

P&O
CRUISES



Cruising guide

Everything you need to know to make
your cruise the best holiday ever.

Welcome aboard



Dear Guest,

We're looking forward to welcoming you onboard for your holiday with us.

Whether you've travelled with us previously or are embarking on your first P&O Cruises holiday, I'm sure you'll thoroughly enjoy the outstanding service, dining and entertainment available.

This Cruising Guide has been carefully put together with everything you need to know to make your cruise your best holiday yet. Please read the guide in full to make sure you're aware of our policies, in particular those relating to alcohol, smoking and appropriate behaviour.

I'm sure you will have a wonderful and memorable holiday with us.

Bon Voyage!

Yours sincerely,

A handwritten signature in black ink that reads "Tammy Marshall". The signature is written in a cursive style.

Tammy Marshall
Senior Vice President
P&O Cruises

Contents

Pre-cruise checklist	4	Onboard the ship	20-33
Useful telephone numbers	5	Etiquette.....	20
Travel documentation	6-7	Reception	20
Check your booking details.....	6	Pacific Daily.....	20
Travel documentation.....	6	Shore Tours desk.....	20
Additional items	7	In-room facilities	21
Travel insurance	7	Medical centre.....	22
Pre-cruise information	8-11	Bars and lounges.....	22
Dress code at sea.....	8	Art auction program	22
Average daily temperature	9	Photo and video services.....	23
Shore Tours	10	Tax and duty free shops.....	23
Celebrations and special services.....	11	Mobile phones.....	23
Health and safety	12-15	Aqua HealthSpaFitness	24
Health.....	12	Hair and beauty salon.....	24
Special diets	13	Bootcamp at Sea.....	24
Special medical requirements.....	13	Internet and email access.....	24
Accessibility.....	13	Library.....	25
Security	13	Aqua Hut.....	25
Alcohol and gambling policy.....	14	Dining	26
Smoking policy.....	14	Travelling with children and teenagers.....	28
Dangerous articles/Illicit substances.....	14	Entertainment.....	31
Right to deny boarding.....	14	Your crew	32
Safety and security ashore	15	Important information.....	33
Day of embarkation	16-19	Disembarkation	34-35
Cashless cruising with your Cruise Card.....	16	Check-out	34
Settling your account	16	The last night	34
Automatic Teller Machines (ATMs).....	16	Immigration and customs clearance	34
Tourist Refund Scheme (TRS)	17	Departing from the ship.....	35
Visitors.....	17	Wharf maps	36
Luggage.....	17	Frequently asked questions	39
Arriving at the ship.....	18		
If you are delayed.....	19		
Ship delays.....	19		

Pre-cruise checklist



Items to Finalise

Complete by

REQUIRED (tick as you complete)

<input type="checkbox"/> We ask that you advise us of any medical condition/disability that you may have, including pregnancy	At time of booking
<input type="checkbox"/> Advise us of any special dietary requirements that you may have	At time of booking
<input type="checkbox"/> Read and understand terms and conditions at pocruises.com.au or pocruises.co.nz	At time of deposit
<input type="checkbox"/> Check your visa requirements with your relevant consulate, embassy or online visa service provider such as www.visalink.com.au or www.travcour.co.nz	At least 75 days prior to departure
<input type="checkbox"/> Advise us of your emergency contact details by completing 'Cruise Personaliser' at pocruises.com.au or pocruises.co.nz or by visiting your Travel Agent	At least 75 days prior to departure
<input type="checkbox"/> Verify with your doctor if any vaccinations are required for your cruise.	At least 45 days prior to departure
<input type="checkbox"/> Ensure your passport is valid for at least 6 months beyond the end date of your cruise. Please note, Australian residents do not need a passport or visa for any cruise that does not visit a foreign port; however, government issued photo ID is required. See Travel Documentation on page 6 for ID requirements*	45 days prior to departure

RECOMMENDED (tick as you complete)

<input type="checkbox"/> Pre-reserve Shore Tours via 'Cruise Personaliser' at pocruises.com.au or pocruises.co.nz	From 75-10 days prior
<input type="checkbox"/> Pack any medication and medical devices that you may need*	Prior to departure
<input type="checkbox"/> We strongly recommend you arrange appropriate international travel insurance.	At time of deposit
<input type="checkbox"/> Provide friends and family with information on how to reach you at sea	Prior to departure

*Ensure these items are in your carry on luggage.



Useful telephone numbers

Contacting us

Our Cruise Contact Centre is open Monday to Friday 7am to 8pm and Saturday 8am to 5pm (Sydney time). We also have an after hours emergency assistance team for guests calling outside of these hours with an emergency situation. Please contact us on 13 24 94 (AU) or 0800 780 716 (NZ).

Leave these useful numbers with friends and family for contact info while you're at sea.

	Calling from Australia	Calling from New Zealand
P&O Cruises Customer Service	13 24 94	0800 780 716
Arrivals and Departures Information Line	1300 653 620	0800 543 429
Pacific Jewel	Telephone: 0011 870 76 48 42 686 Facsimile: 0011 870 76 48 42 687	Telephone: 00 870 76 48 42 686 Facsimile: 00 870 76 48 42 687
Pacific Dawn	Telephone: 0011 870 32 35 00 193 Facsimile: 0011 870 32 35 00 196	Telephone: 00 870 32 35 00 193 Facsimile: 00 870 32 35 00 196
Pacific Pearl	Telephone: 0011 870 32 34 89 014 or 0011 870 60 10 27 260	Telephone: 00 870 32 34 89 014 or 00 870 60 10 27 260

Shore to ship calling can be expensive and coverage is subject to satellite signal availability. Contact your long distance service provider for satellite rates. Alternatively, your friends and family can stay in contact with you via mobile phone if your service plan is capable of roaming internationally with Maritime Communications Partners (AS) as well as via the internet. We recommend you get in touch with your mobile phone service provider for information about roaming availability and charges.

Travel documentation

Check your booking details

Before your cruise visit Cruise Personaliser at pocruises.com.au or pocruises.co.nz to confirm your booking is complete.

Please ensure the following details are correct:

- Full name as shown on passport or photo ID
- Contact details including home phone, mobile and email address
- Address details
- Date of birth
- Emergency contact details
- Passport details

If you don't have access to the internet, contact your Travel Agent or our Cruise Contact Centre for assistance.

If the name doesn't match your passport, it's important you get in touch with your Travel Agent or our Cruise Contact Centre to correct this information.

Travel documentation

Before your holiday, make sure you have all the necessary documentation needed to travel or you may be denied boarding on your flight or cruise. Please read our 'Terms and Conditions' online at pocruises.com.au or pocruises.co.nz.

Passports are needed for all guests on international cruises, and need to be valid for at least six (6) months after the date you return. In addition, travel with us won't revalidate an Australian or New Zealand re-entry visa.

For cruises that don't visit any foreign ports, a valid passport or government issued photo identification is needed (Queensland 'Adult Proof of Age Card' will be accepted, however the older version of Queensland 'Card 18+' will not be accepted). For Australian domestic cruises, a current Medicare card can be used for guests under 18. For New Zealand domestic cruises, an original or certified copy of the child's birth certificate or a school pass with photo will be accepted.

There are many regulations that apply to different nationalities and each country we visit. Check your visa requirements with your relevant consulate, embassy or online visa service provider such as www.visalink.com.au or www.travcour.co.nz.

