



Cruising & Guide

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





Welcome
aboard

Dear Passenger,

We are looking forward to welcoming you on board for your cruise holiday.

Whether you have travelled with us previously or are embarking on your first P&O Cruises holiday, I am certain you will thoroughly enjoy the outstanding service, dining and entertainment available on board.


This Cruising Guide has been carefully put together with everything you need to know to make your cruise the best holiday ever. Please read the guide in full and make sure you are aware of our on board policies, in particular those relating to Alcohol, Smoking and Appropriate behaviour.

P&O Cruises is committed to providing a safe and secure environment for all our passengers. For your complete peace of mind, we have security cameras in all public areas and a friendly on board security team dedicated to maintaining a comfortable and secure environment.

I am sure you will have a wonderful and memorable cruise holiday with us and I wish you

Bon Voyage!

Yours sincerely,



Ann Sherry AO
Chief Executive Officer
Carnival Australia

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Pre-cruise checklist



ITEMS TO FINALISE

COMPLETE BY

REQUIRED (tick as you complete)

<input type="checkbox"/> 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"/> Arrange a travel insurance policy with P&O Cruises or your Travel Agent*	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"/> Verify with your doctor if any vaccinations are required for your cruise	At least 45 days prior to departure
<input type="checkbox"/> Ensure that your passport or government issued photo identification is valid for 6 months beyond the date of the cruise return. 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 identification is required (Queensland Proof of Age cards will not be accepted).	45 days prior to departure
<input type="checkbox"/> Advise us of your emergency contact details by completing 'Cruise Personaliser' via our website pocruises.com.au or pocruises.co.nz or visiting your Travel Agent.	At least 10 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 75-14 days prior
<input type="checkbox"/> Pack any medication and medical devices that you may need*	Prior to departure
<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



Leave these useful numbers with friends and family for close at hand contact information while you are at sea.

P&O Cruises Customer Service

From Australia
13 24 94

From New Zealand
0800 780 716

Arrivals and Departures Information Line

From Australia
1300 653 620

From New Zealand
0800 543 429

Pacific Jewel

From Australia
0011 870 76 48 42 686

From New Zealand
00 870 76 48 42 686

Pacific Dawn

From Australia
0011 870 32 35 00 193

From New Zealand
00 870 32 35 00 193

Pacific Sun

From Australia
0011 870 32 32 84 811

From New Zealand
00 870 32 32 84 811

Shore to ship calling can be expensive and coverage is subject to satellite signal availability. Please contact your long distance service provider for satellite rates.



Travel documentation

Check your booking details

In advance of 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:

- Name as shown on passport or photo ID
- Contact details
- Address details
- Date of birth
- Emergency contact details
- Passport details

If you do not have access to the internet, please contact your Travel Agent or our Customer Service Team for assistance.

If the name does not match your passport, it is important you call our Customer Service Team or your Travel Agent to correct this information.

Travel documentation

Before leaving home, ensure you have all the mandatory documentation required to travel. **Without appropriate documentation, you will be denied boarding of your flight or cruise.** All travel documents are your responsibility. Please read our 'Terms and Conditions' online at pocruises.com.au or pocruises.co.nz as these apply to you and your cruise.

Passports are required and must be valid for a minimum of six (6) months beyond the date of the cruise return. In addition, travel on our cruises will not revalidate an Australian re-entry visa.

Australian residents do not need a passport or visa for any cruise that does not visit a foreign port; however, government issued photo identification is required (Queensland Proof of Age cards will not be accepted). A current Medicare card can be used for passengers under 18 years of age.

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. Please refer to our Alcohol Policy in this guide for more details.)
- GST tax invoice for TRS (Tourist Refund Scheme)
- Any valuables or fragile items
- 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 strongly recommend you purchase appropriate international travel insurance at the time you pay your deposit. If you do not purchase travel insurance, you will not be able to claim for any cancellation charges, medical costs, repatriation and other expenses that may arise if things do not go according to plan.

As Australian Medicare, New Zealand ACC and private health insurance will not cover you for any medical costs on board, all cruises (even cruises that do not visit foreign ports) require international travel insurance.

You should not base your insurance decision on the assumption 'it won't happen to me' – accidents or illness can happen to anyone. Daily hospital bills can cost more than AUD5,000 per day.

