

# CRUISE INFORMATION



# CRUISE PROGRAMME



## TRAVEL DOCUMENTS

A valid passport is required for all international cruises. Please ensure that you have the correct travel documents for your cruise, including VISA's and inoculations.



## GRATUITIES

At the end of the cruise it is an international custom to tip staff on board that give personal service. We recommend a daily basis sum of approximately R22 per passenger per day. The sum will automatically be added to your extra expenses final account on board or for your convenience we recommend you pay at the time you make your final payment for your cruise. The service charge is now MANDATORY and is 6 US per adult per day & 3 US per child per day (which works out to about R48.00 & R23.00 respectively).



## CREDIT CARDS

Credit Cards are NOT accepted for payments for the cruise, port charges and insurance.



## NOT INCLUDED IN THE FARE

Cost of Port and baggage charges, travel insurance, transport to/from the port, gratuities, drinks, shore excursions and any items of a personal nature. The service charge is now MANDATORY and is 6 US per adult per day & 3 US per child per day (which works out to about R48.00 & R23.00 respectively).



## INSURANCE

You are obliged to hold personal travel insurance at the time of departure covering the entire period of the cruise. No passenger may board without such insurance cover being in place. A copy of the insurance policy must be produced prior to boarding the vessel and failure to do so will render the booking subject to immediate cancellation without compensation. The minimum terms of cover required are as specified on the Booking Reservation Form ("Mandatory Insurance Cover").



## CURRENCY FLUCTUATIONS

All fares are subject to currency fluctuations.



## EXCURSIONS

Excursions planned during the cruise are optional and are chargeable. All excursions must be booked on-board and within the time stipulated in the daily programme.



## SPECIAL AIRFARES

Combine our special add-on rates to the cruise fare in the category of your choice and you could be winging your way to and from the coast at huge savings over normal fares.



## SPECIAL HOTEL RATES

If you wish to extend your holiday before or after your cruise, preferential rates are offered. Simply request your accommodation when making your cruise reservation.



## CAR HIRE - CRUISE AND DRIVE

Enjoy preferential car hire rates by booking a hire car in conjunction with your cruise.



## AIRPORT TRANSFERS

A shuttle service is available from Durban Airport direct to shed 'N' at Durban Harbour and vice versa at a nominal charge. The shuttle meets all flights on the Sinfonia cruise departure dates.



## PARKING

If you are driving to Durban in your own car, limited secure undercover parking is available in the shed adjacent to the Passenger Terminal and in walking distance to the ship, at a reasonable cost. Additional parking is available at many of the parking garages near the harbour. Parking is at the owner's risk.

## CONDITIONS OF BOOKING, PASSAGE & CARRIAGE OF BAGGAGE

### Conditions of booking, Passage and Carriage of Baggage

**A.** In these terms and conditions ("the booking conditions") the following words shall have the meanings given to them hereunder: The "Company" shall mean the owner of the Cruising Vessel. "Starlight" shall mean Starlight Shipping (Pty) Ltd, the General Sales Agents in South Africa for the Company. Starlight has been appointed solely as the General Sales Agents in South Africa for the Company and not as agents for the company in any other capacity. The Company and not Starlight shall be the carrier in terms of the contract of carriage.

**B.** The carriage of the passenger and his luggage shall be governed by the terms and conditions on the face and reverse of the Company's passenger ticket to be issued prior to embarkation. A copy of the Company's standard passenger ticket conditions is available for inspection on request. The passenger shall be bound by those terms and conditions and agrees that his acceptance of the ticket shall be deemed to be an acceptance of the terms and conditions contained herein. It is recorded that the terms and conditions of the passenger ticket incorporate the Athens Convention relating to the Carriage of Passengers and their Luggage by Sea, 1974 ("The Athens Convention"). In terms of the Athens Convention the carrier's liability for the loss of or damage to luggage and for any damages suffered as a result of the death or personal injury to a passenger, are limited as provided for therein. In any event, the company shall not be liable for any loss, injury or damage of whatsoever nature or inability to perform the contract of carriage or any part thereof arising out of or resulting from vis major or force majeure.

