

## ABOUT YOUR CRUISE



Midships Bar, Queen Elizabeth

### Attire On board

One of the joys of sailing with Cunard is the glamour of evenings at sea. In keeping with the high standards of elegance aboard **QUEEN MARY 2** and **QUEEN ELIZABETH**, we request that you dress for dinner as you would for a fine restaurant. There will be up to three formal nights per week as well as themed Fancy Dress Balls. Ball schedules with suggested costumes and/or colour schemes will be included in your pre-voyage documentation.

Evening attire will be specified as one of the following:

**Formal:** Black tie or formal dark suit for gentlemen. Evening dress or other formal attire for ladies.

**Semi-formal:** Jacket and tie for gentlemen. Cocktail dress or trouser suit for ladies. No jeans.

**Elegant Casual:** Jacket, no tie required for gentlemen.

Dress, skirt or trousers for ladies. No shorts or jeans.

### Attire Ashore

On shore, you'll require comfortable clothes for sightseeing. The type of clothes you bring depends on the itinerary, but even in warmer climates, it can get cold on deck so some warmer clothes are always advised. It is advisable to bring a lightweight raincoat and umbrella, and you'll want to make sure you have proper attire for visiting shrines, churches and temples (i.e. leg and shoulder coverings for both men and women).

### Internet & E-mail Access

Each ship's computer centre offers internet access via PC and guests with laptops may also access the web via our wireless network, available in many public rooms. **QUEEN MARY 2** also offers in-stateroom e-mail access to her guests, via a "Cunardmail" account – information and addresses will be provided in your preliminary documents. Charges apply for these services. Please note, access is subject to satellite coverage and wireless access does not support PDA's.

### E-mail/Telephone/Fax

Before your departure, in your final document packet, you will receive direct-dial phone and fax information.

### Medical Facilities

The ships' basic medical facilities are staffed by fully qualified doctors and nurses (**QUEEN MARY 2** has the largest medical facility at sea). These facilities are not intended or designed to provide ongoing treatment of pre-existing conditions. If you anticipate a need for medical services aboard ship, your special requirement must be cleared in writing with Cunard before your booking can be finalised. Since medical facilities are limited and shoreside medical care is not readily available, women who have entered their 24th week of pregnancy by the end of their voyage cannot be accommodated.

### Dry Cleaning and Laundry

Full laundry and dry-cleaning services are available aboard our ships and will be billed to your shipboard account. Our ships are also equipped with complimentary self-service washers, dryers and ironing facilities.

### Discretionary Hotel and Dining Charges

Guests sailing Full World Cruise receive complimentary gratuities, bookings must be made by 28 February 2010. For guests on other World Cruise options, a discretionary Hotel and Dining charge will be added to your shipboard account on a daily basis. The charge will be distributed to your cabin steward, dining room waiter and other personnel. Cunard feels certain you will find the services on board exemplary and, should you wish to make any adjustments, you may do so by contacting the Purser's desk on board. Additional gratuities for other special services may be given directly to deserving individuals.

### QUEEN MARY 2 & QUEEN ELIZABETH

Grill Restaurant Accommodation  
US\$13 per person per day

All other Accommodation  
US\$11 per person per day

*Gratuities may be pre-paid in Australian dollars (approximately \$15-\$18 per person per day), along with your cruise fare. Please ask your Travel Agent or Cunard Representative at time of booking. Charges may vary or change without notice. For bar wine and salon services, a 15% gratuity is automatically added to all charges for your convenience.*

### How long will I be in port?

The time the ship will be in port will vary according to the voyage and port. For each voyage in this brochure we have indicated next to each port whether our port call will be a morning, an afternoon, a full day or longer. Below you will find a guide to how long the ship will usually be in port:

**MORNING:** The ship will usually arrive between 7am and 9am and normally depart between 12noon and 2pm.

**AFTERNOON:** The ship will usually arrive between 12noon and 2pm and normally depart between 5pm and 7pm.

**FULL DAY:** The ship will usually arrive between 7am and 10am and normally depart between 4pm and 8pm.

**FULL DAY & EVENING:** The ship will usually arrive between 7am and 10am and normally depart between 9pm and 11:59pm.

**AFTERNOON, OVERNIGHT & FULL DAY:** The ship will usually arrive between 12noon and 2pm and depart the following day between 4pm and 8pm.

### Shore events

Enhance your cruise experience with shore excursions specially selected by Cunard. These excursions are fully outlined in the brochure that will be sent with your cruise documents. Most excursions can be purchased on board up to 48 hours before arrival in the port where the tour is offered. Selected overland excursions may be reserved in advance. Throughout your cruise there will be informative briefings, announced in the ships' Daily Programme, that will include tour information and other practical suggestions for the ports you will visit.