For further information or to purchase travel insurance:

- Australian passengers - please contact your Travel Agent or call 1300 653 852.
- New Zealand passengers - please contact your Travel Agent.

Pre-cruise information



Contacting P&O Cruises

Our Customer Service Team is open Monday to Friday 7.00am to 8.00pm and Saturday 8.00am to 5.00pm (Sydney time). We also have an after hours emergency assistance team for passengers calling outside of these hours with an emergency situation. Please contact us on 13 24 94 (AU) or 0800 780 716 (NZ).

Reaching you at sea

To provide greater peace of mind while you're away from home, you can give friends and family the following information.

Calling from Australia

Pacific Jewel

Telephone: 0011 870 76 48 42 686
Facsimile: 0011 870 76 48 42 687

Pacific Dawn

Telephone: 0011 870 32 35 00 193
Facsimile: 0011 870 32 35 00 196

Pacific Sun

Telephone: 0011 870 32 32 84 811
Facsimile: 0011 870 32 32 84 812

Calling our ships can be expensive and coverage is subject to satellite signal availability. Please contact your long-distance service provider for rates prior to calling. 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.

Calling from New Zealand

Pacific Jewel

Telephone: 00 870 76 48 42 686
Facsimile: 00 870 76 48 42 687

Pacific Dawn

Telephone: 00 870 32 35 00 193
Facsimile: 00 870 32 35 00 196

Pacific Sun

Telephone: 00 870 32 32 84 811
Facsimile: 00 870 32 32 84 812

Dress at sea

Daytime casual dress

During the day, casual clothes are suitable. After 5.30pm, smart casual clothing is required in the public lounges and restaurants or as published in the ship's newsletter. 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 the dining room. Swim wear is only permitted around the pool and open deck areas. There are two dress codes for the dining rooms on board, 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 the ship's Pacific Daily. Please see the table below as a guide.

Length of cruise	Number of cocktail nights
2-6 days	1
7-13 days	2
14 days or more	3 minimum

Note: this may change without notice.

Theme night attire

Theme nights are part of the fun on board and usually feature on cruises 7 nights or more. Why not dress up and join the party! Themed accessories can be purchased on board and you will be notified of the themes through the ship's newsletter.

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/ SOUTH PACIFIC	Bali	28	28	28	28	27	27	26	26	27	27	28	28
	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

Pre-cruise information

Shore Tours

Exploring the ports of call is one of the highlights of your cruise, and one of the best ways to do this is on an organised shore tour through our Shore Tours program. You can opt for local sightseeing and shopping, or you may want to experience more of what your destination has to offer, such as nature walks, snorkelling, visiting historic sites and many other adventures that may be available at each port.

Many shore tours have limited spaces, so pre-reservation requests will be processed on a first-come-first-served basis. We encourage you to reserve tours as early as possible. When tours are fully booked, additional requests will be placed on a waitlist or an alternate available departure.

General shore tour information is available at pocruises.com.au or pocruises.co.nz. You can view prices and pre-book tours for your cruise as early as 75 days before sailing via 'Cruise Personaliser'. You can book online via 'Cruise Personaliser' between 75 days – 14 days prior to departure, or you can book at the Shore Tours desk once on board.

You can still participate in some shore tours if you have limited mobility, however, access to tender ports may be restricted. Our shore tours staff on board will suggest suitable tour itineraries to accommodate your mobility needs. Any additional costs incurred are the responsibility of the passenger. Your shore tour tickets will be delivered on embarkation day to your cabin and will be charged to your on board account.

Important Notice: Please be aware that booking tours outside of the Shore Tours programme is not recommended. P&O Cruises has not individually assessed tours outside of the programme and cannot make any comment on the standard or the safety of these tours. You are advised that if you book such tours you do so entirely 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 passengers who are touring independently.

Celebrations and special services

Celebrations

We are currently planning a number of new celebration packages. For the most up-to-date packages available, check out our website.

Renewal of vows

We may not have invented romance, but P&O Cruises certainly know how to surround your renewal of vows celebration with a magical feeling. We have packages available, so please contact our Customer Service Team for more information.

Facilities for groups

Travelling in a group of 16 or more people allows you to have access to a number of on board services on selected sailings. Please call our Customer Service Team for more details. Pre-ordering and payments for special services must be made more than 7 days prior to sailing. Charges may apply to some services.

