

Terms & Conditions

IMPORTANT NOTICE:

- (i) Guest is responsible to ensure that all travel documents, visas and other immigration requirements which may include but not limited to the following applicable examples;
 - Original photo ID/driver's license, birth certificates for child below 12 years old.
 - Passport validity of at least 6 months is in order and complied with prior to departure from their home country.
- (ii) No refund or compensation will be made to guests who are denied embarkation resulting from non-compliance of immigration requirements.
- (iii) Passenger for a pregnant woman will only be permitted before her 22nd week of pregnancy & infant above 6months at the time of sailing.
- (iv) For cruises that depart a port in Europe, Asia, South America, New Zealand, or Australia, the nominated accompanying adult must be 18 years and above. For all other countries for cruise departures, the adult must be 21 years and above. A CONSENT Form need to be fill for minor (0-17) child to travel without parent/legal guardian.
- (v) All guests are strictly prohibited from bringing alcohol and/ or alcoholic drink on-board the ship.

FINAL PAYMENT TERM:

- (i) It is the guest responsibility to monitor the final payment deadline and arrange the necessary payment by contacting us on or before the final payment date associated with the booking.
- (ii) If no call was received form the guest to provide further payment instruction, booking will be automatically cancelled with penalty. There will be no reminder in the form of calls or emails.

FINAL PAYMENT	
Low Season Sailing	90 days prior sailing
Super Peak & Special Discount Promotion Sailing	Upon Booking

CANCELLATION FEES POLICY:

- (i) Cancellation fees stated above are applicable for low and mid-season only. For peak season, 100% cancellation fees apply.
- (ii) Amendment of reservation is considered a cancellation and the necessary fees as per below will still apply on top of the new fare.
- (iii) Apart from the above cancellation fee stated under the terms and conditions of the respective third parties (cruise principle), you are liable to be charge an administration fee of RM100.00 per service per person irrespective of circumstances.
- (iv) A 6% foreign exchange conversion fee will be imposed on any cruise ship that affected by foreign exchange currency (Royal Caribbean, Costa, Princess, NCL & etc)
- (v) Non cruise component such as coach transfer, flight, insurance & etc. are strictly non-refundable.
- (vi) All cancellation will be imposed with RM 105.00 per person for refund processing fee.
- (vii) All the above will be subjected to change without prior notice.
- (viii) Cruise lines reserve the right to cancel or substitute any scheduled port of call/itinerary/price/program/vessel/cabin at any time without prior notice.
- (ix) The management of Hwajing reserves the right to change / withdraw the cancellation charges on this promotion due to reason it may deem fit.

CANCELLATION NOTICE RECEIVED	CANCELLATION CHARGES (Per Person)
Above 120 days	25% of full cruise fare
From 119 days up to 75 days	50% of full cruise fare
From 74 days up to 45 days	75% of full cruise fare
Less than 45 days	100% of full cruise fare (NO Refund)