### Money Matters

Aboard the ships, the Purser's Office is the financial centre. The official currency on board is US dollars. You can exchange cash and traveller's cheques for most currencies at this location. At embarkation, you will be asked to present one of your major credit cards and sign a charge slip to open a shipboard account. Guests may use Visa, MasterCard, Diner's Club or American Express. If you forego signing your charge slip in advance, you will be required to put a US\$300 deposit toward your shipboard account at the Purser's Office in the form of cash or traveller's cheques. Once this account is opened for you, all purchases made on board must be charged to this account, with the exception of postage stamps and casino chips. We encourage you to carry your personal funds in the form of traveller's cheques, both for your convenience and safety. These can be purchased and cashed on board. Cash advances are not permitted against your on board account or any form of credit card. In addition, accounts may be settled with cash (US dollars) or traveller's cheques; personal cheques or letters of credit are not accepted for on board folio payments.

### What is the smoking policy on board Cunard ships?

For the comfort of all our guests, restaurants, lifts and certain other public areas have been designated non-smoking areas.

However, Cunard Line recognises that some of our guests may wish to smoke whilst on board and has therefore designated smoking areas on its ships. Outside, on the open decks, smoking is only permitted on the starboard side of the decks as well as the forward and aft areas of deck 10 (**QUEEN ELIZABETH**). Inside, smoking is only permitted within the Churchill's Cigar Lounge and Empire Casino aboard both ships. Guests who enjoy pipes or cigars are accommodated each evening in the Churchill's Cigar Lounge aboard all our ships. We do ask you to refrain from smoking pipes and cigars in other public areas. Smoking is permitted in staterooms. This information is correct at the time of going to print, however it seems likely that regulations regarding smoking on board ships may change and therefore have some impact on the ability of our guests to smoke whilst on board. We will of course make sure that guests are clearly informed of the position as it then stands whilst they are travelling with us.

## ABOUT YOUR CRUISE

### Cruise Fares

- All fares include accommodation as booked, on board meals (excludes dining at Todd English and Chef's Galley) and entertainment.
- Fares are per person based on double occupancy, cruise only, excluding air and transfers (unless stated).
- Fares include government fees and taxes which are subject to change without notice.
- Fares do not include recommended travel insurance or any incidental expenses including but not limited to: laundry charges, bar expenses, spa and salon treatments and optional shore excursions.
- Cunard reserves the right to increase published fares without prior notice. However, fully paid or deposited guests will be protected at their booked rate, with the exception of government taxes and fees or other surcharges. Cunard also reserves the right to change deposit, payment and cancellation terms/conditions without prior notice.
- Cunard reserves the right to refuse sale of accommodation at less than stated stateroom occupancy and for any other reason.

### Third/Fourth Guest & Children's Fares

Fares for third/fourth guests in a stateroom vary by sailing date, voyage duration and stateroom category – please contact Cunard for prices. Both third and fourth guests in a stateroom pay the same fare, including children. Not all staterooms and suites are equipped for additional guests; please consult the deck plans for more information, or contact Cunard for details.

### Savings Programme & Exclusive guest benefits

- Early Booking Savings (EBS) of up to 30% (as shown in this brochure) are available for bookings made before 28 February 2010, subject to availability.
- All EBS savings vary by sailing date, cruise duration and cabin grade. EBS savings only apply to **QUEEN MARY 2** category grades Q1-Q6, P1-P3, AA-A4, B1-B4, C1-C3 and D1-D7 and **QUEEN ELIZABETH** category grades Q1-Q6, P1-P3, AA-A6, C1-C4 and D1-D7
- EBS fares are capacity controlled and are subject to change without notice.
- Savings apply to the first two guests in a stateroom only.
- Savings apply to cruise fares only. They do not apply to other fees/charges including, but not limited to: pre- or post-cruise land tours, shore excursions and gratuities.
- Exclusive Guest Benefits are available for bookings made before 28 February 2010, subject to availability and may be withdrawn or reduced at any time.

### Single Travellers' Fares

The following single supplements apply to all passengers who wish to travel as the sole occupant of a stateroom. Single fares are subject to change.

### QUEEN MARY 2 & QUEEN ELIZABETH

Stateroom categories supplement

Queens and Princess Grills  
200% of the double occupancy rate

Britannia Restaurant  
175% of the double occupancy fare

*Please note that the percentage of the sole occupancy supplement may be increased without prior notice.*

### Religious Services

A minister, priest and rabbi will be on board to conduct services throughout the World Cruise. Non-denominational services are conducted at sea. During voyages coinciding with a major religious holiday, ecumenical clergy will be available aboard to conduct services.

### Cunard Environmental Statement

Here at Cunard we take our environmental responsibilities very seriously and are committed to reducing our environmental impact. We are dedicated to preserving the marine environment in which we operate, and therefore believe it is our duty to introduce environmental practices which set a high standard of excellence and responsibility. To support our aim we have developed an environmental management system independently certified to ISO 14001, which is the most widely recognised global standard for improving environmental performance. We recognise that without appropriate treatment the waste generated on board our ships, together with the fuel and other products we use to transport, feed, entertain and take care of you could have an impact on the environment. Our waste treatment facilities ensure that all waste water is appropriately managed to minimise its impact upon the oceans.