- Cocktail parties with canapés
- Children's parties
- Group photos
- Special occasion cakes



Health and safety



As you prepare for your holiday experience with P&O Cruises, please read the following information as a general guide to ensure your travel adventure is as healthy, safe and enjoyable as possible.

Health

- **Vaccinations:** Please 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).
- If you take regular medication ensure that you have sufficient supplies to last the length of your holiday. It is also wise to consider taking a couple of days' extra supply in case of unforeseen changes in your plans. **Remember to always carry your medication in your hand luggage.** If you have recently received treatment for any significant medical condition, it is suggested that you carry a recent report with any important information from your doctor. If you have any medical conditions, make sure you advise our Customer Service Team as soon as possible.
- If you are concerned about **motion sickness**, you should purchase medication before you leave home. Seasick medications are also available at a charge on board.
- **Be safe in the sun.** Avoid excessive exposure to the sun between 10.00am and 3.00pm. Remember 'Slip! Slop! Slap! Wrap!' – Slip on a t-shirt, Slop on high factor sunscreen, Slap on a hat (wide-brimmed is best so that your ears are protected too) and Wrap on sunglasses. Wear a t-shirt to protect yourself from the sun whilst 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 which is a popular herbal, medicinal and ceremonial drink in the South Pacific. 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 applying an 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:** We are unable to accept any passengers who will have entered their 24th week (or later) of pregnancy by the end of the cruise. If you are pregnant, make sure you advise our Customer Service Team as soon as possible

Special diets

P&O Cruises can cater for most special dietary requests, such as vegetarian, however, some limitations apply. If you have any special dietary requests, please ensure you advise us at least 60 days prior to your cruise departure. All special diet requests must be authorised in advance by P&O Cruises.

Special medical requirements

If you, or any individuals travelling with you, have any special medical requirements or equipment, please advise P&O Cruises at least 60 days prior to sailing.

Accessibility

P&O Cruises will make every effort to accommodate passengers with disabilities. We must be notified of wheelchair usage and/or any special needs at time of booking. We have wheelchair-accessible cabins on all P&O Cruises ships, subject to availability at the time of request. We also have specialised kits for hearing impaired passengers 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 contact our Customer Service Team. When bringing your own wheelchair, we highly recommend collapsible wheelchairs, as the width of the cabin doors vary. Some P&O Cruises ships have areas that are not wheelchair accessible.

Security on board

At P&O Cruises, we want you to have a safe and enjoyable cruise. As a result, we take the safety and security of our passengers and crew very seriously. Closed Circuit Television (CCTV) monitoring has been added across our fleet to enhance on board security. We continually review the security situations at every port we visit. We have 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 think you have had your drink spiked, report this immediately to either the local authorities if ashore, or our security staff or bar staff on board.

Alcohol and gambling policy

We are committed to the Responsible Service of Alcohol. There may be times when we consider it appropriate to refuse the service of alcohol to a passenger for any reason. Passengers must be 18 years or over to purchase or consume alcohol, or gamble on board. Government issued photo identification may be requested (Queensland Proof of Age cards 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. Individuals must declare to Customs all amounts of alcohol in excess of the local Customs limits.

Smoking policy

In the interest of our passengers' health, safety and enjoyment during their cruising holiday, smoking is not permitted indoors, including in cabins, suites and on private balconies. This is in line with Australian standards. Outdoor smoking venues will be published in the Pacific Daily on board your cruise.

Dangerous articles/Illicit substances

All luggage will be security screened for drugs and alcohol as well as dangerous weapons at embarkation. P&O Cruises reserves 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 on board nor kept in cabins under any circumstances. It is an offence to carry such items. Any offence committed by passengers will be reported to the appropriate authorities.

Right to deny boarding

P&O Cruises reserves the right to deny boarding of any person it believes 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
- Has a serious criminal conviction and/or in the reasonable opinion of P&O Cruises, poses a significant risk to other passengers and/or crew
- Breaches the applicable 'Terms and Conditions'
- Possesses, or is under the influence, of drugs or alcohol
- May compromise the safety, wellbeing or enjoyment of themselves or any other person on board
- Uses offensive language or behaviour towards fellow passengers or crew.

