

**VERY IMPORTANT INFORMATION – PLEASE READ CAREFULLY:**

**Important note re. COVID-19:**

- *Before travelling, we strongly recommend that guests obtain comprehensive travel insurance covering Covid-19*
- *Celestyal Cruises In cooperation with Allianz Global Assistance is offering the opportunity for passengers traveling with us to purchase travel insurance designed with the cruise in mind*

*Additionally, Celestyal Cruises will require **mandatory vaccination for guests 12 years and above on all 2022 cruises.***

*All guests must present proof of three (3) Greek government-approved COVID-19 vaccinations, having received their most recent dose at least 14 days before sailing. Guests who have received only two (2) doses may still travel, but their second dose must have been administered no greater than 7 months before sailing. A COVID-19 recovery certificate up to three months old is also valid for travel . For guests aged 6 to 11 years of age, a negative rapid antigen COVID test within 48 hours prior to embarkation is required (unless fully vaccinated). All prevailing EU Healthy Gateway protocols will be observed.*

*Note that our website has been updated with the latest Covid protocols. The following link will take you to the relevant section on our site:*  
<https://celestyal.com/greece-cruise-protocols/>

*Updates are made frequently, so we do ask that you visit this section and the info section frequently because by **booking means that you fully accept Celestyal Cruises terms & conditions.***

*Guests of all nationalities and residencies are eligible to book and cruise with Celestyal subject to prevailing COVID related entry requirements to Greece and other destinations we call upon. Guests are responsible for ensuring full compliance with required COVID measures to enter the country of embarkation. Travel requirements are continually evolving and vary depending on the port and country of embarkation. Be sure to contact the appropriate Embassy/Consulate of the embarkation country. In addition to the typical travel documents (passport or I.D. if applicable) and mandatory PLF forms, a multi-entry Schengen visa may be required depending on the country of origin. For updated requirements on COVID-19, please check with the consulate of the country of embarkation.*

**Cancellation charges:** All cancellations must be received in writing and receipt will be acknowledged by Celestyal Cruises.

**Cancellation Policy:**

Full refund of deposit	150+ Days prior to departure
Loss of Deposit	149 days – 90 days prior to departure
89-40 days prior to departure	35% cancellation fees will apply on cruise fare
39 days till departure date	100% cancellation fees will apply on cruise fare

No refund will be made for cancellations received within 39 days of sailing, no shows, or for guests who do not complete their cruise.

Cancellation charges are calculated based on total fares paid to Celestyal Cruises for all trip components. Cancellation charges will apply notwithstanding that the company is able to rebook the cabin in question.

**Cabin Name List:** Required information to confirm a cabin: Full family name as per passport, passport number and expire date, date of birth, sex, and nationality.

**SERVICE CHARGES (gratuities - included):** For your convenience CELESTYAL CRUISES automatically adds during the offer/booking process a modest service charge to your total cruise package price. Such charge is calculated based on the number of days in which services are rendered and subject to the itinerary at issue, as per below :

EUR 6 per person per day

At CELESTYAL CRUISES customer satisfaction is always at the top of our concern. In the event you are not satisfied with the service you receive, we encourage you to contact the Guest Relation Manager while on board, in order for CELESTYAL CRUISES to address your concerns in time.

You can increase or decrease the amount of the service charge at any time during the cruise by contacting the Chief Purser. In addition, you are entitled to a refund in the form of a credit on your on board account upon settlement of your on board account. Any service charge will be deemed undisputed unless a request to adjust them is received by the time of settling your on board account.

CELESTYAL CRUISE imposed fuel surcharge as follows: € 6 per person per day. This surcharge is also included in the pricelist of IRS congress Special Rates.

**Prices of IRS Congress Special Rates include:**

- Ø Cabin accommodation
- Ø Full board (Breakfast – Lunch –Dinner)
- Ø Unlimited Classic Drinks
- Ø Shore excursions on sharing basis (Kusadasi & Rhodes) \*
  - Kus-02 Ancient Ephesus through the ages – Hellenistic/Roman
  - Rho-01 Medieval Tour – Acropolis of Lindos & the citadel of the Knights

*\*included shore excursions cannot be removed or replaced*

- Ø Entertainment on board
- Ø Port charges security and other services (gratuities). Total of € 289
- Ø Fuel surcharge. Total of € 42

**GENERAL CONDITIONS**

This document is subject to CELESTYAL reservation terms and conditions of business and the carrier's conditions of carriage which can be accessed on [www.celestyalcruises.com](http://www.celestyalcruises.com)

**SHORE EXCURSION POLICY:** In order for these rates to be valid, Shore Excursions or any other customized tour and port activities conflicting with the promotion and sale of the CELESTYAL'S own shore excursions cannot be organized unless through the CELESTYAL. CELESTYAL reserves the right to revise the offered cruise rates, special discounts and/or any other special conditions granted.