All general waste is treated on board to reduce its volume prior to landing ashore, and wherever possible general waste is recycled.

We are reducing our air emissions through the implementation of fuel efficiency measures, including improved hull coatings, low energy lamps, increased recirculation of waste heat and improved efficiency in air conditioning, and we continue to explore new technologies. Through these measures and other initiatives Cunard will ensure that we help preserve our environment for future generations.

## TERMS AND CONDITIONS



Where this Contract is in respect of any of the following vessels; a. **QUEEN MARY 2**; b. **QUEEN ELIZABETH**; the operator of the vessels shall be Carnival plc and shall hereinafter be referred to as "The Company". For valuable consideration The Company agrees to provide the transportation specified herein for the passenger or passengers named herein, subject to all the terms and conditions printed in this Passage Contract.

- I. a. The Company shall only be liable for loss of or damage to property or loss of life or injury to a passenger if the loss, damage or injury (as the case may be) was caused by the neglect or default of The Company, its servants or agents acting within the scope of their employment; but The Company shall in no case be liable for indirect or consequential loss nor for economic loss howsoever any such loss was caused.
- b. The liability (if any) of The Company for loss or damage to the baggage, valuables and personal belongings together with all other property of the passenger, including stateroom baggage, shall not exceed AUD \$300 for each passenger unless prior to embarkation or immediately upon embarkation:
  - (i) the passenger declares in writing a higher value (in which event that higher value so declared shall be the limit of The Company's liability) and the passenger delivers to the purser at the vessel's bureau in a sealed package to be placed in the vessel's safe all documents, manuscripts, money, jewellery or other valuables and the passenger states on the package the nature of its contents; and
  - (ii) the passenger pays the following declared value charge: 1% of declared value for a passage/voyage of 1 to 7 days, 2% of declared value for a passage/ voyage of 8 to 21 days, 3% of declared value for a passage/voyage of 22 days and over.

It is agreed The Company's liability in respect of this sub clause shall not exceed the declared value, or AUD \$300 if no value is declared or the value has been misrepresented. In the case of any loss for which The Company is liable, its liability shall be computed on the same pro rata basis that the declared value bears to the actual value, but in no event shall The Company's liability exceed the actual value. This sub clause applies to baggage, valuables, personal belongings, including stateroom baggage and all other property of the passenger placed or intended to be placed aboard the vessel as to which The Company may become liable either before, during or after the intended passage/voyage.

- c. The liability (if any) of The Company for damage suffered as a result of the loss of life or personal injury to the passenger shall be determined in accordance with the relevant terms and provisions of the International Convention relating to the Carriage of Passengers and the Baggage by Sea adopted at Athens on the thirteenth day of December, 1974 which relevant terms and provisions including the full deductible allowed under Article B(4) are hereby incorporated into this Passage Contract as if set out fully hereunder and liability shall in no circumstances exceed the limits there provided from time to time.

- II. Nothing contained in this Passage Contract shall prevent The Company from claiming in the courts of any country the benefit of or derogate in any way from any statutory protection or limitation of liability given to The Company by the laws of such country or by the laws governing this Passage Contract including where appropriate Part VIII of the Navigation Act. (1912 as amended) (Commonwealth of Australia).

- III. Each of the articles and clauses contained in this Passage Contract shall be severable and should any such article or clause be held invalid, void or unenforceable, the remaining provisions shall nevertheless have full force and effect.
- IV. Nothing contained in this Passage Contract shall be read or applied so as to purport to exclude, restrict or modify or have the effect of excluding, restricting or modifying the application in relation to the supply of any goods or services pursuant to this Passage Contract or any documentation issued in connection therewith of all or any of the provisions of Part V of the Trade Practices Act (1974) (Commonwealth of Australia) or any other Australian (federal or state) legislation the effect of which by law cannot be excluded, restricted or modified.

### A. GENERAL PROVISIONS

#### Art. 1 – Non Transferability

This Passage Contract is valid only for the passenger or passengers named herein for the date and vessel indicated or any substitute vessel and is not transferable.

#### Art. 2 – Passage Contract Constitutes Entire Agreement

Except as specified in the Guest Information Form completed by the passenger when reserving passage which booking form and the terms and conditions thereon are deemed part of this Passage Contract, all prior understandings and agreements heretofore entered into between the passenger and The Company whether written or oral are superseded by and merged in this Passage Contract, which alone fully and completely expresses the agreement between the passenger and The Company.

#### Art. 3 – Amendment of Contract Terms

No amendments to this Passage Contract shall be valid unless made in writing and signed by a duly authorised representative of The Company.

#### Art. 4 – Acts of God, Strikes, Or Other Conditions Beyond-Control

The Company shall not be liable for delay or inability to perform this Passage Contract or any part thereof caused by or arising out of strikes, lockout or labour difficulties, or shortages and whether or not The Company be party thereto, or explosion, fire, collision, stranding or foundering of the vessel or failure of or damage to the vessel or its hull or machinery or fittings howsoever and wheresoever any of the same may arise or be caused, or civil commotion, riot, insurrection, war, government restraint or requisition, political disturbance, inability to secure or failing of supplies including fuel, acts of God, or other circumstances beyond The Company's control. In all such events the provision of Article 11 and 12 as applicable shall apply.