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 you will need for the day. Leave your valuables and spare cash and credit cards in your cabin'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 Cruises has not individually assessed tours outside this program and cannot make any comment on the standard or safety of these tours.
- Passengers are not 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. The conditions and method of preparation of food and drinks ashore cannot be monitored by P&O Cruises. With that in mind, passengers are advised if they purchase or consume food at their visiting ports, they do so entirely at their own risk.

Day of embarkation



Cashless cruising with your Cruise Card

P&O Cruises offers cashless cruising using a ship-issued cruise card, allowing you to sign for all your on board purchases, which are charged to your on board account. Please sign the back of your Cruise Card straight away.

Please note, the currency used on board 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

Simply 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, whilst using the available funds in your bank account.

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 cabin on the morning of disembarkation.

P&O Cruises uses a 'pre-authorisation' system to charge credit and debit cards for on board 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, 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 on board our ships.

If you do not have a credit or debit card, you can activate your on board account by paying a minimum deposit of AUD300 per person (cash or travellers cheques are accepted) at Reception.

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

Automatic Teller Machines (ATMs)

ATMs are available on all P&O Cruises ships; fees may apply and access 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. You can claim the TRS from Customs at embarkation after you have checked-in. 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 on board with you.

Luggage

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

We recommend no more than 2 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 cabin.

Personalised luggage labels have been included in with your tickets, please complete the necessary information and attach these to your baggage prior to arriving at the wharf.

Cabins are normally allocated approximately 5 to 7 days prior to sailing. To find out your cabin number, log on to 'Cruise Personaliser' at pocruises.com.au or pocruises.co.nz. Alternatively, P&O Cruises staff will be able to advise you of your cabin 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 passengers flying before or after their cruise.

Aviation Security Measures for Carry-on Baggage at International Airports

To increase your safety, there are new 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.

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 on board prescription medicines. Baby products and non-prescription medicines you need 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 Customer Service Team 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 passengers must be on board 1 hour prior to sailing. Please see page 32 for detailed wharf maps.

Sydney

- Wharf 5 Darling Harbour, Hickson Road, Sydney
- Wharf 8 Darling Harbour, Hickson Road, Sydney
- Overseas Passenger Terminal, Circular Quay, Sydney

Brisbane

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

Fremantle

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

Auckland

- Overseas Passenger Terminal,
- Princes Wharf or Queens Wharf (off Quay Street), Auckland

Passengers arriving at the ship independently

Upon arrival at the wharf, leave your luggage at the baggage drop off area. Please ensure all luggage is clearly marked with your details completed on the luggage tags provided.

Passengers 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 a P&O Cruises Representative holding a P&O Cruises sign and shown to the coach for transfer, with your luggage, directly to the wharf.

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 passenger destined for sailing that day.

The airline may be able to arrange alternative flights for passengers 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, pocruises.com.au or pocruises.co.nz.

On board the ship

Etiquette

Everyone at P&O Cruises wants you to have a great time on your cruise. So, to preserve a relaxed and friendly atmosphere on board, we ask that you observe a few guidelines:

Videotaping

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

Attire

We require passengers 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 foyer is the place to cash traveller's cheques, ask questions, settle your on board 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 on board. Pacific Daily is delivered to your cabin every night. Keep it close at hand, so you'll always know what's happening and where.

Shore Tours desk

A Shore Tours desk with a Shore Excursion Manager is on board each ship, ready to assist you with your port and shore tour related questions and bookings.

In-cabin facilities

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

- Daily cleaning
- Private ensuite
- Hair dryer, complimentary shampoo
- Built-in wardrobe
- Safety deposit box
- Television for in-cabin entertainment
- Air conditioning with personal controls
- Writing desk, chair and telephone
- Ice bucket, tongs and glasses (not available on Pacific Jewel)
- Cabin compendium, entertainment guide and the Pacific Daily
- Fridge (not available on Pacific Sun)
- Balcony cabins have outdoor table and chairs



Suites and mini-suites include:

- Welcome glass of champagne
- Bathrobe and slippers for use on board
- Fridge
- Jacuzzi/Bath

Exclusive suites amenities include:

- Nespresso coffee machine
- iPod docking station and fully loaded iPod
- Complimentary laundry
- Fresh fruit and flowers

TV programming

Getting away from it all doesn't mean being out of touch. Every cabin on P&O Cruises ships has its own TV. We offer a wide range of television channels including news, ship safety information and movie channels, where satellite reception permits. We also feature a wide selection of new release films some of which have yet to be released locally in Australia. You can also find out what's happening on board 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. To have complimentary continental breakfast delivered to your cabin, simply complete the breakfast card included in your cabin compendium and hang it outside your door before retiring. For a full room service menu, please see your cabin compendium and call the phone number listed. Please note, room service is not available on the day of disembarkation.

