accuracy

Whilst we endeavour to ensure the information of this website is accurate we cannot accept liability for errors on this website due to the constant fluidity of pricing and

availability of the cruising market.

Please ensure you check prices and availability at the time of booking.

#### **Liability**

All bookings made and accepted by Global Cruising are subject to the terms and conditions of business imposed by the respective cruise line &/or tour operator. All tickets, vouchers and coupons are issued by the relevant cruise line &/or tour operator and distributed by The Freedom Travel Group Limited trading as Global Cruising upon the express condition that Global Cruising is not liable to any passenger for loss, damage, delay, injury, cancellation, or any additional expense, suffered by any passenger whatsoever, or any cause beyond Global Cruising control. Global Cruising liability shall not exceed total payment, payments received from the client in respect of any single booking.

#### **Your Contract and Booking**

The Freedom Travel Group Limited, trading as Global Cruising acts as travel agent for all bookings made through global Cruising, ABTA number L5448. Cruise Lines are members of the Passengers Shipping Association. Your holiday contract is with the cruise line &/or tour operator.

#### **Availability**

All holidays are subject to availability at the time the booking is made.

#### **Your Tickets**

Tickets and travel documents are normally supplied by first class post 7 to 10 days prior to departure.

#### **Passports, Visas and Health?**

The following applies to British Citizens holding a British passport travelling for tourist purposes from the UK:

You will need a full 10 year passport to travel on all holidays except those in the UK. In order to comply with regulations imparted by certain countries your passport must be valid for at least 6 months after the date of your return. If your passport expires earlier than this it may still be acceptable but you should contact your local passport office or the Consulate or Embassy of country to be visited for detailed advice.

We strongly advise that you contact your local Passport office or the Consulate or Embassy of the country you will be visiting for detailed advice. Other passport holders should check with the Consulate or Embassy of the country you will be visiting for further information.

#### **Visas**

You may require a visa for your holiday.

For British Citizens holding a British Passport information on visas will be detailed in your Cruise Line's brochure and is also available from the relevant Embassy and on our website.

#### **Health**

Travel to certain countries may mean that it is advisable or compulsory for you to be inoculated against certain illnesses. In view of the fact that the information is constantly changing we cannot guarantee to give you up-to-date information.

We suggest you read the Department of Health leaflet which can be obtained through the useful links section of our website or by phoning 0800 555 777, or contacting your GP, or local health authority.

Please note though that it is your responsibility to obtain the relevant documentation and inoculations required, and not the responsibility of Global Cruising or the cruise line or tour operator.

#### **Making your payment**

You may make it in one of the following ways: Delta or Switch; credit card (Visa or MasterCard); cheque. No charge is made for payment by Switch or Delta debit cards, however, credit card payments will incur a 1.5% surcharge. Cheques should be made payable to Global Cruising Limited. We need

your payment to be made in pounds sterling.

You will need to pay a deposit at the time of booking and the balance paid 12/14 weeks prior to departure.

#### **Holiday Insurance**

It is a condition of booking with every cruise line &/or tour operator that passengers must have adequate travel insurance at the time of booking, this means that you are properly covered against unexpected cancellation charges prior to departure and events occurring during your holiday.

Please be aware that all insurance policies contain exclusions and it is essential prior to purchasing any policy to bring any pre-existing medical conditions to the attention of the insurers.

#### **What if I need to Cancel?**

In the event that you cancel the holiday, the cruise line &/or tour operator will issue a cancellation invoice detailing the cancellation charges applicable.

If your holiday has been discounted, the discounts will not apply to these cancellation charges and if you have paid your full balance for the holiday the discount is refundable to Global Cruising.

If the cancellation is covered by your travel insurance this will be based on the cruise line's &/or tour operator's cancellation charges.

All cancellations must be made in writing by the lead passenger name in your party to:

Global Cruising  
Adcroft House  
15 Roath Road  
Portishead  
Bristol  
BS20 6AW

#### **Holiday Queries**

Some disputes involving claims up to a limited amount may, if the passenger so wishes, be referred to Arbitration under schemes devised by the Chartered Institute of Arbitrators for the Passenger Shipping Association and ABTA. An application for Arbitration must be made within nine months of disembarkation from the cruise ship. In addition the Passenger Shipping Association offers a low cost conciliation procedure, where a non-binding review of correspondence is undertaken by an independent conciliator. Details of these schemes are available on request. We will be pleased to assist you with any queries you have in connection with the booking.

Full details are available from:

The Association of British Travel Agents  
68-71 Newman Street  
London  
W1P 4HP

#### **Any Queries?**

If you have a query on any aspect of this Website; a holiday purchased by you, or a holiday shown on this website, please contact us or write to:

Global Cruising  
Adcroft House  
15 Roath Road  
Portishead  
Bristol  
BS20 6AW