Additional items

Please keep the following items in your hand luggage:

- Duty and tax-free purchases including alcohol/tobacco (Duty and tax-free alcohol will be collected upon embarkation for storage during your cruise. Refer to our Alcohol Policy in this guide for more details.)
- GST tax invoice for TRS (Tourist Refund Scheme)
- Any valuables or fragile items
- Passport (or Government Issued Photo ID for domestic cruises)
- Any medications, prescriptions or medical devices
- Travel insurance policy

The following items are NOT permitted:

- Explosives, fireworks, guns, knives or weapons of any kind, illicit substances, flammable liquids and any item that is prohibited by law

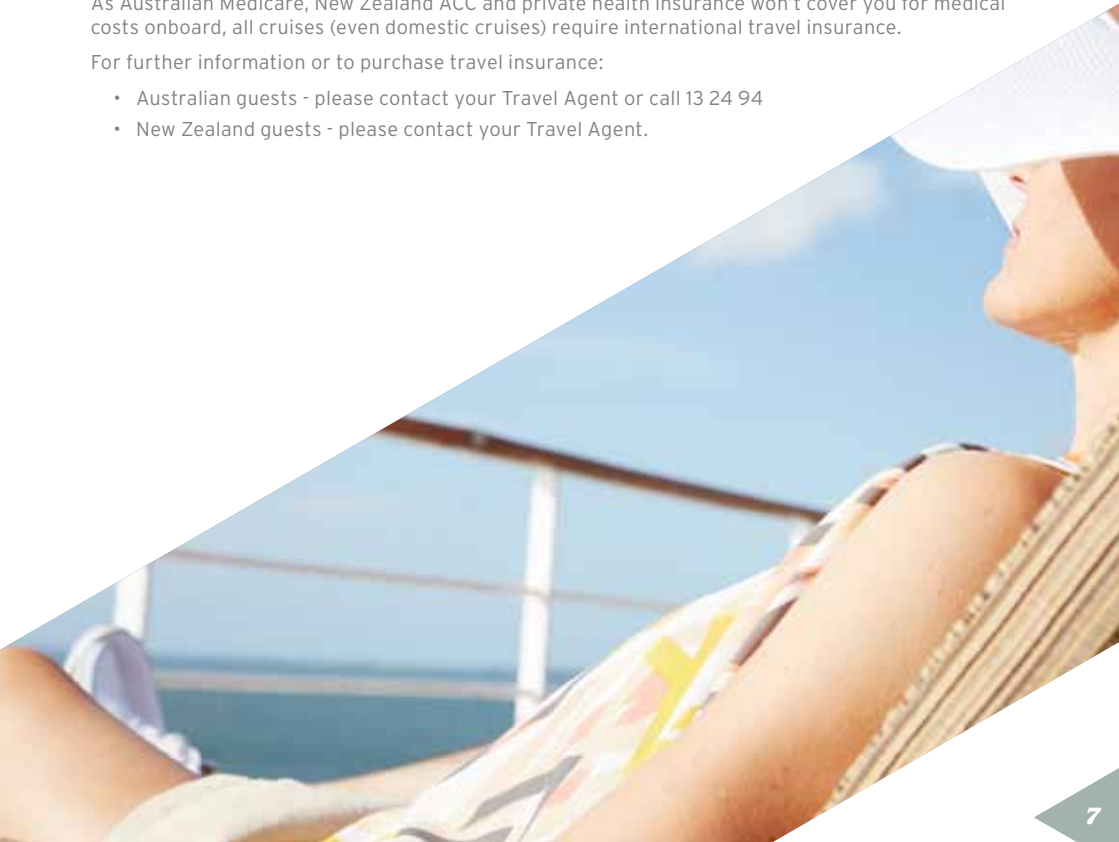
Travel insurance

We recommend you purchase appropriate international travel insurance when you pay your deposit. If you don't, you won't be able to claim for any cancellation charges, medical costs, repatriation or other expenses that may arise if things don't go according to plan.

As Australian Medicare, New Zealand ACC and private health insurance won't cover you for medical costs onboard, all cruises (even domestic cruises) require international travel insurance.

For further information or to purchase travel insurance:

- Australian guests - please contact your Travel Agent or call 13 24 94
- New Zealand guests - please contact your Travel Agent.



Pre-cruise information

Dress at sea

Daytime casual dress

During the day, casual clothes are suitable and after 5.30pm, smart casual clothing is required in the public lounges and restaurants or as published in the ship's newsletter, Pacific Daily. Decks can be slippery so low-heeled, rubber soled shoes are recommended along with comfortable walking shoes for going ashore. Shoes must be worn at all times in restaurants. Swim wear is only permitted around the pool and open deck areas. There are two dress codes for the restaurants - smart casual and cocktail.

Smart Casual evenings

- Skirts/dresses, pants, and blouses for women
- Long trousers and a polo or collared shirt for men

Cocktail evenings

- Evening or cocktail dress for women
- Suit or similar for men, tie optional

These evenings are announced in Pacific Daily. Please see the table below as a guide.

Length of cruise	Number of cocktail nights
Less than 2 nights	0
3-7 nights	1-2
7-13 nights	2
14 days or more	3 minimum

Note: this may change without notice.

Theme nights

Theme nights are part of the fun and usually feature on cruises seven nights or more. Common themes include Island Night, Pirates and Country and Western. You'll be notified of the theme nights on your cruise through the ship's newsletter and accessories can be purchased onboard.





Average daily temperature (Degrees Celsius)

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
AUSTRALIA/NEW ZEALAND	Auckland	18	19	18	15	13	11	10	10	12	13	15	17
	Brisbane	25	25	24	21	18	16	15	16	18	21	23	24
	Broome	30	29	30	28	25	22	21	22	25	27	29	30
	Cairns	27	27	26	25	25	22	21	21	23	25	26	27
	Fremantle	27	28	26	24	20	18	17	17	18	20	23	25
	Melbourne	20	20	18	15	12	10	9	10	12	14	16	18
	Sydney	22	22	21	18	15	12	12	13	15	18	19	21
	Whitsundays	27	27	26	25	23	20	19	20	22	24	26	27
ASIA/Pacific Islands	Fiji	27	27	27	26	25	24	23	23	24	24	25	26
	New Caledonia	26	26	25	24	22	21	20	20	21	22	24	25
	Vanuatu	26	27	26	26	24	24	23	23	23	24	25	26
	Indonesia	21	20	19	19	21	20	20	19	21	21	20	20

Shore Tours

We offer over 500 Shore Tours designed by experts and led by local guides to provide you with the best possible insight into each destination. Choose from local sightseeing, culture encounters, water activities, adventure sports, food and wine tours and more. Visit pocruises.com.au or pocruises.co.nz to view the full range of Shore Tours available.

Booking Shore Tours

Many Shore Tours have limited space so we recommend booking as early as possible. You can pre-reserve Shore Tours as early as 90 days before sailing via Cruise Personaliser, or book at the Shore Tours desk or self-serve kiosks once onboard. Your Shore Tours will be charged to your onboard account and tickets will be delivered to your room on embarkation day.

Limited Mobility

There are some Shore Tour options for those with limited mobility, however, access to tender ports may be restricted. Our Shore Tours staff will suggest suitable tour itineraries to accommodate your mobility needs.

Independent Tour Operators

Important note: Booking tours outside of our Shore Tours program is not recommended as we have not individually assessed tours outside of our program and can't make any comment on standards or safety. If you book such tours you do so at your own risk. We strongly suggest you check with the tour operator if they are able to guarantee your return to the ship before it sails, as the ship is not able to wait for guests who are touring independently.



Pre-cruise information

Celebrations and special services

Celebrations

Make your next holiday extra special and pre-purchase an onboard package when booking. Packages feature special inclusions such as dinner at Salt grill by Luke Mangan, chocolates and champagne. For more details check out our website.

Available on cruises longer than five nights, packages must be pre-booked at least seven days before your cruise departs. To book, contact your Travel Agent or call our Cruise Contact Centre.

Ceremonies at Sea

Let us help you celebrate your special occasion in style with our Ceremonies at Sea program.

We offer four options to choose from:

- Weddings
- Civil unions (New Zealand only)
- Renewal of vows
- Commitment ceremonies

Enjoy your day and let our staff take care of everything.

Head to our website for all the details needed to plan your own special day.

Group Events

At P&O Cruises we take the hassle out of organising group events with our Events at Sea program. Whether it's a corporate conference, an incentive program, a special interest group meeting or an event for friends and family, we do our best to accommodate your needs.

Book a minimum of 8 twin share rooms (16 adults) and one adult in your group will travel on a free fare[^], only paying for taxes (on selected cruises). You'll also have access to a number of services including: conference facilities, a group coordinator, live entertainment, cocktail parties with canapés, children's parties, invitations, group photos, personalised group Shore Tours, special occasion cakes and a personalised newsletter. Charges may apply on some services.