Laundry and dry cleaning*

You're on holiday – let us take care of this chore for you with our laundry and dry cleaning service. There is also the option to do it yourself in our self-service laundromat.

On board 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 everyone on board. They are also available 24 hours a day, 7 days a week for medical emergencies. Our medical centre is only for medical needs arising on board and cannot cater for treatments you know you will require while on holiday.

We are not a healthcare provider and may not be held responsible for the sickness, injury or death of any passenger arising from any advice, treatment, care, services 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 on board, 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*

You will find many bars and lounges on board that cater to all tastes and moods. Our selection includes:

- Cocktail bars
- Themed lounges
- Piano bars
- Outdoor bars
- Entertainment provided by guest performers, live bands, DJ's or pianist.

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



Art auction programme*

Once on board, you're invited to attend a Fine Arts Auction where you will be shown some of the most beautiful artwork produced in the last century along with some fun pieces such as animation art. We've created an opportunity for you to bid on and acquire a special work of art that appeals to you. While enjoying your cruise, you will be able to bid on a wide variety of works of art by simply raising your hand.

Unlike other art auctions, there is no registration necessary. All artwork will be insured, packaged, and shipped to your home or office from our fulfilment centre. Each ship has many 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 on board art collection.

P&O Cruises Heritage Collection

P&O Cruises have launched a beautiful collection of products featuring a range of historical images. Products ranging from postcards and prints to collectable toffee and fudge tins. The Heritage Collection store is located in the Photo & Video Gallery.

*Charges apply.

On board the ship

Photo and video services*

Photographs taken throughout the cruise by our team of professional photographers are available for purchase in our on board photo gallery and shop. They also offer a range of services which include:

- 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, photography taken on board by the professional photographers cannot be reprinted or purchased once you have disembarked your cruise.

Tax and duty free shops*

Our on board shops have the perfect gifts by which to remember your cruise holiday. On board, you'll find duty and tax-free shops with something for every shopper, including:

- Great duty and tax-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 whilst on board
- Exclusive ship's clothing and souvenir items
- Designer brands
- Snacks, toiletries, film and batteries
- All your needs for going ashore
- Information on your duty and tax-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 on board, we will match the price! This must be the current advertised price and this guarantee is valid for 7 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 before you depart. All charges, which are determined by your mobile phone service provider, 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.

On board the ship

Aqua Health, Spa and Fitness and Lotus Spa®*

Whether you enjoy a brief respite, a bracing workout, or a full day of pampering, the Aqua Health, Spa and Fitness and Lotus Spa® are dedicated to renewing body, mind and spirit. You'll find a full range of personalised spa treatments including facials, massages and sensuous wraps. The Aqua Health, Spa and Fitness and Lotus Spa® are open daily; however we suggest you make arrangements on embarkation day for an appointment time that works best for you.

The Fitness Centre features professional staff, weight and aerobic conditioning equipment and classes ranging from aerobics to pilates. Or try out our jogging track which carries the best view on the ship. Passengers 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:

- 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, throat clearing, endorphin releasing reason to get out of bed every day. The program consists of four specifically designed workouts to challenge the mind, body and resolve of every individual who takes the challenge. Contact the Fitness Centre to sign up.

Internet and Email Access*

Internet access is available on all P&O Cruises ships through our on board Internet Café. You can use our computer systems to access your web-based email account, or browse the Internet for world news and sports.

Wireless network cards are also available for purchase on board. Passengers 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 on board 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.

*Charges apply.

Library

On board each of our ships, we've created a library that includes 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.

Our libraries have a large collection of books. 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 tour, 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.

Dining

One of the many benefits and delights of cruising is all main meals on board are included in your cruise fare. We cater for all tastes on board our ships with top quality dining from morning to night. Dining times may vary throughout the cruise and on each ship.

