



  
GREAT SOUTHERN

  
INDIAN PACIFIC

  
PRINCESS CRUISES

## GUEST INFORMATION

### GENERAL INFORMATION

#### IDENTIFICATION

For domestic voyages (cruises that do not visit a foreign port), a valid passport or government issued photo identification is required (Queensland 'Adult Proof of Age Card' will be accepted, however the older version of Queensland 'Card 18+' will not be accepted). For Australian domestic voyages, a current Medicare card can be used for guests under 18 years of age.

For international voyages (cruises that visit a foreign port), passports are required for all guests and must be valid for a minimum of six (6) months beyond the date of the cruise return.

#### THE OCEANREADY® PROCESS

Princess® MedallionClass makes cruising effortless. It all begins with the OceanMedallion™, a 20 cent coin-sized device that never needs to be turned on or off. Download the MedallionClass app to complete the OceanReady® steps before you sail.

Please ensure to complete the following steps to enable access to the Green Lane in the departure terminal for faster check-in with less waiting:

- Customise your Medallion®
- Personal Info & Travel Docs
- Security & Profile Photos
- MedallionPay™ & PIN Code
- Emergency Information
- Arrival & Departure Groups
- Passage Contract & Acceptances/Acknowledgements
- Health Questionnaire

Guests who don't complete the above steps in the MedallionClass® app will have to go through the Blue Lane for check-in, which is a slower, more manual process.

When you enter your personal information and upload your travel documents in the MedallionClass® app make sure your name appears in your OceanReady® Profile exactly as entered in your passport. If the name does not match, it's important you contact your Booking Agent to correct this information. Please also verify that your passport/identification details and emergency contact information are complete and correct. Visit Cruise Personalizer® to reserve shore excursions, make spa appointments, and purchase any beverage packages if they are not already included in your booking.

Instead of a boarding pass, you will be asked to show your OceanReady QR code to terminal personnel during the health screening process and once again at check-in. This code can be accessed through the MedallionClass® app on your smart device. To streamline the check-in process, we ask that you print your OceanReady QR code. Closer to departure you can print your luggage tags from Cruise Personalizer®. Please remember to have your mobile device with the MedallionClass® app downloaded, and your luggage tags when you get to the departure terminal.

#### ONBOARD PAYMENT

Please complete the set up of your shipboard account through the Cruise Personalizer® or MedallionClass® app. You can view an itemised statement of your shipboard account at any time using the MedallionClass® app, visiting a kiosk onboard, on your television in your stateroom, or requesting a copy from the Guest Services Desk onboard.

All major credit cards are accepted, and by providing your credit card in advance, you are automatically registered for Express Check-Out and there is no need to visit the Guest Services Desk to settle your account. A surcharge fee of 1.1% (subject to change) will be applied to Credit Cards, Debit Cards do not incur a surcharge. Those paying by traveller's cheques or cash will be required to leave a cash deposit with the Guest Services staff at the beginning of the cruise.

#### ONBOARD CURRENCY

All prices onboard Princess Cruises departing from and returning to Australia, one way Sydney to Auckland or vice versa and repositioning voyages from Asia to Australia or vice versa are in Australian Dollars (AUD).

#### GRATUITIES

Princess Cruises do not apply gratuities to cruises departing from or returning to Australia.

#### TAXES, FEES AND PORT CHARGES

Taxes, Fees and Port Charges are included in the overall package price and are therefore pre-paid.

#### COVID-19 VACCINATION REQUIREMENTS

Guests must have received their final dose of an authorised COVID-19 vaccine at least 14 days before the beginning of the cruise and provide acceptable proof at terminal check-in. At terminal check in guests must attest to a negative viral COVID-19 test (PCR or rapid antigen) taken before embarkation (these requirements are subject to change and we recommend you visit Princess Cruises website for up to date information).

#### ONBOARD VOLTAGE

Each stateroom is equipped with a 110-volt, 60-cycle alternating current (AC) with standard US (3 prong) plug fittings. 220-volt Australian socket is also available for Royal Princess®, Regal Princess®, Enchanted Princess®, and Majestic Princess®.

## JOURNEY BEYOND

PO Box 445, Marlestone Business Centre, Marlestone SA 5033 | Phone 1800 019 642  
Email: [Rail.Cruise@journeybeyond.com](mailto:Rail.Cruise@journeybeyond.com) | Website: [journeybeyonddrail.com.au](http://journeybeyonddrail.com.au)



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# GUEST INFORMATION

## TERMS AND CONDITIONS

(FOR EVERYDAY SAVER HOLIDAY PACKAGE AND ADVANCE SAVER HOLIDAY PACKAGE FARES SPECIFIC TO PRINCESS CRUISE AND RAIL HOLIDAY PACKAGES)

### PAYMENT

For Rail Sail Holiday Packages, you may pay the Fee in two parts:

1. Deposit – this payment is per booking, non-refundable and payable at the time of booking. For both **Advance Saver Holiday Fare** and **Everyday Holiday Fare** this payment equals 25% of the total Fee (booking amount); and
2. Balance – the difference between the deposit and the total Fee.

#### Advance Saver Holiday Fare

This must be paid in all cases no later than 180 days prior to the date of travel. For bookings made at 180 days or less prior to travel, full payment is required at time of booking.

#### Everyday Holiday Fare

This must be paid in all cases no later than 100 days prior to the date of travel. For bookings made at 100 days or less prior to travel, full payment is required at time of booking.

### GUEST CANCELLATIONS

In the event of Guest Cancellations, the following cancellation fees apply:

#### Advance Saver Holiday Fare

- Loss of deposit when cancelling more than 180 days prior to departure.
- 100% cancellation fees apply 180 days and under prior to departure.

#### Everyday Holiday Fare

- Loss of deposit when cancelling more than 45 days prior to departure.
- 100% cancellation fees apply 45 days and under prior to departure.

### GUEST AMENDMENTS / DATE CHANGES

- Guest amendments such as name or date changes are subject to Third Party Supplier consideration and approval, and fees may be applicable.
- Guest amendments / date changes may be treated as a cancellation and/or a rebook and any cancellation fees will apply.

These terms and conditions are in addition to the Journey Beyond Rail Expeditions full terms and conditions,

<https://www.journeybeyondrail.com.au/terms-conditions/>

## JOURNEY BEYOND

PO Box 445, Marleston Business Centre, Marleston SA 5033 | Phone 1800 019 642

Email: [Rail.Cruise@journeybeyond.com](mailto:Rail.Cruise@journeybeyond.com) | Website: [journeybeyondrail.com.au](http://journeybeyondrail.com.au)