#### Art. 5 – Delay, Change or Substitution

- a. The Company may for any reason whatsoever and at anytime substitute another vessel for the scheduled vessel whether or not owned by The Company, permit the vessel to call at any ports other than those scheduled, commence or terminate the voyage from or at any ports or ports other than those scheduled, or advance or delay the scheduled date and hour of sailing or disembarkation without obligation or liability of any kind in respect thereof to the passenger except as provided in these Terms and Conditions.
- b. The Company may at anytime for any reason whatsoever provide accommodation to the passenger different from that already assigned to or provided for the passenger.

#### Art. 6 – Itinerary and Trans-Shipments

The Master has full authority to proceed without pilots, to tow or to be towed and assist vessels in all circumstances, to deviate from the ordinary route in any directions, to any distance and for any purpose, to delay or to terminate the voyage, or to put back or to put into any port, and to transfer the passenger and the passenger's baggage to any other vessel or to any other means of transportation whether belonging to The Company or not, whether or not bound for port or destination, even though resulting in delay.

#### Art. 7 – Passage Contract Includes All Liberties Rights and Benefits

For the purpose of this Passage Contract all liberties, rights and benefits herein contained and anything done or not done in pursuance of any liberty, right or benefit shall be included in and shall form part of this Passage Contract.

### B. ADDITIONAL CHARGES AND TRAVEL REQUIREMENTS

#### Art. 8 – Extras and Charges

- a. The passenger shall pay the charges for all on board services mentioned in Article 15 at the prevailing rates or tariffs on demand and before disembarkation.

- b. Embarkation and landing charges, port, handling costs and taxes are not included in the passage fare and shall be paid for by the passenger in addition to the passenger fare.

#### Art. 9 – Documents, Health, Conduct and Search

- a. The passenger shall comply with any Government travel requirements, shall possess and present exit, entry and other necessary documents and shall arrive aboard the vessel by the time fixed by The Company or, if no time is fixed, early enough to complete departure procedures.
- b. The passenger represents and warrants that the passenger is fit to travel and that the passenger's conduct will not impair the safety of the vessel or inconvenience the other passengers.
- c. Every adult passenger travelling with any minor passenger(s), shall be responsible for the conduct and behaviour of the minor passenger(s). The adult passenger shall be liable to The Company and shall reimburse it for all loss, damage or delay sustained by The Company because of any act or omission of the passenger or minor passenger(s).
- d. The passenger agrees to abide by all The Company's rules and regulations and all orders and directions of the vessel's officers or the ship's doctor and medical staff, or any medical officer purporting to represent any government.
- e. The passenger, in the interests of international security and safety at sea and in the interests of the convenience of other passengers, agrees and hereby consents to a reasonable search being made of the passenger's person, baggage or other property, and to the sequestration of any object which may, in the opinion of The Company, impair the safety of the vessel or inconvenience other passengers.
- f. The passenger must, at the time of booking the voyage, inform The Company in writing of any existing physical or mental illness, disability or any other condition for which the passenger or any other person in the passenger's care may require medical attention or special accommodation during the voyage or for which the use of a wheelchair or service animal is contemplated or necessary. If any such condition arises after the passenger has booked the voyage, the passenger must report the condition to The Company as soon as the passenger becomes aware of it. Failure to report any such condition will release The Company, the ship's doctor and all other personnel from any liability related to the accommodation or treatment of such condition or for any other conduct whatsoever in connection therewith. The Company at its discretion and at any time may refuse to transport any

passenger, land any passenger at any port or place, or transfer any passengers in other means of transportation, because of health or physical condition or because of conduct inconveniencing other passengers. The Company shall refuse passage to women who will have entered third trimester of pregnancy by the end of the voyage. The passenger hereby releases The Company from any and all liability for any injury or damages connected with the voyage which is proximately caused by a pre-existing illness or disability. The passenger acknowledges and agrees that The Company shall have no responsibility or obligation to provide any special services or equipment other than the services or equipment normally provided to passengers unaffected by disabilities.

- g. Reasonable expenses of any kind, including fines or penalties or duties or other charges, paid by The Company and attributable to the passenger's failure to comply with regulations of the vessel or any governmental authority shall be paid to The Company by the passenger on demand.
- h. The passenger shall have no right to any refund and The Company shall have no obligation or liability of any kind to the passenger in respect to any action taken by The Company in good faith under this Article 9.

#### Art. 10 – Changes Before Sailing

In the event of there being any adverse movement in currency exchange rates or costs of fuel or other operating costs of the vessel or of The Company between the date of reservation of passage and sailing The Company shall be entitled to impose a surcharge upon the passage fare of an amount to be assessed by The Company which the passenger shall pay prior to embarkation.

