

17 March 2020

### CANCELLATION POLICY UPDATE For travel from 18 March 2020 until 30 June 2020

**SeaLink South Australia, (including KIAT, KIO, ADSS, SeaLink Kangaroo Island (1-and 2-day tours) Captain Cook Cruises – Sydney Harbour and Perth SeaLink Rottneest Island, Queensland and Northern Territory**

- Amendment policy: No charge.
- Credit – Any booking can be held on credit until 31 March 2021 and at 100% of the original fare. If travelling after 1 April 2021 any increase in fares will apply.
- **Cancellation policy: Refund less any third-party fees such as Airfares or Hotel charges.**
- No refunds for cancellations within 24 hours or no show

**SeaLink Fraser Island – Kingfisher Bay Resort, Eurong Beach Resort, Fraser Island Explorer and Cool Dingo Tours**

**Fraser Explorer Tours & Cool Dingo Tours**

- Cancellations free of charge up to 24 hours prior to departure for all tours
- No refunds for cancellations within 24 hours or no show

**Kingfisher Bay Resort:**

- FIT - All guests booked on any package until June 30<sup>th</sup> free amendment, 100% credit, or refund.
- Inbound groups – Group dates can be amended no charge.
- Wholesale bookings – All guests booked on any package until 30 June 2020 free amendment, 100% credit, or refund.

**Murray Princess Cruises**

- Amendment policy: No charge.
- Credit – Any booking can be held on credit until 31 March 2021 and at 100% of the original fare.

**SPECIAL NOTE - Vivid 22 May – 13 June 2020 - Sydney Harbour Only**

*As you may have heard, Vivid Sydney 2020 has been cancelled on the recommendations of the Australian Government and health authorities regarding organised gatherings of more than 500 people.*

In response to this cancellation and to ensure customer satisfaction, we are offering customers the option to choose a Cruise Credit worth 100% or a refund for pre-paid bookings on Vivid Cruises (22 May – 13 June 2020).

**100% Cruise Credit for**

- Cruise Credit is valid for 3 years from the time of your original purchase
  - Cruise Credit gives you total freedom to use on any of our services on Sydney Harbour.
- If you would like to take advantage of our Cruise Credit, you do not need to do anything.

We will issue you a new Reservation Record early next week

**If you choose a refund**

- Contact the Reservation Team by Sunday 22 March 2020 on [sydney@captaincook.com.au](mailto:sydney@captaincook.com.au) or call [+61-2-9206 1111](tel:+61-2-9206-1111)

- Please quote your booking number as shown on your Reservation Record

As at this point, our standard scheduled cruises are still operating and normal conditions apply to these.

COVID 19 – What we are doing? Please refer to our individual websites.