Breakfast and lunch

- Sumptuous buffet selections from 6.00am - 10.30am and 11.30am - 2.30pm
- À la carte in the main dining room from 7.30am - 9.30am and 12.00pm - 2.00pm

Evening dining offers the following choices

- Our ships offer 'Your Choice Dining' which provides you with greater flexibility to dine whenever, wherever and with whoever you wish, in the main dining rooms
- À la carte dining in the main dining rooms anytime from 5.30pm - 10.00pm
- Casual evening dining is available from 5.00pm until late
- Venues vary across our fleet and choices include lavish buffets, quick snacks, bistro meals, pizza and pasta, burgers and more
- Specialty dining in the Seafood and Steakhouse*, available on Pacific Sun and until May 2010 on Pacific Dawn only
- Specialty dining in Salt Grill by Luke Mangan*, available on Pacific Jewel and from May 2010 on Pacific Dawn
- Speciality dining in La Luna*, exclusive to Pacific Jewel

Other dining options throughout the day

- Hot snacks*
- Ice Cream Bar*, available on Pacific Dawn and Pacific Sun only
- 24-hour room service*
- The Café*, exclusive to Pacific Jewel - This sweet-tooth haven offers enticing treats including freshly baked Belgium waffles and a range of cookies and chocolate desserts made daily.

Your choice dining

There's even more choice with Your Choice Dining. Your Choice Dining means you can enjoy greater flexibility of dining where you like, when you like and with whom you choose. With extended evening dining hours, there are meal options from 5.30pm right through the evening.

Dine with friends at a time convenient for you. Take the kids for an early dinner and then mum and dad can dine at their leisure later in the evening.

You can turn up when you like at any of the dining venues or pre-book a time that suits you in the main dining rooms (subject to availability).

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. Whilst we endeavour to meet all requests, we cannot guarantee your preferred dining sitting.

Main dining rooms

The main dining rooms offer full service à la carte dining. Come as a couple or a group. We have tables for 4 - 10 people and some just for 2. You can dine together or we'll match you up with like-minded people. Just like the finest restaurants ashore, certain times will inevitably be busier than others, but our friendly dining staff will endeavour to find a time that suits.

Our dining reservations hotline is open on board throughout the cruise to book your dining times each evening.

Buffet

For breakfast and lunch we also offer the popular buffet selections. In the evening the menu will be similar to the à la carte menu in the main dining room, just self-service.

Bravo Trattoria, The Grill and the Seafood and Steakhouse restaurant*

In addition to the main dining rooms and buffet, the choices are endless with an Italian dining experience in Bravo Trattoria[^], casual dining on deck at The Grill or speciality dining at the Seafood and Steakhouse restaurant[†]. There is a nominal charge for these dining options.

[^]Available until May 2010 on Pacific Dawn only. [†]Available on Pacific Sun and until May 2010 on Pacific Dawn.

La Luna*

La Luna, exclusive to Pacific Jewel, is a casual dining venue which offers healthy choices throughout the day and Asian Fusion options during the evening.

Salt Grill by Luke Mangan*

P&O Cruises welcomes the launch of a new specialty restaurant and celebrity chef exclusive, Salt Grill by Luke Mangan, available on Pacific Jewel and from May 2010 on Pacific Dawn. From signature dishes such as crab omelette to his famous liquorice parfait with lime syrup, you can enjoy a fantastic food experience for a fraction of the price you would pay on land.



Travelling with children and teenagers

Minimum age to travel

To ensure suitable supervision, there needs to be at least one passenger 18 years or older in each cabin. However, to accommodate families cruising together, children may occupy a separate cabin to their parent/guardian, providing one child is 16 years or over. For departures between 1 Nov - 31 Dec, any passenger under 21 years of age on the day they board the cruise, must travel in the same cabin as their parent/legal guardian.

We welcome children 12 months and over to cruise with us. We are unable to accommodate infants less than 12 months due to limited neo-natal facilities on board and at ports of call. In addition, infants under 3 years must remain with their parent/guardian at all times.

Upper bunk beds

The safety of your children is very important to us at P&O Cruises. In line with Australian Standards it is strongly recommended that children under the age of 9 years do not play or sleep on the upper bunks.

Food for infants

Baby food and baby formula are not supplied on board our ships. However, we are able to store any food or formula brought on board. If you need to store any food during your cruise please contact our Customer Service Team. 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 Youth Centres 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 to pools, whirlpool spas, gym and our beauty and treatment areas.