### C. CONTRACT, TERMINATION, CANCELLATION AND REFUNDS

#### Art. 11 – Termination of Passage Contract

- a. The Company may at any time for any reason whatsoever refuse to transport any passenger, or may land any passenger at any port or place, transfer any passenger to other means of transportation if any passenger becomes unfit to travel for any reason or terminate the Passage Contract at any time before departure of the vessel and (without limiting the generality of the foregoing) may terminate owing to the unavailability of the vessel (whether through charter out or otherwise) in all of which cases The Company's only liability will be to refund to the passenger the amount it has received for the Passage Contract.

# TERMS AND CONDITIONS



Britannia Club Balcony stateroom, Queen Mary 2

- b. In the event of the passenger wishing for any reason whatsoever to terminate the Passage Contract at any time The Company's only liability will be to refund to the passenger (provided the appropriate written notice referable to the scheduled date of departure has been received) the passage fare, less the applicable cancellation charge set out below.

#### Cancellation by Passenger

Cancellation notice must be received in writing or by fax to The Company (for details see back page). It should be marked to the attention of the Reservations department.

#### Cancellation Charges

Cancellation charges are calculated based on the remaining number of days before sailing when the written cancellation notice is received. For further details, refer to page 42 of the Cunard World Cruises 2011 brochure. **Note:** Cancellation charges apply to all travel including voyage, airfare and land arrangements. The Company is not responsible for cancellation penalties, charges or taxes imposed by airlines or other transportation carriers, tour and ground service operators, golf service operators or hotel properties. We recommend that you purchase travel insurance.

#### Booking Payments

Final payment on all bookings must be made no later than 90 days prior to sailing. Bookings are normally paid for with an initial deposit and a final payment. For bookings made within 90 days of sailing, a full and final payment will be required.

#### Art. 12 – Delay, Omission Or Change Of Ports

The Company may for any reason whatsoever change the scheduled port of embarkation, omit or change any scheduled call at any intermediate port or omit or change the scheduled port of disembarkation whether before or after the sailing of the vessel, without previous notice to the passenger and the passenger shall have no right to any refund and The Company shall have no obligation or liability in respect thereof to the passenger except as follows:

1. If the scheduled date and hour of sailing is delayed The Company will arrange, at no additional expense to the passenger, hotel accommodation for the passenger for the duration of the delay.
2. If the scheduled port of embarkation is changed The Company will arrange, at no additional expense to the passenger, substitute means of transportation (by sea, air or land to be determined by The Company) from the original port of embarkation to the rescheduled port of embarkation, or if such substitute transportation is not available The Company will refund to the passenger the amount it received for the Passage Contract.
3. If the scheduled port of disembarkation is changed The Company will arrange, at no extra expense to the passenger, substitute means of transportation (by sea, air or land to be determined by The Company) to the point of disembarkation from the nearest port at which the vessel calls without right to any refund.
4. If any scheduled call at any intermediate port or ports is omitted or changed, The Company's sole liability in respect thereof is to make a pro rata refund to the passenger based upon the number of whole days the passage/voyage is reduced provided that the omission shortens the scheduled duration of that passage/voyage by more than 24 hours.
5. If for any other reason the scheduled duration of the passage/voyage is shortened, The Company's sole liability in respect thereof is to make a pro rata refund to the passenger based upon the number of whole days the passage/voyage is reduced provided that the scheduled duration of the passage/voyage is shortened by more than 24 hours.
6. If for any reason the scheduled duration of the passage/voyage is lengthened, The Company shall have no liability in respect thereof to the passenger for the extended period and the passenger shall not be entitled to any payment or compensation for the delay.

#### Art. 13 – Non-Use Or Part Use Of Passage Contract

If for any reason, whether or not due to causes beyond the passenger's control, the Passage Contract is not used by the passenger for the passage/voyage on the date and vessel indicated or any substitute vessel, or the passenger joins or leaves a passage/cruise while in progress so that the Passage Contract is used for only part of the stipulated passage/voyage, there shall be no right to any refund (except as stated in Article 11 and 12 where applicable) and The Company shall have no obligation or liability for such non-use to the passenger. This Article covers non-use or part use for any reason whether or not due to causes beyond the passenger's control, including circumstances where the passenger takes a connecting air flight whether or not arranged through The Company for the passenger, and because of delay of the aircraft or for whatever other reason the passenger fails to board the vessel before sailing from any port. If this occurs the passage/voyage under the Passage Contract shall be deemed completed and this Passage Contract performed without right to any refund and The Company shall have no further obligation in respect thereof to the passenger.

#### Art. 14 – Notices And Payments

Where the passenger books the passage/voyage through a travel agent or tour operator or other intermediary, the passenger acknowledges that the agent, operator or other intermediary acts solely as the passenger's agent.

