



CRUISE & MARITIME
VOYAGES



**PRE-SAILING INFORMATION
ASTOR CRUISES**

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A-Z of Pre-Sailing 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 and are correct. In extreme circumstances, the permissions to board could be refused.

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.

Communication

The ASTOR may be contacted by phone and fax via satellite as well as by email. Please note that a connection is not always immediate and satellite calls can be expensive, contact your service provider to check costs. The cost associated with receiving documents will be passed onto the recipient's onboard account.

Computers with internet access and are available on board, as is WIFI connection, for a service charge.

Dress

What to Wear – Day Wear

During the day, attitudes are very relaxed and informality is the key. Casual clothing is quite sufficient during the days at sea and for time spent ashore. On certain shore excursions and, particularly, at some religious sites, discretion should be used so as not to cause inadvertent offence with inappropriate clothing. Advice will be given on board in such cases. Tennis shoes or low heeled walking shoes are best for exploring ports of call. A light jacket or sweater is useful and a waterproof jacket is valuable in case of unexpected rain. A hat and sunglasses are always recommended whilst binoculars will be a great asset to your enjoyment at sea and during excursions.

What to Wear – Evening Wear

Every day the Daily Programme suggests as a guide a mode of dress for the evening's events. There are generally two 'formal' nights on each cruise of six nights or longer, with approximately three to five on voyages over twenty nights in length. Many gentlemen wear a dinner jacket, although a lounge suit is quite acceptable. On these occasions ladies have a chance to dress up and opt for evening or cocktail dresses. On 'informal' evenings a suit or smart jacket and trousers, with or without a tie, is suggested for men and the ladies have further opportunities to look elegant in cocktail dresses, trouser suits and stylish co-ordinates. A 'casual' recommendation often covers evenings spent in port or when a special event such as a deck party is scheduled. In these cases the choice of dress is more relaxed, smart casual would be appropriate.

Swimwear, shorts and singlets are not permitted inside the restaurant or public areas. Buffet meals can be had in this attire on the outside pool deck.

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.

Foreign Exchange

While reception may hold a limited amount of foreign currency it is advisable that you obtain any currency for use in international ports prior to boarding as there is no guarantee that we will be able to accommodate your exchange needs on board.

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. Your personalised Cruise Card will serve as your charge card for any purchases and also as your security pass to be shown when embarking and disembarking. Please keep this on you at all times. 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 travelers 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.

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 reentry visa for Australia. Travel on your cruise will not revalidate an Australian re-entry visa. It is the passenger or their travel agent's 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.

Laundry

There is no public laundry. It can be left with your steward and prices are in your cabin. An ironing room is available for use on the Baltic Deck.

Parking at Fremantle

Due to operational and security requirements, the parking area in front of the Fremantle Passenger Terminal building has been designated for the convenience of passengers for set down and pick-up only.

Overnight parking is not available in front of the Passenger Terminal. Any vehicle left unattended after the sailing of a cruise vessel will be subject to an immediate fine and may be towed.

Overnight and short-stay parking (up to 14 days) is available on Victoria Quay near C and D Sheds, costing only \$6 per day. You will need to pay ahead for the number of days when you park. The parking ticket machines take credit cards or coins (not notes).

This parking is not undercover nor is it secure.

Cruise passengers seeking secure, undercover, long-term parking can park at Queensgate Car Park, in Henderson St, Fremantle (opposite the Police Station). Passengers will need to park on the third or fourth floor and pre-pay. More information is available from the City of Fremantle's parking department or on (08) 9432 9860.

There are parking bays for people with disabilities throughout Victoria Quay.

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.

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.

Contact Details

Available worldwide: The ASTOR
Phone: 0047 2367 6744
Fax: 0047 2367 6749

Please note that a connection is not always immediate and satellite calls can be expensive, contact your service provider to check costs. The cost associated with receiving documents will be passed onto the recipient's onboard account.



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