

INDIVIDUALS BOOKING PROCESS 2017/2018

Contacts :

Individual Booking department : International-fit@Croisieurope.com

Fax : 00.33.388.32.49.96

Tel : 00.33.388.76.21.99

In case of communication problems, Nathalie Ansel, International group Sales Manager zone europe, or Sarah Lamiscarre International group Sales Manager long haul can be contacted:

nansel@croisieurope.com (Europe Zone) or slamiscarre@croisieurope.com (US, Canada, Russia & Asia).

Booking process:

- 1) Request from partner by internet (B2B) , e-mail, or phone.
- 2) Delay of answer: maximum 3 days (agency is closed on weekends)
- 3) Option (file number + 1 week delay) given from Croisieurope to the partner. The file is automatically done as an option. **You must confirm it before the release day, if not, the option will be automatically cancelled!!!**
- 4) Partner confirms if cruise is booked, by sending email (within the delay option)
- 5) Contract and invoice sent by Croisieurope to the partner
- 6) Deposit 30% to be paid in the 8 days following the sending of contract/invoice
- 7) **ONLY THE RECEPTION OF THE DEPOSIT WILL CONFIRM TOTALLY THE RESERVATION OF THE CABIN !**
- 8) Balance payment at least 30 days before departure (can be done earlier if documents are required)
- 9) Sending of boarding documents by email once total amount paid

Payment and booking conditions

Payment

Deposit 30% to be paid by credit card (or bank transfer with payment proof) in the 8 days following the sending of contract/invoice

Full payment of the cruise by credit card at least 30 days before departure.

Payment will be done by credit card using authorization document.

Voucher will be send as soon as possible by email and only when full payment is done.

Cancellation fees for Croisieurope (European river and costal cruises)

In case of cancellation, the cancellation fees will be as follow ; if the cancellation happens:

More than 60 days before departure	50€ per person
from 60 to 51 days before departure	40 % of the total price
from 50 to 30 days before departure	50 % of the total price
from 29 to 20 days before departure	60 % of the total price
from 19 to 3 days before departure	75 % of the total price
Less than 48 hours before departure	100 % of the total price

Cancellation fees for Croisivoyages (Volga, Mekong, Burma cruises)

More than 90 days before departure	90€ per person
from 90 to 61 days before departure	35 % of the total price
from 60 to 31 days before departure	50 % of the total price
from 30 to 20 days before departure	70 % of the total price
from 19 to 4 days before departure	80 % of the total price
from 3 to day of departure	100 % of the total price

NB : CUSTOMS Policy

For cruises from Sevilla, Venice, Dubrovnik (sea port harbours), and Danube cruises, we will request full details passport information for the customs . That is compulsory .

LINKS :

International WebSite : <http://www.croisieurope.travel/en>

BtoB Website : <http://pro.en.croisieurope.com/>

Pictures DataBase : <http://www.croisieurope.travel/en/croisitek-rub273.html>