#### D. SERVICES, PRODUCTS AND TRANSPORTATION PROVIDED BY OTHERS

##### Art. 15 – Independent Contractors, Occurrences Not Aboard The Vessel, Tours Etc.

The passenger shall have no right to any refund by The Company in respect of and The Company accepts no responsibility for acts or omissions of independent contractors, who are not agents or employees of The Company. The passenger agrees that The Company shall have no liability of any nature

for injury, loss or damage to person or property as a result of any act, omission or negligence of any of these contractors or any other person providing to the passenger any of the off-ship services relating to the passage/voyage and the passenger hereby releases and discharges The Company against or for any such injury, loss or damage. Arrangements with independent contractors include but are not limited to the following:

1. Services or products available for the passenger's convenience on board the vessel & furnished by doctor(s), dentist(s), nurse(s), barber(s), hairdresser(s), manicurist(s) masseur(s), photographer(s), entertainer(s), instructor(s), shopkeeper(s), and others.
2. Services, products or transportation elsewhere than aboard a vessel owned or operated by The Company which are furnished by others in connection with excursions, shore trips, hotels, tender service, trans-shipments, transportation by others whether by air, rail, land or by other means, or connections between its vessels and other carriers.
3. Other services, products or transportation provided elsewhere than aboard the vessel owned or operated by The Company in connection with tours whether arranged or organised by tour operators, travel agents, The Company or Cunard. Tours including hotels and transportation by vessel or by air, rail or land are not under the operation and control of The Company, and The Company makes no representation of any kind as to them.

#### E. BAGGAGE, VALUABLES, PERSONAL BELONGINGS AND OTHER PROPERTY

##### Art. 16 – General Requirements

- a. The passenger must carry by hand all fragile and valuable objects.
- b. A reasonable amount of hand baggage is permitted in the cabin for use during the passage/voyage free of charge. For all other baggage an excess baggage charge based on the current rate shall be paid by the passenger to the Baggage Master aboard the vessel.
- c. Baggage of any variety including excess baggage, whether placed in the cabin or in the baggage room or in the hold, must contain only personal effects of the passenger and in any event The Company shall have no obligation or liability of any kind to the passenger for loss of or damage to fragile, perishable articles.
- d. The passenger must not carry as baggage, or bring on board, weapons, explosives or inflammables or other dangerous or harmful articles of any kind.
- e. Animals of any kind cannot be brought aboard without the prior written permission of The Company. Animals must be kept in the kennels provided by The Company and are not permitted in the cabins or other public spaces aboard the vessel.

- f. No passenger may drink any alcoholic drink aboard the vessel unless the servants or agents of The Company have served that drink to the passenger. In the event of the passenger bringing on board any liquor in excess of the quantity permitted for landing duty free at the port of disembarkation such liquors shall be placed in bond aboard the vessel and returned to the passenger upon arrival at the port of disembarkation.
- g. All baggage must be securely packed and distinctly labelled with passengers full name, vessel, date of sailing and destination, and if the passenger fails to do so, The Company shall not be liable for loss or damage to or delay in delivery of the baggage.
- h. Baggage not claimed upon arrival of the vessel will be stored at the passenger's risk and expense.
- i. The passenger shall not be liable in respect of baggage or personal effects or property to pay or be entitled to receive any general average contribution.

#### F. CLAIMS AND ACTIONS

##### Art. 17 – Notice Of Claim

- a. Any claim for loss of life or injury shall be notified to The Company in writing within 30 days from the date when the loss of life or injury occurred.
- b. The Company will only be liable (if at all) for loss or damage to baggage, valuables or personal belongings if the passenger reports in writing the loss or apparent damage together with particulars of all insurance cover to the Purser or to The Company's representative or agent at or before disembarkation or redelivery of the baggage if later. If the loss or damage is not apparent the passenger shall make the report within 7 days after disembarkation or redelivery if later. When the passenger reports the loss or damage The Company shall be given the opportunity of inspection to ascertain the extent of the loss or damage.
- c. Any claim for which there is no notice provision in this Passage Contract shall be notified within 30 days after the passenger's arrival at destination or in the case of non arrival from the date on which the passenger should have arrived.
- d. Written notice is required under this Article and shall be given as follows: 203 Pacific Highway, St Leonards, NSW 2065, Australia; Locked Bag 1014, St Leonards, NSW 1590, Australia; or at 24305 Town Centre Drive, Santa Clarita Cal. 91355 USA.

##### Art. 18 – Time Limits For Actions

- a. Any action arising out of loss of life or injury to a passenger shall be extinguished if not commenced within one (1) year of the date when the loss or injury occurred.

- b. Any other actions, including but not limited to actions arising out of damage to or loss of property or for breach of contract, shall be extinguished unless commenced within one (1) year after the passenger's arrival at destination or in the case of non arrival from the date on which the passenger should have arrived.