Group events are subject to availability and must be booked at least 45 days prior to departure. For more information on our Events at Sea program you can download a brochure from our website. To book an event, simply contact your Travel Agent or the Groups department within our Cruise Contact Centre.

[^]16 people staying in lower berths/beds (first and second guests in room are counted as staying in the two lower berths/beds) in a minimum of eight rooms qualify for 1 in 16 travels on a free fare, only paying for taxes. The free-of-charge berth/bed is based on the average room grade for the group and is subject to all taxes, government fees and charges. Not applicable to all cruises. Please note your free of charge berth is processed as a refund prior to sailing.

Health and safety

As you prepare for your holiday, please read the following information as a general guide to ensure your time with us is healthy, safe and enjoyable.

Health

- **Vaccinations:** Contact your doctor or an approved public health travel advisory service such as the World Health Organisation (www.who.org), the Department of Foreign Affairs and Trade or Smart Traveller (www.smarttraveller.gov.au) for information on vaccinations needed for the ports you are visiting.
- If you take regular medication, ensure that you have sufficient supplies to last the length of your holiday as well as a couple of days' extra supply in case of unforeseen changes in your plans. This should always be carried in your hand luggage. If you have recently received treatment for any significant medical condition we suggest you carry a recent report with any important information from your doctor. If you have any medical conditions, make sure you advise our Cruise Contact Centre team.
- If you're concerned about motion sickness purchase medication before you leave home, though medications are also available at a charge onboard.
- Be safe in the sun. Avoid excessive exposure to the sun and remember to 'Slip! Slop! Slap! Wrap!' - Slip on a t-shirt, Slop on high factor sunscreen, Slap on a hat and Wrap on sunglasses. Wear a t-shirt to protect yourself from the sun while swimming. Re-apply sunscreen frequently after swimming or exercise.
- Alcohol: Drink in moderation at all times. When you are ashore, be aware of the alcohol content of local and imported drinks.
- Be extremely careful if you consider consuming Kava - a popular herbal, medicinal and ceremonial drink in the Pacific Islands. In addition to enhancing the effects of alcohol, long term use may cause liver damage.
- Take measures to avoid being bitten by insects such as wearing light coloured, loose fitting clothing that covers your arms and legs and regularly apply insect repellent that contains at least 20% DEET.
- To prevent illness, wash your hands often and thoroughly and always after going to the toilet, before handling food and eating.
- Pregnancy: Guests who are pregnant during their cruise are required to supply a physicians 'fit to travel' note, including your estimated due date, prior to embarkation. We are unable to accept guests who will have entered their 24th week or later of pregnancy by the end of the cruise.

Health and safety

Special diets

P&O Cruises can cater for most special dietary requests, but some limitations do apply. If you have special dietary requests, please ensure you advise your Travel Agent or our Cruise Contact Centre at time of booking, but no later than 14 days prior to your cruise departure. All special dietary requests must be authorised in advance by P&O Cruises.

Special medical requirements

If you or anyone in your group has any special medical requirements or equipment, please advise your Travel Agent or P&O Cruises at time of booking, but no later than 14 days before departure.

Accessibility

We will make every effort to accommodate guests with disabilities though please notify us of wheelchair usage and/or any special needs at time of booking. We have wheelchair-accessible rooms on all ships, subject to availability at the time of request. We also have a limited number of specialised kits for hearing impaired guests available upon request at time of booking. If you require a mobility device you must provide your own. If you have any special requirements or questions regarding mobility, please inform your Travel Agent or contact our Cruise Contact Centre. When bringing your own wheelchair, we recommend collapsible wheelchairs as the width of the room doors vary.

Security

We take the safety and security of our guests and crew very seriously. Closed Circuit Television (CCTV) monitoring has been added across our fleet to enhance security. We continually review the security situations at every port we visit. We've also introduced additional screening in ports, including the use of drug sniffer dogs at embarkation and random itemiser checks at ports of call.

Never accept drinks from strangers and never leave your drink unattended. If you have any security concerns during your cruise please report this to our security team onboard.



Alcohol and gambling policy

We are committed to the Responsible Service of Alcohol and there may be times when we consider it appropriate to refuse the service of alcohol to a guest for any reason. Guests must be 18 years or over to purchase or consume alcohol, or to gamble onboard. Government issued photo identification may be requested (Queensland 'Adult Proof of Age Card' will be accepted, however the older version of Queensland 'Card 18+' will not be accepted). Any alcohol purchased ashore will be collected at the gangway for safe keeping and will be returned to you on the last day of your cruise.

Please note all luggage, including hand and check-in, will be x-rayed at embarkation and disembarkation. Guests must declare to Customs all amounts of alcohol in excess of the local Customs limits.

Smoking policy

In the interest of our guests' health, safety and enjoyment, smoking is not permitted indoors, including in rooms, suites and on private balconies. This is in line with Australian standards. Outdoor smoking venues will be published in the Pacific Daily onboard your cruise.

Dangerous articles/Illicit substances

All luggage will be security screened for drugs and alcohol as well as dangerous items at embarkation. Alcohol will be collected at embarkation and returned to you at the end of your cruise. We reserve the right to deny boarding or to disembark any persons in possession of illicit substances. Dangerous articles such as fireworks, guns or other weapons and flammable liquids, etc, are strictly prohibited and must not be included in luggage brought onboard or kept in rooms under any circumstances.

Right to deny boarding

We reserve the right to deny boarding of any person we believe is not suitable to travel. This could be because the person:

- Is unfit to travel in the opinion of the Senior Doctor
- Seeks to travel in violation of any applicable law
- Engages in excessive behaviour which may compromise the safety, wellbeing or enjoyment of themselves or anyone else



Safety and security ashore

- Be security conscious and take sensible precautions. Always pack your own luggage and don't leave it unattended.
- Obey the local law - remember that the laws and procedures which apply are those of the country you are in, not your home country.
- Dress and behave conservatively, in accordance with local customs and sensitivities.
- Always swim at safe beaches and only participate in snorkelling or scuba activities if you have received training. Do not scuba within 24 hours of flying. Never dive into water of unknown depth.
- Do not swim after drinking alcohol.
- When going ashore, carry only the minimum amount of cash that you'll need for that day. Leave your valuables and spare cash and credit cards in your room's safety deposit box.
- You must wear a life jacket for boating, water skiing and other offshore water sports. Check water sports equipment for quality and safety features.
- Booking tours outside of the P&O Cruises Shore Tour program is not recommended as P&O has not individually assessed tours outside this program and cannot make any comment on the standard or safety of these tours.
- Guests aren't permitted to take food of any kind from the ship to any destination visited. During your time ashore, we recommend you drink plenty of bottled water, avoid ice and eat well-cooked food only. Beware of uncooked food including salads and fruit you cannot peel. As we can't monitor the conditions and methods of preparation of food and drinks ashore, guests are advised that if they purchase or consume food in port, they do so at their own risk.

Day of embarkation

Cashless cruising with your Cruise Card

We offer cashless cruising using a ship-issued cruise card, allowing you to sign for all your onboard purchases, which are charged to your onboard account. Please sign the back of your Cruise Card straight away.

Please note that the currency used onboard is Australian dollars (AUD). Your cruise card also acts as your security pass to leave and reboard the ship at ports of call.

Settling your account

You can register your credit card (Visa, MasterCard or American Express) or debit card (Visa or MasterCard) when you check-in at the terminal. Debit cards may act as a credit card, while using the available funds in your bank account. A 1.5% service fee applies to all onboard credit card transactions (debit cards not included).

By electing to use your credit or debit card, you are automatically registered for Express Check-Out. This means there is no need to visit Reception to settle your account. An itemised statement will be delivered to your room on the morning of disembarkation.

