

## BOOKING TERMS AND CONDITIONS

These terms and conditions govern the relationship between the customer (hereinafter referred to as “Customer”) and Airlink Travel and Tour Sdn Bhd (hereinafter to as “The Company”). By booking a trip with the company, the Customers agree to be bound by these terms and conditions. **Customers are deemed to have read, understood, and accepted the following terms and conditions listed below. In the event of any conflict, the terms and conditions herein shall prevail.**

The services provided by third-party providers such as cruises, airlines, hotel accommodation and transportation are subject to respective companies with their respective terms and conditions. These terms and conditions are the rules and guidelines that govern the use of the services provided by these providers. Which outline the rights and obligation of both the providers and establish the framework review and or the provision of services. It vary depending on the specific service or package being offered. Consumers should therefore they review the relevant terms and conditions for the specific service they are interested in.

**Promotion Packages** purchased during Travel Fairs or Special Promotion Period:

For special cruise fares and airfares must be issued within a stipulated time frame. Any amendment or cancellation, the fare difference will be imposed based on the prevailing rate at the time of change. Once cruise ticket is issued, full cancellation charge is levied, and no refund will be considered in the event of cancellation and no show.

### CRUISE CANCELLATION

- Cancellation fee imposed will be calculated based on total fare.
- 100% cancellation charges will be levied for Non-refundable promotion fares and sailing classified as mid-season and peak season sailing.
- Change of names, sailing date and downgrading of cabin category are considered as cancellation and cancellation penalty applies.

All cancellation policies are subject to respective Cruise Companies terms and conditions which varies and customers are provided with the copy of the respective terms and conditions.

### 1. VISA / PASSPORT REQUIREMENTS AND PASSAGE RESTRICTIONS

All passports must have at least 6 months validity from the return 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 regulation vary depending on the travel destination and the nationalities of the passengers. Visa application is at passenger's own arrangement. No refund will be made to passengers who are denied embarkation for non-compliance of immigration requirements.

### 2. PREGNANCY POLICY

Pregnant women who will enter the **23<sup>rd</sup> week** of pregnancy by the beginning of, or at any time during their cruise vacation. A doctor's certification fitness to travel is required to be presented to the check-in staff.

### 3. INFANT 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 that 6-months old on day of sailing to sail. Children under 18 years of age must be accompanied in the same cabin by a passenger, 18 years or older.

### 4. SINGLE TRAVELLER ADDITIONAL

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

### 5. ADDING OF CABIN

Any additional cabin will be charged at prevailing rates.

### 6. ADDING OF PASSENGER

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

**ANTHEM OF THE SEAS / OVATION OF THE SEAS**

**BOOKING CANCELLATION POLICY**

Itineraries	Days Prior to Sailing	Cancellation Charges (Per Person)
1 – 5 Nights	75 days or more	RM720 *
	74 – 60 Days	RM720 * or 25% of total fare (whichever is higher)
	59 – 30 Days	50% of total fare *
6 – 9 Nights	90 days or more	RM1,800 *
	89 – 29 Days	RM1,800 * or 50% of total fare (whichever is higher)
	28 – 15 Days	75% of total fare *
10+ Nights	90 days or more	RM2,520 *
	55 – 29 Days	RM2,520 * or 50% of total fare (whichever is higher)
	28 – 15 Days	75% of total fare *
<i>For cruise itineraries of 4, 5, 6, 9, 10, and more nights (up to 14 days), no refunds are available.</i>		
Peak Season (Any sail nights)	90 days or more	Full Deposit
	89 – 61 Days	Full Deposit or 80% of total fare (whichever is higher)
	60 – 31 Days	75% of total fare *
	30 Days or Less	No Refund *

**Amendment of Name Change**

- Amendment of name is considered a cancellation and will subject to cancellation charge as per above table. Minimum one (1) person original guest must be maintained in a cabin. (minimum 7 working days prior to sailing).
- Name changes are not permitted at any time for peak season sailing.

**GENTING DREAM CRUISE / RESORTS WORLD ONE / STAR SCORPIO**

**BOOKING CANCELLATION POLICY**

Cancellation Notice Received by	Cancellation Charge (Per Person)
More than 90 calendar days prior to departure	RM200 per person
89 – 46 calendar days prior to departure	30% of full cabin fare
45 - 30 calendar days prior to departure	50% of full cabin fare
29 – 15 calendar days prior to departure	70% of full cabin fare
14 calendar days or less prior departure	100% of full cabin fare
No Show / No Written Notice	100% of full cabin fare

**TYPE OF AMENDMENT (PER AMENDMENT & PER PERSON)**

Change of Name (Must remain one original guest in same cabin) 更换乘客名字 (必须保留一位原先乘客在同一间房)**	<b>RM130</b> per person
<i>*Amendment requests must be submitted at least 5 working days before the departure date. Any amendment request received 4 working days or less that prior to departure will result in a 100% cancellation charge of the full cabin fare.</i>	
Swapping passenger in room sharing 在同房间中调换乘客	<b>RM130</b> per person

Remark: In addition to the cruise's cancellation/amendment charges, customers will be responsible for an administration fee of **RM50** per person for any cancellations/amendment made.