##### Art. 19 – Passage Contract Applies To Claims, Actions Or Litigation Of Any Kind

This Passage Contract applies to claims, actions and litigation of any kind whether against The Company "in personam" or the vessel "in rem" or otherwise. It is agreed by and between the passenger and The Company that any and all disputes and matters whatsoever arising under, in connection with or incidental to this Passage Contract or the service thereunder provided by The Company shall be litigated (if at all) in and before any court located in the State of California, USA to the exclusion of the courts of any other state or country provided that where the vessel was in an Australian port or off the Australian coastline when the incident, the subject of the dispute, occurred, The Company and vessel submit to the jurisdiction of any State or Federal Court located in the State of New South Wales, Australia.

##### Art. 20 – Benefits of Limitation of Liability

It is hereby expressly agreed that no servant or agent of The Company (including every contractor whose services are from time to time utilised by and for the purposes of The Company) shall in any circumstances whatsoever be under any liability whatsoever to the passenger for any loss, damage or delay of whatsoever kind arising or resulting directly or indirectly from any act, neglect or default on his or her part while acting in the course of or in connection with his or her employment or agency and, without prejudice to the generality of the foregoing provisions in this Article, every exemption, limitation, condition and liberty herein contained and every right, exemption from liability, defence and immunity of whatsoever nature applicable to The Company or to which The Company is entitled hereunder shall also be available and shall extend to protect every such servant or agent of The Company (including such contractors as aforesaid) acting as aforesaid and for the purpose of all the foregoing provisions of this Article The Company is or shall be deemed to be acting as agent or trustee on behalf of and for the benefit of all persons who are or might be The Company's servants or agents from time to time (including such contractors as aforesaid) and all such persons shall to this extent be or be deemed to be parties to this Passage Contract.

THE TERMS OF THE PASSAGE CONTRACT WILL APPLY TO THE INTENDED PASSENGER, PLEASE READ THEM.

## GENERAL INFORMATION



Cunard Line is a brand of Carnival plc. References to Cunard in these terms and conditions shall be deemed to be references to Carnival plc.

### Responsibility

Transportation of guests and baggage on Cunard are governed by the Cunard Passage Contract, a copy of which will be included with your preliminary documents or upon request. The Passage Contract represents the entire agreement between Cunard and the guest. It is important that you carefully read the entire Passage Contract as it sets out the rights and responsibilities of Cunard and the guest and the procedure for resolution of disputes which must take place in Los Angeles County, California. Clients must be residents of Australia to book voyages from this brochure.

Cunard shall have the right to cancel or alter in any way any scheduled sailing or itinerary which, in its sole judgment and discretion, is justified for any reason and to do so without liability for damage or for any loss to guests. Cunard also reserves the right, in the event of a full-ship charter or for any other reason, to cancel reservations and bookings whether or not a deposit or full payment has been received. In such an event, Cunard's only liability will be to refund to guests the amount it has received.

The guest is responsible for arriving at the respective ports on time for embarkation and for joining the vessel at its next port of call, if for any reason, a scheduled sailing is missed. Cunard reserves the right to refuse or discontinue passage to anyone when in Cunard's sole judgment, it would be considered a risk to the guest's own safety, well-being and health or a risk to the safety, well-being, comfort and enjoyment of any other guest or crew member.

### Deposits

For the booking to be confirmed a 10% deposit must be received in office and applied to the booking (advice of payment is not accepted) within seven days of making the booking or it will be cancelled. Deposits are non-refundable and non-transferable. A signed and fully completed Guest Information Form is also required.

### Balance of Payment

Full payment for all voyages must be received by Cunard no later than 90 days prior to sailing. All reservations are subject to cancellation if payments are not received by the due date, and are guaranteed only when paid in full at 90 days prior to sailing. Reservations made within 90 days of sailing require full payment within seven days of the reservation or sooner, as specified by Cunard.

### Methods of Payment

Only Australian dollar payments are accepted via electronic funds transfer, travel agency cheque, bank cheque, personal cheque, American Express, MasterCard, Visa or Diner's Club Card. An additional 1% credit card service fee will be applied to the dollar amount paid by credit card. Expenses incurred for on board services/products by the guest or by Cunard on behalf of guests, shall be paid by guest prior to disembarkation.

### General Cancellation / Refund Policies

The following policies shall apply to any and all cancellations including cruise and pre- and post-package charges:

#### Days Before Sailing

91 days or more	loss of deposit
90-61 days	25% of total fare
60-31 days	50% of total fare
less than 31 days	100% of total fare
	or Non Appearance

The above cancellation charges apply to all travel including cruise, land arrangements and optional land extensions. If non-cruise components only are cancelled, the guest will be responsible for any cancellation charges imposed by other transportation carriers, tour and ground operators or hotel properties.

### Refunds

Before a determination regarding a refund can be made, all voyage documents must first be returned to Cunard Line. Partial use of voyage and land extension does not qualify a guest for a refund. All refund requests pertaining to cruise and land are subject to final review by Cunard.

### Early Booking Savings Fares

The full brochure fare represents the maximum fare for the given category. Depending on the cruise, most or even all passengers may have qualified for a discount on the full fare. Discounts available after the Early Booking Savings period ends may be lower but may also be higher.