P&O Cruises uses a 'pre-authorisation' system to charge credit and debit cards for onboard accounts. This system places a daily 'hold' on your credit or debit card for the amount you have spent each day. This ensures people do not overspend their available credit or funds. At the end of the cruise, the total amount spent during the cruise is charged to your card, as one payment, and the daily holds are released. Please note that some banks hold pre-authorisation funds for up to 30 days. We strongly recommend you check your bank's authorisation process prior to embarkation.

Pre-paid Visa cards and Travelex Visa cash passports are not accepted onboard. Please be aware there are no EFTPOS facilities available onboard our ships.

If you do not have a credit or debit card, you can deposit cash (AUD) into your onboard account. This can be done at Reception within the first 24 hours of your cruise.

Your account must remain in credit during the cruise and all onboard accounts must be settled before you leave the ship.

Automatic Teller Machines (ATMs)

ATMs are available on all ships; fees may apply and access is subject to satellite signal availability.

Tourist Refund Scheme (TRS)

The TRS enables you to claim a refund for the Goods and Services Tax (GST) and Wine Equalisation Tax (WET) that you paid on goods you have purchased in Australia. For international cruises departing from Australia you can claim the TRS from Customs at embarkation after you have checked-in. For cruises departing for New Zealand, this can be done at the last Australian Port. For more information, please refer to the Australian Customs Service website, www.customs.gov.au. For purchases in New Zealand there is no provision for travellers to obtain a refund of GST on their goods when they leave the country.

Visitors

Family and friends are welcome to share in your excitement and wave farewell from the cruise terminal. Due to security reasons, they will be unable to come onboard with you.

Luggage

All luggage will be security screened by an x-ray machine at embarkation.

We recommend no more than two bags per person. Each bag can be no bigger than 140cm x 60cm x 40cm and weigh no more than 32kg. It is important to remember airlines may have different luggage restrictions. Please note, all luggage must be stowed in your room.

Luggage labels have been included in with your eTickets. Please print as many as you need, complete the necessary information and attach these to your baggage prior to arriving at the wharf.

You can find out your room number on 'Cruise Personaliser' at pocruses.com.au or pocruses.co.nz, and it should be displayed on your eTicket. Alternatively, P&O Cruises staff will be able to advise you of your room number when you check-in on the day of sailing.

If you are flying to or from the ship on P&O Cruises' nominated flights on the day of sailing, it is vital every item of luggage has a P&O Cruises identification label on it to assist us in transporting your entire luggage to and from the ship. Airline luggage restrictions apply to guests flying before or after their cruise.

Aviation security measures for carry-on baggage at International Airports

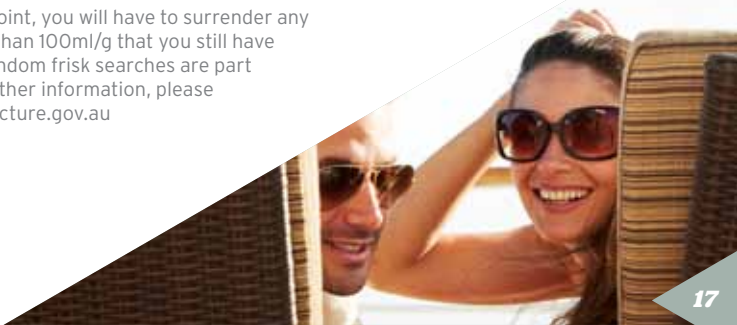
For safety reasons, there are rules for taking liquids, aerosols and gels on flights into and out of Australia. These rules also apply when transiting on international flights within Australia. Please check with the airline at the time of booking for up to date restrictions.

These rules are necessary to protect you from the threat of liquid explosives.

Each container of liquids, aerosols or gels in your carry-on baggage must be 100 millilitres/grams or less. All the containers must be sealed in a transparent, one-litre plastic bag. You are only allowed one plastic bag per person. For more information on clear resealable bags please see the frequently asked questions section of the website listed below.

You may still carry onboard prescription medicines. Baby products and non-prescription medicines necessary for the flight are also allowed. Proof of need may be required.

When you get to the screening point, you will have to surrender any liquids, aerosols or gels greater than 100ml/g that you still have with you, including duty free. Random frisk searches are part of the screening process. For further information, please visit: www.travelsecure.infrastructure.gov.au



Day of embarkation

Arriving at the ship

If you are arriving in your city of departure prior to the day you board the ship, or have made your own air or hotel arrangements, you are required to make your own way to the ship. If you require special assistance at embarkation, please ensure you advise our Cruise Contact Centre at least 60 days prior to sailing as accessibility may be restricted in your port of embarkation or disembarkation.

Wharf addresses

Please refer to your cruise tickets for your boarding location and time. All guests must be onboard one hour prior to sailing. Please see page 36 for detailed wharf maps.

Sydney

- White Bay Cruise Terminal
Off James Craig Road, Rozelle
- Overseas Passenger Terminal,
Off Argyle St, West Circular Quay,
Sydney

Brisbane

- Brisbane Cruise Terminal
(Portside Wharf), Remora Road,
Brisbane

Fremantle

- Victoria Quay, Victoria Quay Road,
Fremantle

Melbourne

- Station Pier, Waterfront Place
(near Beach Street), Port Melbourne

Adelaide

- Port Adelaide Passenger Terminal
Off Oliver Rogers Rd, Port Adelaide

Auckland

- Princes Wharf or Queens Wharf
off Quay Street, Auckland

Guests arriving at the ship independently

When you arrive at the wharf, leave your luggage at the baggage drop off area. Please ensure you have correctly filled in and attached luggage tags to each of your bags before you arrive at the wharf. Your luggage tags can be printed from Cruise Personaliser along with your cruise eTicket.

Guests arriving on P&O Cruises' arranged flights

You will need to collect your luggage from the baggage carousel at the airport. You will then be met by one of our representatives holding a P&O Cruises sign and shown to the coach for transfer, with your luggage, directly to the wharf. Please ensure you have correctly filled in and attached P&O Cruises' luggage tags to assist us in transporting your entire luggage to and from the ship.

If you are delayed on the way to your cruise

If you encounter unforeseen flight or weather-related delays on sailing day, we suggest you immediately advise an airline representative at the airport that you are a cruise guest destined for sailing that day.

The airline may be able to arrange alternative flights for guests to continue with their travel to the point of embarkation (charges may apply). Once your new flight details have been confirmed, please contact us on 13 24 94 (AU) or 0800 780 716 (NZ).

Ship delays

We recommend you call the Arrival and Departure Information Line on 1300 653 620 (AU) or 0800 543 429 (NZ) at least 24 hours prior to your cruise to confirm the ship's departure time or visit the Arrival and Departure page on our website, pocruiises.com.au or pocruiises.co.nz.

In the event there is a significant delay to your cruise check-in or departure, we will send an SMS to the mobile number provided in your booking. To ensure you can receive any important updates about your cruise, simply update your mobile phone number in Cruise Personaliser.



Onboard the ship

Etiquette

To preserve a relaxed and friendly atmosphere, we ask that you observe a few guidelines:

Videotaping

Should you wish to record footage during your cruise, please feel free to do so, however, please be mindful of the privacy of others. Recording footage of entertainment performances is not allowed for copyright reasons. Recording footage for commercial purposes is not permitted without prior consent.

Attire

We require guests to cover-up swim suits when entering the ship's public rooms. During the day, casual clothes are suitable. After 5.30pm, smart casual attire is required in the public lounges and restaurants or as published in the Pacific Daily.

Reception

Reception in the ship's atrium is the place to cash traveller's cheques, ask questions, settle your onboard account and check for lost property. Postage stamps for letters and postcards are also available. Mail will be posted at the ship's next suitable port of call and stamps will be sold accordingly.

Letters and postcards can be dropped in the letterbox at Reception for mailing; however, due to Customs regulations we are unable to accept parcels or packages.

Pacific Daily

Pacific Daily is your schedule of daily ship activities and entertainment events. It is delivered to your room every night. Keep it close at hand so you'll always know what's happening and where.

Shore Tours desk

There is a Shore Tours desk and Shore Tours Manager on each ship ready to assist you with your port and Shore Tour related questions and bookings.



Onboard the ship

In-room facilities

The little extras you find in the best hotels can be found in your room.