**C.** The contract of carriage shall be governed by the law of the country where the Company has its principal place of business.

**D.** The passenger agrees that any dispute, action or proceeding arising out of or in connection with the contract of carriage shall be brought before the courts of the country where the company has its principal place of business.

### E. BOOKING CONDITIONS

**Before you Book**  
Please read the section carefully - it contains information you should be aware of before you book your holiday.

### To Make a Booking

Having established that space is available and on requesting your booking, a non-refundable deposit of R1500.00 plus the mandatory insurance per person must be received within 72 hours, failing which Starlight shall, in its absolute discretion, be entitled to cancel the booking. Confirmation of the booking by the passenger, or his agent, followed by a deposit will be considered as consent to all provisions mentioned herein.

### Balance of Fares

The balance of your tour fare including any currency or fuel surcharges levied by that time, after deducting the amount of your deposit, is due and payable not later than 60 (SIXTY) days prior to the departure of your holiday. The Company and/or Starlight reserve the right to cancel the reservation within 8 weeks of departure if the full fare inclusive of all surcharges has not been received. The company and/or Starlight reserve the right to retain all of the deposit to offset damages or loss of profit which results from late payments. If your reservation is made within 60 days of departure the full fare (inclusive of all surcharges) is due within 48 hours of making your reservation. The Company and/or Starlight shall at its or their absolute discretion, be entitled to cancel the reservation without further reference if the fare is not received. In addition to any increase in the fare levied prior to payment of the balance of the applicable fare at that time, the Company may within its sole discretion declare and levy an extraordinary surcharge in the event of an unforeseen increase in the ruling price of fuel occurring during the currency of a cruise, in which event the Company may debit the passenger's on-board account with such extraordinary surcharge(s).

### Validity

The contract of passage is valid only for the person (or persons) whose name appears on the ticket and for the sailing day indicated. The contract and ticket is/are not transferable.

### Passage Fare

The passage fare as may have been advertised or quoted is simply the fare in force at the date of issuing the brochure. The Company reserves the right to increase the fare before the

sailing of the vessel and the passenger in such case must pay the difference before embarking or shall have the right to cancel the contract forfeiting the non-refundable deposit paid to secure such booking. The advertised or quoted ticket fare appearing in any brochure or other publicity material, or included in the package price can be increased by the company within its sole discretion due to any circumstance beyond its reasonable control, including but not limited to the occurrence of currency fluctuations, the increase in the ruling price of fuel at the place it may be or is likely to be stemmed, increases in air tickets, any kind of taxes, or any other kind of increase connected with the holiday, package or cruise.

### Service Charge

All onboard services offered to MSC guests are subject to a modest service charge which will be billed to the Guest's account. Payment will only be requested at the end of the cruise and will depend on the number of days services were actually provided. Service charges serve the purpose of maintaining the highest quality standards of service to the passengers. The amount of the service charge is fixed and cannot be altered: South Africa cruises: 6 US Dollars/day per adult. Positioning cruises: heading to South Africa 6 Euro/day per adult / Coming from South Africa 6 Dollars/day per adult. The applicable service charge for children under 18 will be 50% of the above rates. No tips are requested on board.

### Cancellation by the Company

If the Company cancels any cruise or voyage at any time, in whole or in part, its liability shall be limited in its absolute discretion to refunding that part of the fare attributable to the part of the cruise or voyage that has not been performed, or to transferring the passenger to another ship of similar, but not necessarily identical, class and type performing substantially the same cruise or voyage and provide thereon substantially similar accommodation and facilities as on the original ship.

