



5 April 2013

QUEEN ELIZABETH SOUTHAMPTON LANDING ARRANGEMENTS

Dear Guest,

This document contains important information concerning your disembarkation. Please read the following information carefully to ensure a smooth departure from the Queen Elizabeth. Should you have any further questions, please visit the Tour Office or Purser's Office.

ARRIVAL & PORT INFORMATION:

Queen Elizabeth is expected to arrive at Southampton at the Mayflower Cruise Terminal berth 106 on Sunday 7 April 2013 at approximately 6:15am local time.

BREAKFAST:

Early breakfast will be served in the Lido from 6.00am until 9.00am. Breakfast in the Queens Grill, Princess Grill, Britannia and Britannia Club Restaurants will be served from 6:30am until 8:00am. It is regretted that Room service will not be available for those guests finally disembarking on Sunday morning.

VACATING YOUR STATEROOM:

We kindly ask you to vacate your stateroom at the latest by 8:15am on Sunday morning. Please take your hand carry items (valuables, breakable items & medicines which should not be packed in your suitcases) at this time and make yourself comfortable in one of our public areas listed on the next page until you are called to disembark.

SETTLING YOUR ONBOARD ACCOUNT:

Guests finally disembarking, who have not already registered their credit card with the ship are requested to settle their onboard account at the Purser's Office, located on Deck 1, by the "B" stairway in the Grand Lobby which is open 24 hours. Guests who have registered their credit card for settlement of their onboard account need not attend, as a copy of your account statement will be delivered to your stateroom on Sunday morning, and your credit card will be billed directly.

CUSTOMS INSPECTION:

Customs Officials may be in attendance in the Mayflower Cruise Terminal as you disembark the vessel to perform spot check on your luggage.

DISEMBARKATION PROCEDURES:

Announcements will be made only at designated waiting areas. Only guests with the announced Luggage Tag Colour will be allowed to disembark at this time. **Please note that there will be no announcements through the public address system.** We anticipate the Main Disembarkation procedure to take place between approximately 8:30am and 10:00am and we kindly ask you to **remain seated in your designated Public Room indicated on page 2 of this document.**

Please do not congregate at the gangway as this will cause congestion and delay disembarkation.

SELF HELP EXPRESS DISEMBARKATION:

If you wish to disembark as early as possible or at anytime during main disembarkation and you are capable of carrying ALL your own baggage in one movement, you can apply for Self Help Disembarkation at the Tour Office or the Purser's Office. When disembarking Self Help, you do not need luggage labels. You must keep all your baggage in your stateroom overnight and meet in the Queens Room with your luggage from 7:00am. From there, you will be advised when self help disembarkation commences (anticipated to be at 7:15am).

Note: Porters will not be available at this time.

LUGGAGE:

Luggage can be placed outside your stateroom from 5.00pm on Saturday evening. Any remaining luggage should be placed outside your stateroom before retiring for the evening. We recommend that you keep your bags locked at all times. We suggest that any packed baggage is put out prior to 11.00pm on Saturday evening.

FINAL COLLECTION OF LUGGAGE WILL BE AT MIDNIGHT.

It is important that all tags on luggage are clearly marked with your full name in order to assist with identification.

UNITED KINGDOM CUSTOMS DUTY FREE ALLOWANCE:

For Tax & Duty free items purchased in countries outside the E.U. including the shops on board:

Beer – 16 Litres

Liquor – 4 Litres of wine

Alcohol – 1 Litre of spirits

Tobacco – 200 cigarettes or 50 cigars or 250 grams of tobacco.

Gifts & Souvenirs - Up to GBP 390.00

GUESTS ON CUNARD ARRANGEMENTS: These include: Cunard Airport/station transfers, cruise connect transfers, Post-Hotel transfers (included or purchased onboard), pre-paid private cars/limos/vans or those booked on board at the Tour Office. Please follow the instructions sent to you in your letter from the Tour Office.

USE ONLY THE LUGGAGE TAGS PROVIDED BY THE TOUR OFFICE IN YOUR ENVELOPE. Please do not use any other tags that may be delivered by your stateroom steward or stewardess and remember to take off any tags already on your baggage. Additional luggage tags can be obtained from your stateroom steward or stewardess.

The **MEETING LOCATION** for CUNARD TRANSFERS and CUNARD PRIVATE ARRANGEMENTS: Please meet in the location at the time indicated in the letter received from the Tour Office.

INDEPENDENT GUESTS WITH OWN ARRANGEMENTS:

You will be issued with new luggage labels for disembarkation. Your stateroom steward or stewardess will deliver these on Friday evening together with these landing arrangements. The colour will correspond to your deck. Please make sure each case has a new luggage label attached and remove all other coloured luggage labels.

Additional luggage tags can be obtained from your stateroom steward or stewardess. Please detach the coupon on the end of each tag – this will be used as your disembarkation card and must be shown at the gangway.