- Daily service
- Private ensuite
- Hair dryer
- Built-in wardrobe
- Safety deposit box
- Flat-screen television for in-room entertainment
- Air-conditioning with personal controls
- Writing desk, chair and telephone
- Room compendium, entertainment guide and the Pacific Daily
- Fridge
- Ice available upon request
- Balcony rooms have outdoor table and chairs



Mini-Suites also include:

- Priority check-in
- Fresh fruit and flowers on arrival

Suites (Pacific Dawn only) also include:

- An invitation to the Senior Officers' cocktail party (on cruises of 5 nights or more)
- Nespresso coffee machine
- iPod docking station



TV programming

Getting away from it all doesn't mean being out of touch. Every room on P&O Cruises' ships has its own flat-screen TV. We work with MTN Satellite Communications - a leading provider to cruise lines around the world - to provide live international news, sports news and entertainment consistently throughout our itineraries. Catch up with what's happening around the world live with BBC World News, Sky News U.K., Sky Sports U.K., E! Channel and more where satellite reception permits.

We also feature a wide selection of recent release movies. You can also find out what's happening onboard on Splash TV, exclusive to P&O Cruises.

Room service

You can call for personal room service at any time of the day or night (charges apply). To have a continental or full breakfast delivered to your room, simply complete the breakfast card included in your room compendium and hang it outside your door before retiring. For a full room service menu, please see your room compendium and call the phone number listed. Please note that room service is not available on the day of disembarkation.

Medical centre

Each ship has a medical centre staffed by registered doctors and nurses who are available during scheduled clinic times to provide medical care for guests. They are also available 24 hours a day, seven days a week for medical emergencies. Our medical centre is only for medical needs arising onboard and cannot cater for existing conditions you know will require treatment while on holiday.

We are not a healthcare provider and may not be held responsible for the sickness, injury or death of any guest arising from any advice, treatment, care, service or any omission by medical staff. These medical providers exercise their own medical judgement and expertise.

As Australian Medicare, New Zealand ACC and private health insurance will not cover you for any medical costs onboard, all cruises (even cruises that do not visit foreign ports) require international travel insurance. Consultations, treatments and medication are charged at private rates and must be paid by you and claimed through your travel insurance.

Bars and lounges

There's nine bars, pubs and nightclubs to choose from:

- **MIX cocktail bar** - premium cocktails and live piano music
- **Oasis Bar** - a child-free retreat with views of the ship's wake
- **Connexions or Promenade** - live music and entertainment
- **Lido Pool Bar** - sip the day away by the pool
- **The Orient** - English style pub with old world charm
- **Charlie's Bar** - grab a coffee, snack or drink
- **Players Bar & Casino** - Have a flutter, game of roulette or blackjack
- **The Marquee Bar** - watch a stage spectacular or play a game of bingo
- **The Dome** - for late night dancing

Bar opening hours vary. Please check your Pacific Daily for opening hours and special promotions.

Art auction program

We hold art auctions where you will be able to bid on and purchase some great artwork along with some fun pieces such as animation art and sporting memorabilia.

There is no registration necessary and all artwork will be insured, packaged, and shipped to your home or office from our fulfilment centre. Each ship has many special special works of art to choose from and most ships have a gallery area where you can browse at your leisure. Art experts are available throughout the cruise to answer your questions about the art collection.

Onboard the ship

Photo and video services

Photographs taken throughout the cruise by our team of photographers are available for purchase in the photo gallery and shop. They also offer a range of services (charges apply):

- Personal cruise photos
- Digital print processing service
- Digital cameras and accessories
- Scenes souvenir DVD
- Film and batteries
- Portrait service
- CD burning, photo albums and frames
- Photographic seminars

Please note, photographs taken by the professional photographers cannot be reprinted or purchased once you have disembarked your cruise.

Tax and duty free shops

Our shops have the perfect gifts to remember your cruise holiday. You'll find tax and duty free shops with something for every shopper, including:

- Great tax and duty free savings - save up to 40% off watches, jewellery, liquor, tobacco, fragrances and cosmetics compared to Australian domestic recommended retail prices
- Pacific Daily special offers
- Product seminars
- Expert advice and after-sales service
- Ship exclusive clothing and souvenir items
- Designer brands
- Snacks, toiletries, film and batteries
- All your needs for going ashore
- Information on your tax and duty free allowances
- Minimum 12 month Australian and New Zealand guarantee on all products
- Price Guarantee - if you find any product cheaper than we sell it for onboard, we will match the price. This must be the current advertised price and this guarantee is valid for seven days from the end of your cruise. For electronic and photographic equipment the product must be identical. The Price Guarantee does not cover Internet or parallel import prices.

Mobile phones

Mobile phone reception is available on all our ships. A compatible mobile phone and a service plan capable of roaming internationally with Maritime Communications Partners (AS) is required. Make sure you check with your service provider for applicable charges, including data charges, before you depart as these can often be quite expensive. All charges are determined by your mobile phone service provider and will be billed to you on your regular phone account. If you do not wish to use this service, please remember to switch off your mobile phone while at sea.

Aqua HealthSpaFitness

Whether you enjoy a brief respite, a bracing workout, or a full day of pampering, the Aqua HealthSpaFitness is dedicated to renewing body, mind and spirit. You'll find a full range of personalised spa treatments including facials, massages and sensuous wraps as well as Medi-Spa services including acupuncture and wrinkle treatments. Aqua HealthSpaFitness is open daily, bookings are recommended (charges apply).

The Fitness Centre features professional staff, weight and aerobic conditioning equipment and classes including pilates, aerobics and yoga. You can also try out our jogging track which has the best view on the ship. Guests using the Fitness Centre must be 16 years or over.

Hair and Beauty Salon

If you want to look your best or simply want a little pampering, visit our professional Hair and Beauty Salon for the following range of services (charges apply):

- Hair styling for both ladies and gents
- Hair colouring
- Manicures and pedicures
- Waxing
- Brow tinting
- Spray tanning
- Teeth whitening
- Men's barber service

Bootcamp at Sea

Bootcamp is a blood pumping, head clearing, endorphin releasing reason to get out of bed every day - early. The program consists of specifically designed workouts to challenge the mind, body and resolve of every individual who takes the challenge. Contact the Fitness Centre for prices and to sign up.

Internet and email access

Internet access is available on all P&O Cruises ships at our onboard Internet stations (charges apply). You can use our computer systems to access your web-based email account, or browse the Internet for world news and sports.

Wireless Internet is also available in most of the public areas onboard. Guests who subscribe to email services from an Internet Service Provider (ISP) are advised to verify their ISP has a web-mail viewing site prior to sailing. Most major ISPs have websites that allow mail access via a web browser using an email address and password.

Please contact Reception for information regarding the charges that apply to Internet and wireless services, the hours of operation and any other specific requirements.

Internet access is not guaranteed at all times due to the nature of satellite communications, which are subject to disruption from weather and obstructions. Connection speed may also be slower than on shore.

Onboard the ship

Library

Our ship's libraries include contemporary and classic titles, as well as books related to specific cruise itineraries. You'll find subjects on art, history, sport, travel, health and wellness, natural history and reference materials. We also have a fine selection of fiction and biographies.

Check your Pacific Daily for library hours and other information. A selection of board games are also available for use in the library.

Aqua Hut

Snorkel equipment is available for hire from the Aqua Hut. This can be taken with you ashore and on your snorkelling Shore Tours, where equipment is not provided. You will also receive a free hygienically sealed brand new snorkel, which is yours to keep. If you want to purchase your equipment outright, then there is also a wide range of Tabata high quality snorkel equipment available for purchase.

In addition, to make your visit and Shore Tour more enjoyable, there is a wide range of sun products and essential items for sale. The Aqua Hut is open on both sea and port days, please check the Pacific Daily for scheduled opening times.



Onboard the ship

Dining

There are seven outstanding restaurants and cafes to dine in offering a huge range of options from specialty restaurants to casual snacks by the pool and everything in between.

