

# GENERAL INFORMATION

## Baggage

There is no restriction on the amount of luggage that you may bring on board the cruises but all luggage must be able to be stowed in your cabin. In order to reduce the risk of accidental damage during baggage handling, please do not over pack your suitcases and also ensure that no one item of baggage weighs more than 20kgs. As there are no separate Baggage Room facilities aboard our ships, it should be noted that all baggage must be stored within the cabin. Under bed storage is available in most cabins for suitcases not exceeding 23cms / 9 inches in depth. We strongly recommend the use of security locks for your luggage for all parts of your journey. Jewellery, medication, travel documents, passport and other valuables should be kept in your hand luggage. All baggage should be clearly labeled, do not forget to specify your name and cabin number on the luggage labels. The Company is not responsible for any loss or damage to your luggage during transit to or from the ship. In case of loss or damage advise the carriers involved and your insurance company.

## Booking Conditions

In order to travel aboard our ships it is important that passengers read and sign, or in the case of web bookings, acknowledge that they have read the Booking Conditions, which cover the detailed terms and conditions under which bookings are accepted. It is the passenger's responsibility to ensure that all the ship's manifest information, including, but not limited to, full names, dates of birth, passport details, travel insurance and medical declarations are provided to the company in a timely manner. Failure to provide such information and a signed acknowledgement of our Booking Conditions could result in the issuing of tickets/ documentation and/or boarding at Embarkation being delayed. In extreme circumstances, the permissions to board could be refused.

## Brochure Information

The information contained in this brochure has been checked for accuracy and is correct at the time of printing in January 2013. Worldwide events subsequent to this date may necessitate unavoidable alterations to our planned schedules. Any such changes deemed to be significant or fundamental to your booking will be advised to you accordingly. It should also be noted that the destination photography and maps are generic to the locations depicted and may not be a specific representation of sights or images to be viewed in a particular port of call on the cruise booked. Similarly, cabin photography is typical of the category shown but individual furnishings and colour schemes may vary within the same cabin grade.

## Children and Teens

There are no dedicated custom-built recreational facilities for children aboard Astor, when numbers dictate, the cruise staff may arrange activities for children five - twelve years. Children over five, teenagers, and parents will be invited to join in special activities during school holiday cruises. Nevertheless accompanied children and teenagers under the age of 18 at the date of sailing are of course welcome on board and, when occupying a third or fourth berth in a cabin with two full fare paying passengers, travel at the reduced extra bed rate on the fare grid, not applicable to category 2 quad. Special family fares are also available on selected cruises. Children and teens under the age of 18 at the date of sailing but occupying a twin cabin with just one accompanying adult, are charged at the full adult fare. Children under the age of 18 years old must be accompanied by an adult or over. Guests under 18 and not traveling with their parents must bring a signed written letter of consent with them. We are unable to carry infants under the age of six months at the time of sailing. Please note that Marco Polo is child-free and therefore for the enjoyment of adult passengers only (16 years and above at the time of sailing).

## Duty Free Sales

**Domestic Cruises:** Under the conditions of the ships liquor licence passengers are not permitted to bring liquor onto the ship for consumption during domestic cruises or cruises to nowhere.

**International Cruises:** It is Cruise & Maritime Voyages policy that passengers are not allowed to bring liquor onto the ship for consumption during the cruise. The on board shops are open daily when each ship is at sea, but local customs regulations do not permit the sale of duty free goods whilst a ship is in port. **It should be noted that liquor and tobacco products purchased would only be delivered to your cabin on the last day of the cruise.** Drink and tobacco may of course be purchased throughout the cruise from the ships' bars at the listed shipboard prices.

## Electrical Appliances

All cabins feature 110v and 220v current and have an electrical socket to allow small appliances such as electric shavers, electric rollers and hair stylers to be used. Each bathroom is equipped with an integral hair dryer. **It is advisable to bring a European two-pin electrical socket suitable for small appliances.** A European adaptor will be necessary and is not available onboard. For safety reasons irons and water heating devices are not permitted to be used onboard.

## Embarkation/Disembarkation Arrangements

The embarkation procedures normally commence 3 hours prior to the published sailing time. At final disembarkation, you should allow approximately 90-120 minutes from the scheduled arrival time before disembarkation. The full embarkation and disembarkation procedures and timings will be confirmed when tickets and cruise documentation is dispatched usually 14 days prior to sail date.