CUNARD WORLD CLUB LOUNGE FOR DIAMOND/PLATINUM:

We invite our Diamond & Platinum guests to relax in the Britannia Restaurant Upper Level on Deck 3, Stairway C, from 8.00am. Upon entering please present your key card to a staff member at the entrance. Refreshments and pastries will be served. If you have a Cunard package organised through the Tour Office you must be in the designated meeting place by the time stated in the letter you will have received from the Tour Office. Please note that all guests will be disembarking when their relevant luggage tag colour is called to disembark.

IMAGES PHOTO GALLERY:

The Photo Gallery on Deck 3 will be open for last minute photo sales and also for you to purchase the "Your Voyage" DVD on Sunday morning from 7.00am – 9.00am.

NEWSPAPERS:

We anticipate a selection of British and International newspapers being available for cash sale shortly after our arrival in the Café Carinthia on Deck 2.

MEETING TIME AND PLACE FOR ALL DISEMBARKING GUESTS AS FOLLOWS:

Kindly vacate your stateroom by 8:15am and relax in the Public Rooms listed below:

8:30am Queens Grill Guests – RED 2 TAGS

(Meet in the Grills Lounge on Deck 11)

8:30am Princess Grill Guests - RED 2 TAGS

(Meet in the Grills Lounge on Deck 11)

8:30am Heathrow Airport Transfers - RED 1, 3, 4 & 6 TAGS

(Meet in the Queens Room on Deck 2)

8:30am Gatwick Airport Transfers – BROWN 1 TAGS

(Meet in the Queens Room on Deck 2)

8:30am Priority for Diamond CWC Members - AQUA 4 TAGS

(Meet in the Britannia Restaurant upper level on Deck 3)

8:30am Victoria Station Transfers – BROWN 2 TAGS

(Meet in the Queens Room on Deck 2)

8:30am St Pancras Station Transfer – BROWN 3 TAGS

(Meet in the Queens Room on Deck 2)

8:45am Cruise Connect Transfers - GOLD 1 - 3 TAGS

(Meet in the Queens Room on Deck 2)

9:00am Land Travel Transfer - PINK 1 TAGS

(Meet in the Midships Bar on Deck 3)

9:00am Deck #8 - AQUA 1 TAGS

(Meet in the Royal Court Theatre on Deck 2)

9:15am Deck #7 – LIGHT BLUE 1 TAGS

(Meet in the Royal Court Theatre on Deck 2)

9:30am Deck #6 - LIGHT BLUE 2 TAGS

(Meet in the Royal Court Theatre on Deck 1)

9:30am Deck #5 - CREAM 3 & 4 TAGS

(Meet in the Queens Room on Deck 2)

9:30am Cunard Post Voyage Package Transfer - PINK 2 TAGS

(Meet in the Queens Room on Deck 2)

9:45am Deck #4 - ORANGE 1 & 2 TAGS

(Meet in the Royal Court Theatre on Decks 2 & 3)

10:00am Deck #1 - GREEN 1 TAGS

(Meet in the Golden Lion Pub & Casino on Deck 2)

SHIP IDENTIFICATION AND KEY CARDS:

When finally disembarking the ship, all guests are to produce their ship identification card at the gangway when they disembark. For security reasons your card will be collected when you finally disembark Queen Elizabeth in Southampton.



CUNARD TOURS OFFICE

TRANSFER INFORMATION FOR DISEMBARKATION IN SOUTHAMPTON

- New disembarkation luggage tags are enclosed.
If other tags are sent to your stateroom – please do not use them.
- Tear off the end of the tag (small portion of tag) – keep this & use it as your gangway pass when leaving Queen Elizabeth.

COLOUR TAGS ARE AS FOLLOWS:

LONDON HEATHROW TERMINAL 1	RED 1 TAGS
LONDON HEATHROW TERMINAL 3	RED 3 TAGS
LONDON HEATHROW TERMINAL 4	RED 4 TAGS
LONDON HEATHROW TERMINAL 5	RED 6 TAGS
LONDON GATWICK AIRPORT	BROWN 1 TAGS
VICTORIA STATION	BROWN 2 TAGS
ST. PANCRAS STATION	BROWN 3 TAGS

THE EVENING BEFORE DISEMBARKATION:

- Place your luggage with the new labels outside your stateroom between 6.00pm and Midnight on the evening before our arrival into Southampton.
- Keep valuables, passport, travel documents & medications with you in your hand carry at all times.

THE MORNING OF ARRIVAL INTO SOUTHAMPTON:

- Please vacate the stateroom by 8.15am.
- Wait in the Queens Room, Deck 2 for your call-off announcement. You will be called off by the colour of your luggage tag.
- Please note that no announcements will be made over the public address system, an announcement will only be made in the Queens Room by a member of staff.
- Expected call-off time for the above transfers is approximately:
8.30am for all airports
8.45am for Victoria and St. Pancras stations
- Please be seated in the Queens Room by no later than five minutes prior to your expected call off time.

WHEN YOU DISEMBARK:

- When you leave the ship, you will find your bags in the baggage hall under the colour of your luggage tags.
- Porters and trolleys are available.
- Claim all your bags & proceed through the Customs Area.
- Staff outside the exit doors will direct you to your transfer coach.
- All coaches are clearly marked in the window with your destination.