Waterfront Restaurant

- Open for breakfast (7:30am to 9:30am), dinner (5:30pm to 10pm) and lunch most days (12pm to 2pm)
- Full service, a la carte dining included in your cruise fare
- Modern Australian cuisine
- Make a reservation to dine as a couple or we'll match you up with like minded, fellow cruisers
- Tables are available for four to 10 people, and some for couples

Plantation Restaurant

- Open for breakfast (6am to 10:30am), lunch (11:30am to 2:30pm) and dinner (5:00pm until late)
- Buffet style, self-service dining included in your cruise fare
- Hot and cold options similar to the menu in the Waterfront Restaurant

The Grill

- Open for breakfast and lunch
- Classic Aussie favourites and casual meals, most items are included in your cruise fare
- Check the Pacific Daily for opening hours and specials

Salt grill by Luke Mangan

- Open for dinner and lunch on most sea days, bookings are recommended
- Cutting-edge cuisine from Australia's only celebrity chef restaurant at sea
- A small cover charge applies per person, a fraction of the price you pay on land

Luna

- Open for dinner, bookings are recommended
- Thai or Japanese banquet style dining
- A small cover charge per person applies



Onboard the ship

The Cafe

- Open daily, early until late
- Sweet chocolate treats and delicious espresso coffee, charges apply

Charlie's Bar

- Open daily, early until late
- Pastries, cookies and cakes by the slice, espresso coffee and drinks, charges apply

Room Service

You can also order from our 24-hour room service menu (charges apply)

Your choice dining

With a huge selection of dining options we offer you greater flexibility. Make a booking and dine with friends or turn up whenever suits you. Bookings for specialty restaurants are recommended. If you require a specific dining time due to a medical reason, please request this at time of booking. You may be asked to send a medical certificate. While we endeavour to meet all requests, we cannot guarantee your preferred dining time.

Chef's Table

Chef's Table is an exciting dining option, offering up to 14 guests an exclusive dining experience in the ship's private wine room. The evening begins with cocktails at a special venue, such as The Oasis at sunset, followed by a degustation menu paired with specially selected wines. The Executive Chef will also make an appearance to introduce the menu. Charges apply.



Onboard the ship

Travelling with children and teenagers

A holiday doesn't begin until everyone's enjoying themselves. That's why we have over 40 different onboard activities every day that are designed just for kids, four age specific Kid's Clubs and a huge range of activities to enjoy together. The whole family will soon be having the time of their life!

Minimum age to travel

To ensure suitable supervision, there needs to be at least one guest 18 years or older in each room. However, to accommodate families cruising together, children may occupy a separate room to their parent/guardian, providing one child is 16 years or over. For cruises departing from an Australian port between 1 November and 7 January, any guest under 19 years of age on the day they board the cruise, must travel in the same room as a responsible adult 19 years or older. In addition, from 8 January to 31 January, there is a limit on the number of guests under 19 years of age who can travel unaccompanied. Once the limit is reached, a responsible adult 19 years or older must travel in the same room. We can advise you at the time of booking whether the limit applies to your booking. The responsible adult is accountable for guests under 19 years of age in their room for the duration of the cruise.

We welcome children 12 months and over to cruise with us but are unable to accommodate infants less than 12 months due to limited neo-natal facilities. In addition, infants under three years must remain with their parent/guardian at all times.

Sleeping arrangements

Most of our four berth (quad) rooms and some of our three berth (triple) rooms contain two single lower beds and one or two upper beds (bunk beds). To comply with Australian safety standards, we recommend that children under the age of nine don't occupy or play on the upper bunk beds.

Bed rails are available upon request from your steward for children nine years and over who occupy an upper bunk bed.

Food for infants

Baby food and baby formula are not supplied on our ships but we can store any food or formula brought onboard. If you need to store any food during your cruise please contact our Cruise Contact Centre, it must however be sealed and commercially produced and packaged. Please ensure you travel with enough food to cover the entire cruise and a little extra for any unforeseen delays.

Public areas

Children under 13 years must be accompanied by a parent/guardian in the public lounges after 9.30pm. Be sure to check with the Kid's Clubs for special evening events designed for children and teens. Children under 18 years must be accompanied by a parent/guardian in the entertainment lounges and restrictions may apply to access pools, spas, gym and our beauty and treatment areas.

Children and pool facilities

Any child using the pools must be supervised by a parent/guardian at all times. For public safety reasons, children in nappies (including swim nappies) and children who are not toilet trained are not permitted in the public swimming pools and spas.

Parent's responsibilities

For your child's comfort and enjoyment, please do not leave them in the Kid's Club for extended periods as this unsettles them. If your child becomes upset or distressed, our staff will contact you. Please note, our staff are not permitted to administer medication, change a nappy or bottle feed your child. You will be paged if your child requires assistance.

Children with special needs

P&O Cruises welcomes all children and teens aged three years to 17 years to participate in our programs. We need to be advised at least 60 days prior to sailing of any children with medical and/or special needs. We will make every effort to accommodate them. Please be advised, P&O Cruises youth staff do not offer individual one-on-one supervision. If your child requires one-on-one supervision, they will need to be accompanied by a parent or guardian at all times.

Kid's Clubs

Our unique Kid's Club programs have been developed with support and guidance from professional childhood academics, with a focus on the sorts of can't-wait-to-tell-my-friends-back-home activities you won't find anywhere else. We also limit the number of children onboard so each child receives an even higher level of care and attention.

P&O Cruises' guests aged three to 17 years are welcome to participate in the following programs: Turtle Cove (ages three to six), Shark Shack (ages seven to 10), HQ (ages 11 to 14) and HQ+ (ages 15 to 17). Please note, each program features specialised, age-specific activities and registered youth guests are required to participate in the program designed for their age.

The Kid's Clubs are fully supervised by our experienced youth staff. Younger children are provided with toys, educational games and lots of fun activities, all under full supervision. There are also pagers available (for a refundable deposit) so youth staff can contact you if needed. You will find a full list of activities printed each day in the children's own daily newsletter.

Our HQ and HQ+ youth staff provide a variety of exciting activities for guests aged 11-17. They have their own lounge, complete with video games, movies and music. It's a great place to hang out and meet new friends.

Only children who have been toilet trained may participate without a parent/guardian. Group child-minding is available in Turtle Cove and Shark Shack from 10.30pm to 1.00am only, at a charge. We cannot guarantee your child's participation in the Kid's Clubs. Entry will be on a first come, first served basis. Please note, private in room babysitting or one-on-one supervision is not available on any P&O Cruises ship.


Family Information Pack

A comprehensive information booklet is available on our website at pocruises.com.au or pocruises.co.nz. This pack will provide you with all the information you require if you are travelling with kids.



Onboard the ship

Youth Centres

Centre	Age group	Activities
	3-6 years	<ul style="list-style-type: none"> • Arts and crafts • Movies and cartoons • Sleepyheads storytime • Theme nights • Talent shows • Kids dance parties • Pyjama parties • Mini-Olympics • iPad activities • Playstation® • Ocean Friends program • Music and creative arts activities • Children's dinner in Plantation Restaurant
	7-10 years	<ul style="list-style-type: none"> • Arts and crafts • Movies and cartoons • Scavenger hunts • iPad activities • Playstation® • Kid's dance parties • Theme nights • Jewellery making • Air hockey • Table tennis, mini-Olympics • Karaoke and talent shows • Ocean Friends program • Children's dinner in Plantation Restaurant
	11-14 years	<ul style="list-style-type: none"> • Broad Shorts stop motion film making • Teen jam - kids can form a band and perform to an audience • Sports competitions • Movies • Karaoke sessions • Playstation®
	15-17 years	<ul style="list-style-type: none"> • Talent shows • Dance classes • Dance parties • Theme nights

Please note activities listed are a guide only and vary by cruise.

Entertainment

Sailaway party

Join the Sailaway party on deck as you sail from your home port. Enjoy the sounds of live music, sip cocktails and dance the night away whilst meeting fellow guests.