Children and pool facilities

Pool activities are not included in our youth or teen programmes. Any child using the pools on board must be supervised by a parent/guardian at all times. For public safety reasons, children in nappies and children who are not toilet trained are not permitted in the public swimming pools and whirlpool spas on board.

Parent's responsibilities

For your child's comfort and enjoyment, please do not leave them in the Youth Centre for extended periods as we have found this often 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 3 years to 17 years to participate in our programmes. P&O Cruises needs 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.



Ocean Friends Club

P&O Cruises and The Sydney Aquarium have teamed up to create an exclusive programme - Ocean Friends Club, full of fun and educational activities for Turtle Cove and Shark Shack. The aim of the programme is to teach children about how to be kind to the ocean and the wildlife that call it home. The interactive and fun activities include guessing games, arts and craft, fun facts about different animals and environmentally focused activities.

Activities on board

Cruising with P&O Cruises is the perfect escape for all ages. There is everything from arts and crafts, game tables, movies and dance parties. P&O Cruises passengers aged 3 to 17 years are welcome to participate in the following programmes: Turtle Cove (ages 3 to 6), Shark Shack (ages 7 to 10), HQ (ages 11 to 14) and HQ+ (ages 15-17). Please note, each programme features specialised, age-specific activities and that registered youth passengers are required to participate in the programme designed for their age.

All Youth Centres are fully supervised by our staff of experienced counsellors. Younger children are provided with toys, educational games and lots of fun activities, all under the supervision of our Youth Staff. There are also pagers available (for a refundable deposit) to facilitate communication between parents/guardians and staff. 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 passengers 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.

The Youth Centres are open from 9.00am to 10.30pm (hours may vary) for all passengers aged from 3 years to 17 years. 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 at a charge. We cannot guarantee your child's participation in the Youth Centres. Entry will be on a first come, first served basis. Please note, private in-cabin babysitting or one-on-one supervision is not available on any P&O Cruises ship.





For more information on the facilities available for children on board, download a copy of our Family Information Pack from our website at www.pocruises.com.au or pocruises.co.nz.

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.



Youth Centres

Centre	Age group	Opening hours	Activities
	3-6 years	Sea and port days <ul style="list-style-type: none"> 9.00am - 12.00noon 2.00pm - 10.30pm 10.30pm - 1.00am night time child care (charges apply) 	<ul style="list-style-type: none"> Arts and crafts Movies and cartoons Birthday parties Pizza and ice cream parties Theme nights Talent shows Kids dance parties Pyjama parties Mini-Olympics Playstation Ocean Friends programme
	7-10 years	Sea and port days <ul style="list-style-type: none"> 9.00am - 12.00noon 2.00pm - 10.30pm 10.30pm - 1.00am night time child care (charges apply) 	<ul style="list-style-type: none"> Arts and crafts Movies and cartoons Scavenger hunts Playstation® Birthday parties Pizza and ice cream parties Kids dance parties Theme nights Jewellery making Air hockey Table tennis, mini-Olympics Karaoke and talent shows Ocean Friends programme
	11-14 years	Sea days <ul style="list-style-type: none"> 10.00am - 12.00noon 2.00pm - 6.00pm 7.00pm - 1.00am 	<ul style="list-style-type: none"> Sports competitions Late-night movies Pizza and mocktail parties Karaoke and lip-sync shows Vegas night Playstation® Talent shows Hip-hop dance classes Dance parties Theme nights
	15-17 years	Port days <ul style="list-style-type: none"> 2.00pm - 6.00pm 7.00pm - 1.00am 	

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 your fellow passengers.

Activities all day and night

There is an endless choice of on board activities and entertainment both day and night. Take a galley tour, enjoy wine tasting*, star gazing, learn a new skill at a circus or dance class, experience our traditional Champagne Waterfall, or join in games by the pool. You can even take centre stage yourself at karaoke night. This is just a taste of the many activities and attractions available during your cruise. It's best to check the Pacific Daily for specific locations and times.

Musical productions

Enjoy an exciting array of stage shows, some of which are produced, costumed and choreographed exclusively for P&O Cruises, along with a variety of guest entertainers plus our late-night adults only Comedy Club. Certain times vary so please check your Pacific Daily for show times.

