



Blue Lagoon Cruises Extends Suspension of all Operations to 30 November 2020 - Issue 8 - This issue supersedes all previous issues for Blue Lagoon Cruises

Blue Lagoon Cruises has made the decision to further extend the temporary suspension of our operations through to **30 November 2020**. It has become clear that travel from key source markets to Fiji is unlikely to resume prior to 01 December 2020 at the earliest.

We will review our ability to operate services again from 01 December 2020 closer to this date or in line with any changes to international border restrictions and/or airline schedules.

We request that you kindly make contact with any guests travelling up to 30 November 2020 and advise them of this extended travel restriction and the revised suspension of our services.

Options for our guests traveling from 01 June to 30 November 2020

- Funds currently held for any guests who were due to travel between 01 June and 30 November 2020 and are now affected by this suspension will be held in credit for guests to use in full for travel any time up until 30 June 2022. All original bookings and rates shall be honored for those deferring travel dates.
Should guests choose this option, then Blue Lagoon Cruises will provide a FJ\$200 per cabin onboard Bar & Spa Credit as well as a full day Malamala Beach Club Day Pass for two, valued at FJ\$338. That is over FJ\$500 in value add offers and our way of saying "Vinaka" for deferring travel rather than cancelling.

- Guests who have booked a cruise under the promotional code **ADV25-BLC or any other non-refundable specials** are advised at the time of confirmation that this is a non-refundable promotional rate, however, these funds will be held in credit for guests to use in full for travel any time up until 30 June 2022. All original bookings and rates shall be honored for those deferring travel dates. Should guests choose this option then Blue Lagoon Cruises will provide a FJ\$200 per cabin onboard Bar & Spa Credit as well as a full day Malamala Beach Club Day Pass for two valued at FJ\$338. That is over FJ\$500 in value add offers.
- Any other pre-booked guest(s) who are confirmed to travel with us on any Blue Lagoon Cruises departure for the remainder of 2020 or across the first half 2021 can choose to postpone their cruise at any time up to 72 hours prior to departure without incurring any amendment fees. Date changes will of course be confirmed subject to availability.
- In addition to this, any customer who books a Blue Lagoon Cruise between now and 30 November 2020 for travel at any time, will also be able to postpone their cruise up to 72 hours before departure, without incurring any amendment fees. They too will be able to defer their travel up until and including departures through until 30 June 2022 subject to availability.

Guests who were due to travel between 20 March to 31 May 2020

- Funds held for any of our guests who were due to travel between 20 March to 31 May 2020 and were affected by this suspension will be held in credit for guests to use in full for travel any time up until 30 June 2022. All original bookings and rates shall be honored for those who have deferred or still need to defer travel dates. Should guests choose this option, then Blue Lagoon Cruises will provide a FJ\$200 per cabin onboard Bar & Spa Credit as well as a full day Malamala Beach Club Day Pass for two valued at FJ\$338. That is over FJ\$500 in value add offers and our way of saying "Vinaka" for deferring travel rather than cancelling.
- Guests who have booked under the promotional code **ADV25-BLC or any non refundable specials** are advised at the time of confirmation that this is a non-refundable cruise promotional rate, however, travel will be held in credit for guests to use in full for travel any time up until 30 June 2022. All original bookings and rates shall be honored for those deferring travel dates. Should guests choose this option then Blue Lagoon Cruises will provide a FJ\$200 per cabin onboard Bar & Spa Credit.

Temporary Relaxation of Payment and Cancellation Policy for Travel 20 March - 31 December 2020

In order to provide more flexibility in these uncertain times, we will be introducing the following changes to our terms and conditions for our guests who were holding any bookings made prior to 01 June 2020.

Payment

- Existing Bookings originally due to travel – 20 March to 30 November 2020: Full Payment is due strictly 7 days prior to the guests' new confirmed departure date.
- Full Payment for new bookings from 1 June to 31 December 2020 will be due strictly 7 days prior to the guest's confirmed departure date (unless purchased on a "book now / travel later" non-refundable special which must be paid at the time of booking).

Cancellation Fees: For all bookings other than those made on a "Book Now / Travel Later" non-refundable special

- 7 Day Change of Mind Guarantee: Bookings made from 1 June 2020 to 31 December 2020 may be cancelled with a full refund provided that cancellation occurs strictly within 7 days from the date of original purchase
- More than 31 days prior to departure Forfeit 10% deposit (unless transferring date)
- 30 to 15 days prior to departure Forfeit 60% of the applicable fare
- 0 to 14 days prior to departure Forfeit 100% of the applicable fare

Should guests be travelling from 01 January 2021 onward then all normal cancellation fees will apply.

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