More than 50 onboard activities daily

You'll find an endless choice of activities and entertainment. If you want to relax, head to the child-free Oasis or purchase a rejuvenating massage in Aqua HealthSpaFitness. Catch a recent-release movie or sporting game on the Big Screen or take part in the many competitions, quizzes, games and pool sports happening around the ship. Or you can learn something new in a dance, arts & crafts or barista class (charges apply). At night, lose yourself in a world of theme nights, circus performances and production shows. Check the Pacific Daily for specific locations and times.

Production shows

Enjoy an exciting array of production shows, all of which are produced, costumed and choreographed exclusively for our audiences tastes, along with a variety of guest entertainers plus our late-night adults-only Sit Down Comedy Club. Curtain times vary so please check your Pacific Daily for times.

Theme nights

Get in character - cruises of 7 nights or more usually feature theme nights for guests to enjoy. These may vary from cruise to cruise and may be dependent on weather or other factors. Theme nights are only ever announced once you're onboard. As a general rule, the most common themes include Country & Western, Pirates and Island Night. Check the Pacific Daily for details.

Casino

Please note, charges for obtaining chips and tokens in the casino are limited to AUD1,500 per day, per person up to a total limit of AUD5,000 per cruise and are only available if you have pre-registered your credit card to your Cruise Card with Reception for Express Check-Out. There is a 3% processing fee applied to all casino room charges. These advances are billed directly to your onboard account.

Our casinos offer the most popular table games, including Blackjack, Roulette and Three Card Poker. We also feature a full range of poker machines, as well as regular Snowball Jackpot Bingo sessions held throughout the cruise. Complimentary gaming lessons for poker machines and table games are held each cruise, along with exciting tournaments. Please check the Pacific Daily for our special promotions and opening hours. Please note, just like ashore, gambling activities such as poker machines, gaming tables, bingo and horse-racing are strictly restricted to guests 18 years and over.



Feature movies

Recent release movies are shown on the Big Screen and a selection are available on your in room television.

viZion laser light show

Don't miss Vizion, the laser show held in the ship's atrium where light beams and pulsing music create an unforgettable event.

Onboard the ship

Your crew

Officers

The Captain is in command of your ship and is your official host for the cruise. He is assisted by the ship's Officers and crew, who are organised into departments.

You can recognise an Officer's department by the colour of epaulette worn on his or her shoulders.



Deck Department

The Deck Department, headed by the Staff Captain, is responsible for all the duties performed by the officers manning the bridge. These seasoned professionals are distinguished by their black and gold epaulette. Safety and security fall under the jurisdiction of the Deck Department as does the maintenance of the ship's appearance. Members of the Deck Department paint the ship and keep the decks and swimming pools clean. In short, the Staff Captain and his crew are the people in charge of keeping the vessel shipshape.

Engine Department

The Chief Engineer heads the Engine Department and is assisted by the Staff Engineer Officer and Staff Electro-Technical Officer. Departmental responsibilities include the ship's propulsion system, climate control and power generation. The Staff Electro-Technical Officer deals with electrical distribution and the ship's satellite and radio communications. Engineering Officers and Electro-Technical Officers wear a burgundy and gold epaulette.

Hotel Department

You'll recognise members of the Hotel Department by the white and gold epaulette on their uniforms. The Hotel Director is in charge, along with the Food & Beverage Director and Administration and Revenue Director. The Hotel Department handles all of the hotel responsibilities for the entire ship - from room, public room and dining room services to providing all food and supplies for guests and crew. This department also includes a number of officers who don't wear an epaulette, such as the Maitre d'Hotel, who maintains the standards of service in dining areas, and the Executive Chef, who supervises food production onboard.

Entertainment Department

The Cruise Director reports to the Hotel Director and is also a senior officer onboard the ship. The Cruise Director manages the entire Entertainment Department. Since the Cruise Director and cruise staff oversee so many different activities, from evening stage shows to leading daytime and evening activities, their uniforms change to fit the occasion. Entertainment staff always have a name badge on their uniform so you can get to know them right away.

Medical Department

The medical staff, headed by the Senior Doctor, are on call 24-hours a day, seven days a week to provide medical care for both guests and crew. This team of highly qualified doctors and nurses may be identified by their red and gold epaulette.

Important information

Tipping

Tipping is not required on any of our ships but if you'd like to thank the crew who provide you with great service, you are welcome to tip them personally or visit the pursers desk to have the tip added to your onboard account.

Appropriate behaviour

While we want you to enjoy your cruise, please try to avoid making excessive noise in your room or in the corridors, to ensure the comfort of other guests. If you seriously inconvenience or jeopardise the safety, enjoyment or well-being of any guests, the Captain has the right to confine, sedate or disembark you in the next port of call. In such cases, P&O Cruises are not responsible for any expenses including your return home. In addition, you will not be entitled to any refunds. While the Captain will always act reasonably in these circumstances, you accept that the safety, well-being and enjoyment of everyone onboard, comes first.

Lost or stolen Cruise Cards

If your Cruise Card is lost or stolen please report it immediately to Reception. Your old card will be cancelled and we will issue a new one to you. Please note, until you notify us that your card is lost or stolen you are responsible for any transactions made on your card.

Lost Property

Please report lost or stolen property to Reception as soon as possible. It's a good idea to keep your valuables in the safety deposit box in your room. All lost property found onboard or in the Embarkation Hall will be held by P&O Cruises or our representatives and it is the responsibility of the owner to contact P&O Cruises. Costs for the delivery will be at the owner's expense.

Items will only be held for a limited time as follows:

- Up to 14 days: any baggage, jewellery, cameras and miscellaneous items.
- After 14 days: items are given to charity for re-distribution.

For health reasons, individual items of clothing including hats, shoes, beach towels, etc, are not held and are destroyed at the end of each cruise.



Disembarkation

Check-Out

If you have already provided your credit card details at the beginning or during your cruise, you will be given a final statement and your account will be taken care of automatically.

Those paying by cash or traveller's cheques, however, will need to settle their account at Reception prior to disembarkation. Any remaining balances will be refunded in Australian dollars.

The last night

Your room steward will provide you with a disembarkation letter containing information regarding your departure from the ship. You will also receive coloured tags for each piece of luggage. Please put your name, home address and other information requested on each tag. Also, remove any old airline flight tags or embarkation tags. Before you retire for the night, your bags should be packed and placed outside your room door to facilitate Customs clearance and disembarkation. Please ensure these are packed correctly with the recommended weight of 32kgs per bag.

Please make a final check of your room and safety deposit box for any personal items, as P&O Cruises are not responsible for items left behind. Remember to bring an overnight bag for clothes, medication, valuables, breakables and personal effects you need to keep on hand for the night prior to disembarkation.

Immigration and Customs clearance

For your comfort and convenience, disembarkation will be staggered in groups. Each group will be identified by their group coloured tag. To enable officials to prepare for disembarkation, kindly wait in the comfort of your assigned lounge on the ship until your colour group is called to disembark. Customs and Immigration inspectors will review with you the Customs declarations form upon which you have listed all the articles bought in foreign ports or in the ship's boutiques.

Returning to Australia

Australian residents returning to Australia are allowed a duty-free exemption of AUD900 per adult and AUD450 for people under 18 years of age, which includes the cost of 2250ml of alcoholic beverages for each guest 18 years of age or older.

Returning to New Zealand

New Zealand residents returning to New Zealand who have been out of the country for eight days are allowed a duty-free exemption of NZD700 per adult, which includes the cost of 4.5 litres of wine or 4.5 litres of beer, one bottle containing not more than 1125ml of spirits, liqueur, or other spirituous beverages for each guest 17 years of age or over.

It is recommended guests keep their sales receipts handy for declaring their purchases.

All food, plant materials, animal products and souvenirs containing any of these substances, need to be declared to Quarantine in Australian or New Zealand ports upon your disembarkation. Depending on how pest and disease free the items are, the following will happen:

- They will be returned to you after inspection
- They can be treated to make them safe, subject to fees and special conditions
- They will be destroyed by Australian or New Zealand quarantine

Please note, these guidelines are correct at the time of printing, however they are subject to change without notice. For the most-up-to-date Customs information, we recommend you attend the Cruise Director's disembarkation talk given during the last days of the cruise or visit www.customs.gov.au for disembarkation in Australia or www.customs.govt.nz for disembarkation in New Zealand.