## Extras not included

Please refer to page 9 for what is included in the fare. Unless otherwise stated, the following extras are not included: - travel insurance; travel joining costs to the port of embarkation; optional shore excursions; port parking; on board expenditure of a personal nature i.e. drinks, gifts, shopping, laundry, communications, medical expenses, etc any visa & health certificate charges that may apply.

## European cruises

Fares for European cruises are cruise only excluding flights.

## Gratuities

Gratuities for dining staff and your cabin attendant are included in your Astor cruise fare. However according to international custom in the hospitality industry, tipping is accepted as the standard recognition of good service. Therefore we encourage you, if you feel a member of the staff has gone above and beyond the call of duty, you are more than welcome to tip them separately. Please note gratuities are not included in the UK program on Discovery and Marco Polo and will be automatically added to your onboard account.

## Government taxes and port charges

Government charges and port taxes are included in your fare.

## Guaranteed Cabins

If we accept your booking, but are unable at the time to quote you a specific cabin number, or you have booked one of the Voyager Cabin Guarantees that are available on certain cruises, we shall allocate you a 'guaranteed' cabin at the fare quoted for your chosen grade of accommodation. Please note that you may ultimately be berthed in a higher grade of cabin for the same price, but in some circumstances this may be located on a lower deck. In most cases, the cabin number will be confirmed at the ticketing stage; however, we reserve the right to make changes up to the time of embarkation.

## Health Requirements

For more information please check with your health care professional. Australian passengers should log onto [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au) for up to date information on health and travel alerts from the Australian Government. You can also access online information resources from the World Health Organisation website at [www.who.int/vaccines-diseases](http://www.who.int/vaccines-diseases) and the Centres for Disease Control website at [www.cdc.gov/travel](http://www.cdc.gov/travel).

## Holiday & Accommodation Information

In this edition of our brochure, we have endeavored to provide as much essential information as space permits about ASTOR, Marco Polo and Discovery. However, please bare in mind that from time to time, certain facilities, activities entertainments and shore excursions may be altered or withdrawn due to adverse weather conditions, lack of demand, essential maintenance work or other reasons beyond our control.

## How to Book

A deposit is required within seven days of booking.  
\$150 per person for cruises of less than 8 nights duration  
\$200 per person for cruises of 8 – 12 nights duration  
\$400 per person for cruises longer than 12 nights duration

Bookings will be automatically cancelled if the deposit is not received by the due date.

Final balance is due 90 days prior to departure. We reserve the right to cancel any booking not paid in full by the due date and any cancellation fees will apply. Reinstatement of nonpaid bookings is subject to availability. Booking forms can be downloaded from [www.cmvaustralia.com](http://www.cmvaustralia.com)

## Itineraries

It should be noted that the cruise itineraries published in this brochure are subject to amendment. Should major changes to the ports of call, other than timing adjustments or the order in which they are visited, become necessary we shall endeavor to notify you in advance. Please note that in the event of adverse weather or sea conditions that prevent a vessel from calling at one of the scheduled ports of call, alternative arrangements will be made where possible. The order of visiting scheduled ports of call may also be varied due to congestion, tidal or other operational reasons.

## Manage My Booking

Our online facility Manage My Booking, accessed through our website, enables you to view your booking at any time and complete or amend the personal information of all of the passengers on your booking. Visit [www.cmvaustralia.com](http://www.cmvaustralia.com) and click on the Manage My Booking icon button on our home page.

## Laundry

There is no public laundry. It can be left with your steward and prices are in your cabin.

## Medical Declarations

In the interest of your own safety and well-being, you must be fit and healthy to take your cruise and all other travel arrangements that you book with us. Therefore, the Company must be advised at the time of booking of any pre-existing medical condition and of any change to a passenger's condition that occurs between booking and the sailing date. Medical Declarations, on the Company's official form, will be required by all passengers including those who a) are pregnant or b) have a mental or physical disability, including mobility limitations. The Declaration Forms are sent to passengers once bookings are confirmed. If you are traveling with a medical apparatus, please advise us in writing at the time of booking so that we can ensure the apparatus will operate onboard. Cruise & Maritime Voyages reserves the right in its absolute discretion to refuse boarding to persons who in the opinion of the Company's Medical Consultant are unfit to undertake the cruise or who have failed to make full disclosure of the nature of their condition.

