



GUEST INFORMATION

GENERAL INFORMATION

PASSPORT REQUIREMENTS

Passport must be valid for at least six (6) months beyond the completion of your trip.

IDENTIFICATION

When you arrive on the ship, you will be asked to provide an official document to prove your identity. This will be kept until the end of the cruise, for the ship's officers to present to border police and port authorities. If you need your identification during a port of call, it will be available for you at reception, provided that you return it once back on board.

ONBOARD PAYMENT

When your cruise begins, an imprint of your credit card will be taken at reception, so that an account can be opened in your name. This account will allow you to pay for onboard purchases, whether you are spending in the shop or even paying for trips. The payment methods accepted on board are credit cards (Visa, American Express, Mastercard), cash, and personal cheques in Euros.

ONBOARD CURRENCY

The onboard currency is Euros.

CURRENCY EXCHANGE

There is no foreign currency desk aboard your ship. However, you can pay your bills in Euros or USD.

GRATUITIES

Gratuities of AUD \$18 per night per person onboard the ship are included in the overall package price and are therefore pre-paid.

PORT CHARGES

Port Charges of AUD \$740 per person are included in the overall package price and are therefore pre-paid.

MEDICAL INFORMATION

PONANT's aim is to ensure your comfort and safety whilst travelling onboard the ship. A confidential medical questionnaire will need to be completed closer to your departure date (approximately 90 days prior) and will be sent directly to you by PONANT. This medical questionnaire will need to be completed with your own doctor (GP).

Please note that these cruises are designed for people in good health. Passengers are not advised to take part in these cruises if they would find it hard to cope with lengthy periods of travel, for whatever reason, or if they have reduced mobility, have been operated on in the last 12 months, have a risk or a history of cardiac conditions or are taking restrictive medical treatments.

CLOTHING ADVICE

Passengers are advised to wear casual and elegant outfits at their convenience, and more formal attire for the Captain's Dinner. On an expedition cruise, be sure to bring practical clothes as well as comfortable shoes suitable for travelling in Zodiacs and disembarking on beaches or mud flats. On tropical expeditions be sure to bring a hat, sunglasses, and long sleeved / legged clothing.

ONBOARD VOLTAGE

220-volt 50 hertz alternating current is distributed by sockets meeting European standards. Onboard power is 200-volt AC (European standard) and 110-volt AC (North American standard).

TERMS AND CONDITIONS

(FOR EVERYDAY SAVER HOLIDAY PACKAGE AND ADVANCE SAVER HOLIDAY PACKAGE FARES SPECIFIC TO THE GHAN AND PONANT 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. This payment equals 25% of the total Fee (booking amount); and
2. Balance – the difference between the deposit and the total Fee. This must be paid in all cases no later than 190 days prior to the date of travel. For bookings made at 190 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:

- Loss of deposit when cancelling more than 190 days prior to departure.
- 100% cancellation fees apply 190 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.
- 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/>

Terms and conditions updated and effective for all new bookings from 10 April 2023.

JOURNEY BEYOND

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