In addition, Australian Customs Service has a guide for international travellers to familiarise themselves with Australia's prohibited and restricted goods laws and personal duty-free concessions. For a free copy visit the "Information for Travellers" page at www.customs.gov.au or call 1300 363 263 (Australia only).

Please note, all guests travelling on an international cruise returning to Australia must complete an Incoming Passenger Card for customs processing. These will be distributed to your room along with your disembarkation letter.

Departing from the ship

If your flight is departing the day you leave the ship, you are required to make your own way to the airport. Please be advised, disembarkation may take up to four hours after the scheduled arrival of the ship as we have hundreds of guests to disembark and clear through Immigrations and Customs.



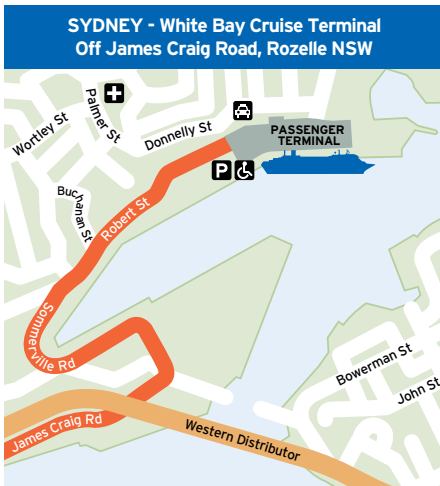
Guests departing from the ship independently

Upon collection of your luggage and clearing Customs and quarantine you will be directed to the exit doors. If friends or relatives are meeting you at the wharf, please be advised disembarkation may take up to four hours after the scheduled arrival of the ship in order to clear Immigration and Customs.

Guests departing on P&O Cruises' arranged flights

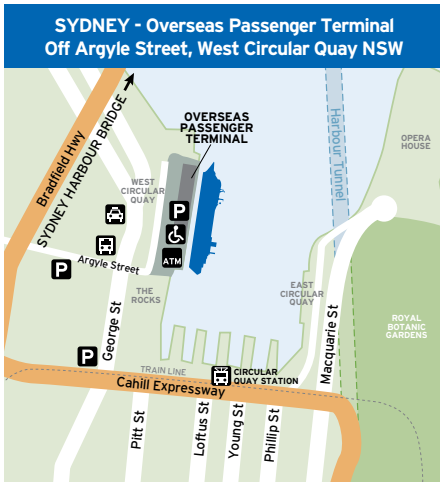
Upon collection of your luggage and clearing customs and quarantine you will be directed to the P&O Cruises Representative who will direct you to the coach for transfer to the airport.

Wharf maps



- ATM at terminal
- Taxi Rank
- Wheelchair Accessible
- Short-Term Parking

Distance to/from City: within CBD
 Distance to/from Airport: 10km/30mins
 Public Transport: www.131500.com.au



- ATM at Terminal
- Taxi Rank
- Wheelchair Accessible
- Short-Term Parking (Except at terminal which is drop off and pick up only)
- Circular Quay Train Station walking distance
- Bus service

Distance to/from City: within CBD
 Distance to/from Airport: 17km/30mins
 Public Transport: www.131500.com.au

Wharf maps

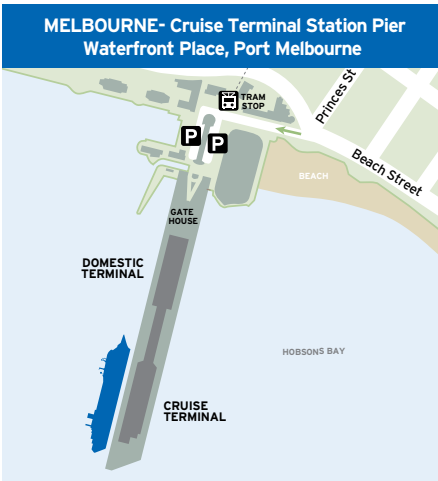


- ATM walking distance
- Taxi Rank
- Wheelchair Accessible
- Short-Term Parking

Distance to/from City: 10kms/25mins

Distance to/from Airport: 8km/10mins

Public Transport: www.translink.com.au

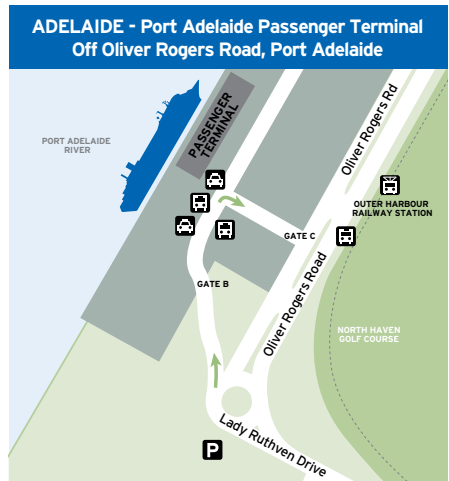


- Short-Term Parking
- Tram stop

Distance to/from City: 10kms/15mins

Distance to/from Airport: 17kms/30mins

Public Transport: www.ptv.vic.gov.au



- Taxi Rank
- Short-Term Parking
- Bus/coach service
- Outer Harbour Railway Station walking distance

Distance to/from City: 25kms/40mins

Distance to/from Airport: 25kms/35mins

Public Transport: www.adelaidemetro.com.au

Wharf maps

FREMANTLE - Fremantle Passenger Terminal Victoria Quay, Victoria Quay Road, Fremantle



- ATM walking distance
 - Taxi Rank
 - Wheelchair Accessible
 - Short-Term Parking
 - Fremantle Train Station walking distance
- Distance to/from Perth city: 23kms/30mins
 Distance to/from Perth airport: 27km/40mins
 Public Transport: www.transperth.wa.gov.au/

Auckland - Princes Wharf 147 Quay Street, Auckland New Zealand

Auckland - Queens Wharf 150 Quay Street, Auckland New Zealand



- ATM walking distance
 - Taxi Rank
 - Wheelchair Accessible
 - Bus service
 - Drop off and pick up only
 - Britomart Train Station walking distance
- Distance to/from City: within CBD
 Distance to/from Airport: 21.5km/25mins
 Public Transport: www.aucklandnz.com

Frequently asked questions

What is the currency onboard?

All prices listed onboard are in Australian dollars.

What types of electrical sockets are available onboard?

All rooms are fitted with a standard Australian 3-point plug or adaptor providing 220/240 volt 60Hz.

Do I need to bring a beach towel?

No, beach towels are provided for you to use by the pools and at the beach when you go ashore.

Can I organise gifts and celebrations before sailing?

We can help you celebrate a special event with one of our special occasion packages. You can also arrange a gift such as a bottle of wine or cake for a friend, loved one or even yourself. Please note, you can order special occasion packages anytime before seven days prior to departure.

Where can I keep my valuables onboard?

There are safety deposit boxes in each room.

At P&O Cruises, we encourage customer feedback about your experience. You may provide feedback about your recent cruise holiday by contacting our Customer Relations Department.

Customer Relations Department

PO Box 2006, North Sydney NSW 2059

Fax: +61 2 8424 9150

Email: cust.relations@carnivalaustralia.com

Alternatively, you may call our Customer Relations Department on 1800 127 384 (AU) or 0800 444 740 (NZ), Monday to Friday, 9.00am to 5.00pm (AEST).

It is our philosophy to review all feedback and to resolve any guest concerns in a timely manner with a fair and reasonable approach. With this in mind, we respond to all correspondence in the order it is received and we endeavour to have a response to you within 21 days. All correspondence received will be acknowledged within five working days.



Australia: Call 13 24 94 | New Zealand: Call 0800 780 716
Australia Fax: (02) 8424 9161 | New Zealand Fax: (09) 368 9216
PO Box 2006, North Sydney NSW 2059
Email: information@pocruises.com.au
Website: pocruises.com.au or pocruises.co.nz

Information is correct at time of printing, however may change without notice.
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