

# TRUE NORTH

## *Luxury Adventure Cruises*

### GET READY FOR THE TRIP OF YOUR LIFE

#### BOOKING CONDITIONS

**Unless otherwise expressly agreed in writing, all cruises are sold upon the following terms and conditions to the exclusion of any terms and conditions of the purchaser and no agent or representative has any authority to vary or omit part of or all of, these conditions.**

**Please note that failure to make due payment in respect of bookings or instalments shall entitle North Star Cruises to cancel a booking. At any time following overdue payment, North Star Cruises shall be entitled to consider a booking void and offer the booking to any other interested party.**

##### Deposit

A completed booking form and a non-refundable deposit are required to confirm your reservation.

##### Final payment

Final payment is required no later than 90 days prior to departure. Failure to provide final payment 90 days prior to departure will result in cancellation of the booking and forfeiture of any deposit.

##### Cancellations

If a booking is cancelled less than 90 days prior to departure, or, if a passenger fails to arrive, the total cruise value is forfeited.

North Star Cruises cannot accept any responsibility for the actions of any carrier that might result in the purchaser failing to observe a booking condition.

North Star Cruises strongly recommends that passengers arrange adequate cancellation insurance.

Deferments of travel not permitted. All other changes for a confirmed booking will incur a \$250 per person amendment fee.

##### Singles Share Policy

Cabin accommodation is based on double occupancy. Sole occupancy can be requested on the basis of 2 fares less 20%.

If you are travelling alone in an Ocean Class Twin, a same sex room mate may be assigned to your cabin.

##### Liability Conditions

North Star Cruises is an adventure travel organization. The nature of cruises offered, means that passengers may encounter physical discomfort and even danger. This being the case, it is expected that every passenger understands and appreciates the risks involved, and is prepared to accept those risks as part of the spirit of adventure.

North Star Cruises undertakes to deliver services with all due care however it is intended that passengers accept ultimate responsibility

for any damage to or loss of personal property, or any illness, injury, or death.

Additionally, North Star Cruises will use its best endeavours to deliver services at indicated times, however North Star Cruises does not intend to accept liability for any losses, costs or expenses suffered as a result of any delay in the delivery of services.

Further North Star Cruises cannot accept any liability for breach of contract arising from or caused by, directly or indirectly, force majeure, war, industrial dispute, civil unrest or natural disaster.

North Star Cruises strongly recommends that passengers arrange adequate travel insurance.

#### GENERAL INFORMATION

##### Transfers

Embarkation is normally at 1700 hours on the day of departure and disembarkation is normally at 0800 hours on the last day of the cruise. However, please refer to your cruise documents for confirmation especially when travelling to the South Pacific.

##### What to Bring

Generally, clothing should be casual and lightweight. Bring 4 or 5 changes of clothes including shorts, t-shirts, collared and long-sleeved shirts (to avoid sunburn), windcheater, waterproof jacket, amphibious / reef walking shoes, and sturdy comfortable walking shoes (no boots). Also include a hat, sunglasses, sunburn cream, insect repellent and toiletries. Night time wear on TRUE NORTH is smart casual. More detailed information will be provided following final payment.

Please note that heavy suitcases are definitely not permitted aboard TRUE NORTH. Our remote operation often requires items to be transferred in difficult circumstances and it is simply not practical to handle heavy personal baggage. Please note North Star Cruises has a maximum luggage allowance of 20kg per person (one soft bag). This is sometimes more than what domestic airlines will allow. You will need to check luggage restrictions and excess baggage charges with your nominated airline.

##### Shoes are not worn onboard the vessel

Shoes are not worn onboard for safety reasons - bare feet are much more 'sure-footed' in a small ship environment. This policy also assists with keeping the TRUE NORTH in show-room condition. Shoes may be worn if a medical condition exists.

##### Smoking Policy

Smoking is not permitted anywhere within vessel interiors. A small area is available outside where environmental care and respect is essential.

##### Communications

All cabins feature satellite telephones. Email and web access is available at the ships internet café as well as through a wireless satellite internet system. Charges apply to all off ship communications.

##### Valuables

A safety deposit box is available onboard.

##### Fully Licensed Bar

A wide range of alcoholic and non-alcoholic drinks are available onboard including an impressive selection of wines. All non-alcoholic drinks are complimentary.

Passengers are only permitted to BYO drinks aboard the vessel (with prior approval) in instances where the desired drink is not available from the ship's bar. Corkage is applicable to "BYO" drinks.

Please note that the vessel's "BYO" policy is in accordance with North Star Cruises' obligation to responsibly manage the consumption of alcohol onboard the vessel. Further, North Star Cruise reserves the right to refuse to serve alcohol to any passenger.

##### Resort Shop

Items such as personal toiletries, lures and our very popular TRUE NORTH adventure-wear are available for purchase on-board.

##### Housekeeping

Cabins are serviced daily. We supply all beach, bath and hand towels. Personal valet services are also available.

##### Fishing Gear

Keen anglers are welcome to bring their own gear (6 - 8kg bait casting outfits are recommended), however a comprehensive selection of rods, reels and hand-lines are available for use. Lures are available for purchase.

##### Additional Facilities

Unless otherwise specified, the following facilities are not included in the passenger fare:

- Scenic helicopter flights
- Souvenirs and purchases from the resort shop
- Alcoholic beverages
- Personal valet / laundry
- Use of satellite phones and internet café

Credit card payments made onboard will incur a fee. Visa and MasterCard subject to a 1.5% surcharge. American Express and Diners subject to a 3.5% surcharge.

##### Extra Travel Arrangements

We are happy to provide every assistance with local accommodation and tours.