**Amending a Booking - Passengers amending a booking will be charged according to the table below:**

Prior to Departure	Ticket & Name Change	Cruise Change
60 days & more	Free	Free
45 - 60 Days	Free	R400 p.p.
30 - 45 Days	Free	R600 p.p.
21 - 29 Days	R200 p.p.	R750 p.p.
20 - 7 Days	R400 p.p.	R1000 p.p.
7 DAYS AND LESS NO CHANGES ALLOWED		

### Cancellation by the Passenger

The Passenger shall be entitled to cancel the booking by giving notice in writing to the General Sales Agents in which event he shall be subject to the cancellation charges as follows: Between 45-60 days 25% of the cruise fare. Between 30-45 days 50% of the cruise fare. Less than 30 days 100% of cruise fare. Deposits are in all instances non-refundable.

### Passenger's Responsibility

The Passenger shall be directly responsible to the Company for any penalties, inconveniences, fines and expenses which by his fault the Company incur or may be assessed by port authorities, customs, health offices or by any other officials or authorities whatsoever. The passenger shall be bound by any order issued by the Master of the vessel and shall submit if requested by servants or agents of the Company to a search of the passenger's person or any luggage and goods.

### Health of Passenger

Where a passenger in the sole opinion of the Company and/or its Port Agents and/or the Master of the ship is considered to be, or has become, unfit to travel for any reason whatsoever or is likely to endanger his health or safety or endanger the health or safety of or impair the comfort of others on board or seems likely to be refused permission to land at any Port, then that passenger may not be permitted to embark or may be disembarked at any Port, may be transferred from one berth to another or may have any drug, medicine or other substance administered through the ship's doctor and/or his staff without liability to the Company for any consequential damage, loss, expense, loss of time or inconvenience and the Company shall not be required to repay any portion of a fare to any such

passenger. Without limiting the foregoing, any passenger who assist or fails to report a stowaway shall be deemed to be unfit to travel.

### Other Carriers

In making any arrangement for the care or transportation of any passenger other than by the ship named in this contract or for any shore excursion and transportation to or from shore and on land, the Company and/or Starlight is acting solely in the capacity of agent for the persons or parties providing same, but does so on the express condition that no liability of any kind howsoever caused, including the negligence of any party inclusive of the servants or agents of the Company and/or Starlight shall attach to the Company and/or Starlight in connection with or arising out of such arrangements or in the execution of the care or transportation contracted for. The passenger agrees that any independent or third party contractors with whom the Company and/or Starlight so contracts provide their services subject to their usual standard terms and conditions.

### Insurance

Neither the Company nor Starlight are responsible for any loss or damage to property or luggage howsoever arising, including in consequence of the negligence of their servants and contractors. The Passenger is obliged to hold personal travel insurance to the satisfaction of the Company and/or Starlight at the time of departure covering the entire period of the cruise. No Passenger may board the vessel without such insurance cover being in place. The minimum terms of cover required are as specified on the Booking Reservation Form ("Mandatory Insurance Cover").

### Reservation Agents

The passenger agrees that the reservation agent is his agent and not the agent of the Company or Starlight. Accordingly, all money handled by reservation agents is handled on behalf of the passenger and not on Starlight's or the Company's behalf. The risk of loss of and/or theft of the money shall be borne by

the passenger until the money has been received by Starlight. In the event of the reservation agent signing the Booking Reservation form on behalf of the passenger, the passenger confirms and warrants the authority of the agent to do so and agrees to be bound by all the terms and conditions thereof. In addition the reservation agent in so signing the Booking Reservation Form warrants his/her authority to do so on behalf of the passenger and that the terms and conditions were drawn to the attention of the passenger.

### Embarkation

Starlight will send details of embarkation and flight arrangements together with other helpful information about 2 weeks prior to departure.

### Passage Ticket

Passage Tickets will only be issued after due receipt by Starlight of the full fare.

F. It must be noted that the terms of the booking and as otherwise set out herein, will be superseded by the terms of the passenger ticket issued to the passenger as at the date of embarkation, unless as is inconsistent with that specific condition.

**G. Landings** The Company is entitled to substitute any advertised port of call if the master deems it necessary to do so. Landings at the advertised ports of call are weather dependent. The master of the vessel shall make the decision whether it is deemed safe to take passengers ashore.

*An Enchanting Experience*