

Frequently Asked Questions

Can I make my payments online?

Unfortunately, we are not able to make payments on line at this time. However, there are three options available for making payments on group reservations: You may call us, between the hours of 9AM and 7PM EST Monday to Friday. You may fax us a signed copy of your invoice, along with payment details to fax #: 407.551.1790. You may also mail a signed copy of your invoice, along with your payment details to: Group Cruise Division 1201 W. Cypress Creek Rd., Suite 100 Ft. Lauderdale, FL 33309. Please note personal checks are not accepted within 75 days of sailing.

How will I know when my final payment is due?

Your emailed invoice confirmation will advise when your final payment is due. In addition, you will receive a final payment reminder, via email, approximately 10 days before the final payment date. Please keep in mind that, while we make every effort to provide payment reminders as a courtesy, it is ultimately the passenger's responsibility to ensure that their reservation is paid in full by the due date. In all cases, the cruise lines reserve the right to cancel any reservation that has not been paid in full by the specified date. To insure accuracy, privacy and security we have three final payments options available: You may call us, between the hours of 9AM and 7PM EST Monday to Friday. You may fax us a signed copy of your invoice, along with payment details to fax #: 407.551.1790. You may also mail a signed copy of your invoice, along with your payment details to: Group Cruise Division 1201 W. Cypress Creek Rd., Suite 100 Ft. Lauderdale, FL 33309. Please note personal checks are not accepted within 75 days of sailing.

Should I purchase travel insurance?

Yes, we strongly recommend protecting your vacation investment. Travel protection provides coverage if you have to cancel due to injury, sickness, or death to you, a traveling companion or immediate family member. It will also cover you if you have a medical emergency during your trip, or if your baggage is lost or damaged, among other things. Please refer to our travel protection link for more detailed information.



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(continued)

What does having a 'guarantee' category mean?

You have chosen a guaranteed stateroom. Therefore, we can not guarantee the location or the bedding style of your cabin. Typically the stateroom assignment is made as you approach your sailing date. We strongly recommend guests interested in a specific cabin, or looking to be near other group members, to make full deposit at time of purchase in order to receive a cabin assignment.

What Proof of Citizenship do I need for my vacation? Do I need a passport?

CURRENTLY: U.S. citizens need to present either a passport or passport card. Non-U.S. citizens should contact the consulates or embassies of the countries visited regarding the proper documentation necessary for travel. We recommend all travellers confirm the entry requirements for all countries prior to departure. The following website may assist you in verifying the required documentation for travel: <http://travel.state.gov/>. Please be advised that knowing, securing and bringing the required identification are the sole responsibility of the passengers. We are unable to provide refunds for clients who do not possess the necessary documentation. The name on your cruise documents must match your proof of citizenship.