### Fuel Supplement

Cunard may elect to impose a fuel supplement at any time, in which case the supplement will apply to new bookings only. The total price quoted to you at the time of booking will be inclusive of any applicable fuel supplement.

### Travel Insurance

We strongly recommend that all guests purchase comprehensive Trip Cancellation/ Interruption Insurance. We also urge you to purchase medical and emergency evacuation covers.

### Baggage and Valuables

Though we take reasonable care in the handling of baggage, Cunard's responsibility for lost, damaged or misplaced baggage and other personal property is limited by the Passage Contract. Cunard Line is not responsible for camera equipment, laptops, cash or other similarly fragile and valuable items contained in checked or unchecked baggage. These items, as well as medications and prescriptions, should be carried on and off the ships by the guests themselves. Safe-deposit boxes or in-room safes are available free of charge on board. For your safety, all guests and all baggage must pass a security checkpoint.

## GENERAL INFORMATION



### Children Travelling with an Adult

Children under 18 years of age must be accompanied by an adult and must be at least one year of age to sail on a World Cruise.

### Alcohol and Gambling Policy

Alcohol (duty-free or otherwise) is available for purchase and will be delivered to your stateroom on the last day of your voyage. Alcohol purchased at any port of call including the port of embarkation may not be consumed on board. It will be collected at the gangway for safekeeping and delivered to your stateroom on the last day of your voyage, prior to disembarkation. You may bring one bottle per person of wine or champagne on board to celebrate special occasions. If consumed in the dining rooms or alternative restaurants, each bottle will be subject to a USD15 corkage fee. Guests must be 18 years of age or older to purchase and drink alcohol (whilst in US waters, the legal drinking age of 21 years old is enforced) or gamble on board Cunard.

### Embarkation / Disembarkation

The ship generally will be available for embarkation two hours before the scheduled sailing time. Due to limited facilities, guests should not arrive earlier than the embarkation time noted on final documents. On disembarkation day, staterooms must be vacated at the time advised by the Hotel Manager. Once customs and immigration clearance has been completed, guests should allow three to four hours for transfer time to the airport.

### Guests with Disabilities / Special Diets

Guests with disabilities or requiring assistance are welcome aboard Cunard vessels. Due to the configuration of our ships, however, wheelchair users and individuals with sight impairments may experience some difficulties in accessing certain areas. Where such individuals would be unable to be safely and comfortably accommodated due to such barriers or other criteria, we may

suggest that the guest be accompanied by a companion. Some ports of call require tenders to go ashore and may preclude passengers using a wheelchair from leaving the vessel; this decision must be made by the ship's Captain and is binding. Upon notification by a guest with a disability, Cunard Reservations will provide stateroom and bathroom doorway widths and other pertinent access limitations on board the vessels. Cunard is pleased to permit individuals to bring service animals on board. In order to make appropriate arrangements, notice that a guest will be travelling with an animal must be provided at the time of booking. Local laws or customs may prevent animals from disembarking at particular ports and countries. It is the guest's obligation to obtain all documents/health certificates that may be required. Consult local customs authorities for information and requirements. Guests with conditions requiring ongoing medical assistance may be asked to have their physician provide a confidential certification form to ensure that they may travel safely. If guests have special dietary needs, Cunard must be advised at time of booking or, at the latest, six weeks before sailing. Every effort will be made to comply with such requests.

### Services Provided by Independent Contractors

All shoreside tours and services described in this brochure, including transfers and shore events are provided by independent contractors. Cunard acts solely as the ticketing agent for all shoreside activities. Cunard shall have no obligation or liability of any kind to guests for acts or omissions in connection with or arising out of arrangements with independent contractors, including but not limited to airline carriers, ground/tour operators, hotels and on board physicians since they are neither agents for nor employees of Cunard.

### International Travel Documents & Health Information

It is the guest's obligation to obtain a valid passport, visas and public health documents for all applicable ports of call and overland tour destinations. Your passport must be valid for a minimum of six months past the last day of your trip. Consult your Travel Agent for advice on such requirements.

Depending on the area of the world visited, vaccination/immunisation requirements vary considerably, and are subject to change at any time. We suggest that guests travelling outside of their country of residence consider being immunised against Hepatitis A, Typhoid, Diphtheria, Polio and Tetanus. An international certificate, approved by the World Health Organisation, is the best medium for verification that inoculations and vaccinations have been satisfactorily performed, and is accepted by health officials at all ports of call. We strongly recommend that all guests contact their personal physician, the Department of Public Health or the Centres for Disease Control to obtain expert medical immunisation recommendations for their intended itinerary and travel plans and to specifically address Malaria and Yellow Fever requirements in time to receive any necessary vaccinations/immunisations. Any malaria prophylaxis medication recommended must be obtained prior to joining the vessel.

Every effort has been made to ensure that the information presented is accurate at the time of printing. Ship details and other information presented are subject to change at any time, at the discretion of Cunard. Due to the popularity of Cunard's World Cruises some sectors may have limited or no availability. Please contact Cunard for updated availability and fares.