Upon arrival at the embarkation port, you will also be required to complete a Public Health Questionnaire. If you have suffered from any viral symptoms such as diarrhea, vomiting or flu-like symptoms within the 48 hours before sailing, you must immediately contact your GP and notify us providing details of the symptoms suffered. Based on the information you provide, if we reasonably feel that you are not fit to travel, we will not allow you to board. Furthermore it is the passenger's sole responsibility to identify any specific vaccination and health requirements for each port of call. Please note that it is passenger's responsibility to bring enough prescribed medication with them to last the duration of their cruise.

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The Company regrets that it cannot accept bookings from passengers who will be twenty-eight weeks pregnant or more by the end of their cruise. **Please note that a failure to disclose a specified medical condition may additionally invalidate your travel insurance.**

## Medical Services

The services of our qualified medical staff are available to you on board in the event of 'mal de mer' or an emergency. There is a scale of charges for surgery visits and medical treatment. Such charges are usually claimable under your travel insurance policy, less any excess amounts. It should be noted that Medicare in Australia does not cover treatment on the ship. There is a scale of charges for surgery visits and medical treatment, which will be added to your bill. Cruise & Maritime Voyages is not a healthcare provider, and is not liable for any act or omission of doctors or other providers of service or those under their orders with respect to the treatment, advice, care or services of any kind given by such persons to any passengers. These medical providers exercise their own judgment and expertise. Seasickness tablets are available from Reception at a nominal charge.

## Mobility /Special Needs

If you or one of your travelling companions has a mobility limitation or special needs, it is essential that you contact our office to allow us to discuss your requirements before you make a booking. In the interests of safety, and in order to ascertain whether you or members of the party travelling with you have specific mobility or other special needs, you will be asked a series of questions. The answers to these will enable us to determine that you, any other person in your booking, and any equipment that you or they are intending to bring on board can be carried safely for the duration of your cruise. This will then be confirmed in writing to you, and will enable your booking to proceed.

A cruise is quite unlike a land-based holiday and the ships of our fleet are not ideally suited to prospective passengers in wheelchairs or those who have limited mobility. It should be noted that the layout of the ship could considerably restrict such passengers' movement around the vessel and indeed preclude access to some of the ports of call, where gangway conditions are not conducive or passengers are conveyed ashore by tender. At anchorage ports, access to or from the tenders or launches requires a certain level of mobility which is necessary to manage the steps to the tender platform and to physically board and disembark from the vessel. It should be noted that, on safety grounds, those with restricted mobility may be unable to go ashore at such ports.

## On Board Payments

All prices on board ASTOR are quoted in Australian dollars and a cashless system is in operation for all your on board purchases. An account is opened for you at the start of your cruise and you sign a debit when purchasing goods and services on board. This is charged to your shipboard account and a final invoice is presented at the end of the cruise itemising all charges. This can be settled by American Express, MasterCard or Visa credit cards, or by Visa debit cards, and of course, cash. **It is not possible to use personal or travellers cheques to settle on board accounts.** The Reception staff also offer a facility to purchase small amounts of certain foreign currencies for use in some of the ports of call.

## Online Bookings

For a quick and convenient way to make your cruise booking aboard ASTOR, Marco Polo or Discovery, please book online at our site [www.cmvaustralia.com](http://www.cmvaustralia.com). Our online booking service offers you a choice of cabin numbers and an immediate confirmation sent direct to your e-mail address. Once made, you can also view and maintain or add additional information through our Manage My Booking facility, described above.

## Passports/Visas

### Domestic Cruises

Passports are not required for short break weekend or domestic cruises. A form of identification is required, drivers licence, medicare or credit card are acceptable.

### International Cruises

Passports are required on all international cruises and must have at least six months validity from the end of the cruise. Guests not traveling on an Australian passport must have a re-entry visa for Australia. Travel on your cruise will not revalidate an Australian re-entry visa. It is the passenger or their travel agents responsibility to obtain the necessary visa and to check with us to ascertain if any group visas are applicable to the ports visited on the cruise. Guests who do not have proper documentation may be refused boarding and will be subject to fines or costs incurred. Such circumstances are not covered by insurance and no refund claims will be entertained.

## Pullman Berths

A number of cabins can accommodate a third or fourth passenger in upper pullman berths. Such berths are accessed by a short ladder, which is stored in the cabin and when not in use, the berths are folded back against the cabin wall. Potential occupants of pullmans therefore need to be sufficiently fit and able to climb the ladder to reach their berth. Please refer to the deck plans to ascertain which cabins offer pullman berth capacity for additional occupants.

