



GUEST INFORMATION

GENERAL INFORMATION

IDENTIFICATION, PASSPORT REQUIREMENTS & VISAS

For domestic cruises departing an Australian port that do not visit an international port, a valid passport or government issued photo identification is required.

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. You are responsible for ensuring you have all necessary visas, vaccinations and travel documents required for the countries you are visiting.

MY CUNARD

My Cunard is a portal to help you prepare for your holiday. My Cunard allows you to view your booking details, set up your on-board account and update your personal information such as your address, email, phone numbers, emergency contacts, passport and travel insurance details.

You can also view your voyage itinerary, visa information, dining options, pre-purchase shore excursions, download a copy of your boarding pass and amend your dining details. It's fast and simple to use – to access, all you need to do is visit www.cunard.com, click on 'My Cunard' and enter your full name, date of birth and booking number.

ONBOARD PAYMENT

Please complete the set up of your on-board account through My Cunard. A surcharge fee of 1.1% (subject to change) will be applied to Visa or Mastercard, and a fee of 2.75% (subject to change) to American Express. Debit Cards do not incur a surcharge.

You are advised to still register a credit or debit card at check-in even if you intend to settle your on-board account in cash. Please note you will be asked to enter your 4 digit pin number for verification.

Your on-board account must be kept in credit at all times to enable you to continue to make purchases on-board. You may add credit to your account at any time by visiting the Reception desk.

There are no cash machines on board, however, should you require cash, you can request this from the Purser's Desk and it will be charged to your on board account. In order to take advantage of this facility you must have registered your credit card.

Please note, there is a daily limit of \$500 and a weekly limit of \$2500 for this service. Any unused cash on your account can be refunded back to you at the end of the cruise by you visiting the Reception desk prior to disembarking. Any credit due to be returned to you will be clearly shown on your final statement which will be delivered to your cabin on the last night of the cruise.

ONBOARD CURRENCY

Onboard currency and charges are in US Dollars.

CURRENCY EXCHANGE

Foreign currency for ports of call visited during your voyage may also be obtained from the Purser's Desk. Please note Cunard no longer accepts travellers cheques on board.

TAXES, FEES AND PORT CHARGES

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

HOTEL AND DINING CHARGES (GRATUITIES)

During the cruise, guests will experience excellent service from members of our crew in a variety of locations. In addition, many more crew behind the scenes support those who serve guests directly. For our guest's convenience, a Hotel and Dining charge will be automatically added to their shipboard account on a daily basis.

Grill categories will be charged US\$16.50 per guest per day and Britannia categories US\$14.50 per guest per day. These amounts are subject to change and guests may choose to alter or remove these amounts at their discretion.

A 15% charge is automatically added to a guest's onboard account for Bar, Wine & Salon/Spa services for each purchase.

COVID-19 VACCINATION REQUIREMENTS

Vaccination and testing requirements still apply to sailings to/from Australia and New Zealand. Our vaccination and testing policy and on board protocols are reviewed on a regular basis and may be changed at any time. These requirements are subject to change and we recommend you visit the Cunard website closer to departure for up to date information.

Also, at the time of travel, some ports of call may stipulate specific vaccine or testing policies for guests going ashore that differ from the Cunard vaccination and testing policy; refer to the 'Destination Entry Requirements Guide' on the Cunard website for details.

ONBOARD VOLTAGE

Each stateroom is equipped with UK, USA, European, and USB power sockets.

DRESS CODE

As this time is leisurely, it's important to wear clothes that you feel comfortable in. Shorts and T-shirts are perfectly acceptable, and we'd encourage you to bring swimwear so you can enjoy the pools, spa and whirlpools on your ship. Please note, swimwear isn't permitted in indoor dining areas.

Evenings on board a Cunard Queen exude a sense of occasion, but they're also as relaxed as you want them to be. If you do want to make an effort in the evening you won't be alone. The majority of guests travelling with us embrace the chance to switch to smart attire by night. Smart attire simply means a dress shirt and trousers, skirt and a top, or a cocktail dress.

At least twice on each seven-night voyage we'll host a Gala Evening, where we do ask that you observe an elevated dress code. Again, it's your choice whether to participate in these evenings or not. Many of our guests choose to sail with us specifically because they look forward to these events.

JOURNEY BEYOND

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Email: Rail.Cruise@journeybeyond.com | Website: journeybeyonddrail.com.au



INDIAN PACIFIC



CUNARD

GUEST INFORMATION

TERMS AND CONDITIONS

(FOR EVERYDAY SAVER HOLIDAY PACKAGE AND ADVANCE SAVER HOLIDAY PACKAGE FARES SPECIFIC TO CUNARD 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 64 days prior to departure.
- 50 % cancellation fees apply 63 to 46 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.journeybeyonddrail.com.au/terms-conditions/>

Please also refer to Cunard's Booking and passage conditions for more information:

https://www.cunard.com/content/dam/cunard/marketing-assets/pdf/booking-condition-pdf/23007_Cunard%20Brochure%202023-25_Booking-Passage-Conditions.pdf

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