Theme nights

Passengers can also be stars – cruises of 7 nights or more usually feature theme nights for passengers to enjoy. These may vary from cruise to cruise and may be dependent on weather or other factors. Check the Pacific Daily for the theme nights available on your cruise.

There will also be dance classes, trivia quizzes, game shows and great music for dancing. Don't be shy – audition for our Pacific Pop Star contests and share your talents with the world!

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 on board account or your credit card.

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 passengers 18 years and over.

Feature movies

Recent release movies are shown on a big screen and a selection are available on your in-cabin television.



*Charges apply.

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 cabin, public room and dining room services to providing all food and supplies for passengers 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 on board.

Entertainment Department

The Cruise Director reports to the Hotel Director and is also a senior officer on board 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 passengers and crew. This team of highly qualified doctors and nurses may be identified by their red and gold epaulette.



Important information

Tipping/gratuities

Cruises departing before 1 October 2010

To thank the crew who provide excellent service on board, we recommend the daily amount of AUD7.50 per passenger (aged 13 years or over). For your convenience, this is automatically added to your on board account and may be adjusted or removed on board at your discretion.

Cruises departing on or after 1 October 2010

A daily amount will not be automatically added to your on board account, however, you are welcome to reward our on board crew for exceptional service.

Appropriate behaviour

Whilst we want you to enjoy your cruise, please try to avoid making excessive noise in your cabin or in the passenger corridors, to ensure the comfort of other passengers. If you seriously inconvenience or jeopardise the safety, enjoyment or wellbeing of any passengers on board, 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 on board, 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

When you are on board, 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 cabin. All lost property found on board 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 cabin 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 cabin 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 cabin 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 passenger 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 8 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 passenger 17 years of age or over.

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

All food, plant materials, animal products and souvenirs containing any of these, 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, this guide states all passengers departing Australia by sea are required to complete an Outgoing Passenger Card, however this requirement can vary depending on the type of cruise you are undertaking. If you are required to complete an Outgoing Passenger Card, it will be included with your cruise documentation and you are required to complete it prior to arriving at the wharf.

Departing from the ship

If you are departing the arrival city after the day you leave the ship, or if you have made your own air arrangements, you are required to make your own way to the airport. Please be advised, disembarkation may take up to 4 hours after the scheduled arrival of the ship as we have hundreds of passengers to disembark and clear through Immigrations and Customs.

Passengers departing from the ship independently

Upon collection of your luggage and clearing Customs and quarantine you will be directed to the exit doors. If your friends or relatives are meeting you at the wharf, please be advised disembarkation may take up to 4 hours after the scheduled arrival of the ship in order to clear Immigration and Customs.

Passengers 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

SYDNEY - Wharf 5 & Wharf 8 Passenger Terminal
Hickson Road, Sydney NSW 2000

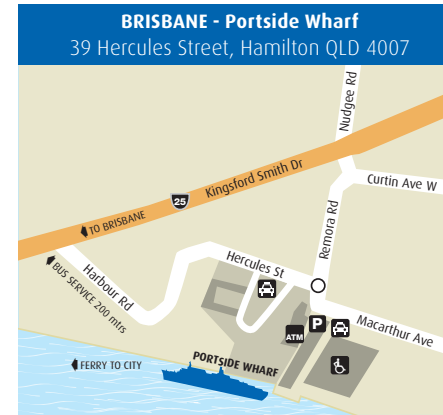


- ATM walking distance
 - Taxi Rank
 - Wheelchair Accessible
 - Short-Term Parking
 - Wynyard Train Station walking distance
 - Bus service
- Distance to/from City: within CBD
Distance to/from Airport: 10km/30mins
Public Transport: www.131500.com.au

SYDNEY - Overseas Passenger Terminal
West Circular Quay, Sydney NSW 2000



- 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: 10km/30mins
Public Transport: www.131500.com.au



- ATM at Terminal
 - 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

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

- 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 on board?

All prices listed on board are in Australian dollars.

What types of electrical sockets are available on board?

All cabins 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 on board by the pools and at the beach.

Can I organise gifts and celebrations before sailing?

We can help you celebrate a special event on board 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 7 days prior to departure. For information on these packages, search 'special occasions' on our website.

Where can I keep my valuables on board?

There are safety deposit boxes in each cabin.

At P&O Cruises, we encourage customer feedback about your on board 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 passenger 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 5 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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