## Quality Control

In order to maintain a high standard of customer service, please be aware that telephone calls made to our Reservations Department are recorded for monitoring and training purposes.

## Refreshment Facilities

Complimentary tea and coffee is available from the relevant refreshment station on each ship between the hours of 06.30 and 22.00 each day. Outside of these times, you may purchase hot drinks and a range of specialty coffees from any of the ship's bars. The water in your room is chlorinated and bottled water can be purchased.

## Restaurant & Table Reservations

Whilst breakfasts and lunches are generally served in the restaurant on an open seating basis, two sittings with allocated seating are operated for dinner in the evening. On days at sea, these sittings are normally timed to commence from 18.00hrs and 20.15hrs and these timings may vary during port days. You should state any preferences for a particular dinner sitting and/or table size at the time of booking. **Please note that requests for specific dining sittings and/or table sizes will be treated strictly on a 'first come, first served' basis and will be subject to availability.** Whilst every effort will be made to accommodate preferences, no guarantee or confirmations can be given.

## Safety on Board

Shortly before the ship sails, or if this is not possible within 24 hours of departure, a full safety drill will be held and this compulsory exercise will give passengers precise information of what to do and where to muster in the event of an emergency on board as well as important instructions about life jackets and the emergency procedures in place. In the event of adverse weather or sea conditions it is important to take extra care moving around the ship, making use of the handrails and heeding any special instructions given over the P.A. system. In certain sea conditions, use of the passenger lifts may be suspended for the duration and outside cabins on the lower decks may have protective covers, known as deadlights, placed over their portholes. These covers will therefore exclude natural light from the cabins affected. Such restrictions will be lifted as soon as it is practicable.

## Security

For your complete security and peace of mind, there are stringent security measures in force. All cabin baggage will be electronically screened, hand baggage may be examined and you will be required to pass through an X-Ray arch prior to boarding the vessel. At embarkation you will be issued with a personalised ID card that is used for gangway control purposes and validates you as a bona-fide passenger. We regret due to security reasons visitors are not permitted onboard. Friends are allowed into the terminal to see you off, however they cannot pass into the restricted areas.

## Shore Excursions

An attractive programme of optional excursions is offered at each of our ports of call. At the time of going to print, the exact content and pricing of the programme has not been finalised, but you will be sent full details and a booking form with your pre-sailing information around eight weeks prior to sailing. We operate a pre-reservation service and, availability permitting; you will also be able to book on board with our Shore Excursion staff that will be pleased to assist you in selecting the excursions most suitable for your requirements. Full details will be advised with the pre-sailing information.

## Smoking Policy

Smoking is no longer permitted inside our ships. Consequently, all internal areas, comprising cabins, lounges, restaurants and other public rooms are non-smoking areas. Designated areas for smokers are available externally in selected areas of the open decks. We reserve the right to alter our smoking policy during the cruising season and should new national or international maritime legislation subsequently affect this policy, passengers will be informed on board accordingly.

## Special Diets

If you, or a member of your party, have a particular dietary requirement, we are able to offer the following dietary options: **Gluten-Free, Lactose-Free, Low Cholesterol, Low Fat, Low Salt and Vegetarian Meals.** If you have not done so at the time of booking, please advise any requirements no later than two weeks prior to departure.

## Technical Calls

A technical call, as highlighted in the itinerary, is a short duration visit to a port, which is made for a specific purpose only. Such reasons for scheduling a technical call include the taking on of fresh water or fuel oil or embarking or disembarking participants of an organised shore excursion, which commences at one port and rejoins the vessel at another. **It is not possible for independent passengers to go ashore during these brief technical calls.**

## Travel Insurance

It is a requirement that you hold fully comprehensive travel insurance cover that is valid for the entire duration of your cruise and provides health cover for pre-existing conditions and the cost of medical repatriations. It should also include Personal Luggage insurance as this is an important consideration, since there is limited liability for loss or damage. Failure to hold an appropriate travel insurance policy may result in you being refused boarding. Please ensure you bring copies of your insurance documents with you in case you require medical assistance.

## Valuables

Aboard ASTOR, Marco Polo and Discovery, each cabin has the facility of a personal safe for your valuables and important papers. The Company is not responsible for any theft or loss of any items not kept in the safety boxes. The Company does not accept responsibility for loss or theft of cameras, video cameras, chargers and other valuable electrical items which are your responsibility at all times.

