



SOUTHAMPTON - ENGLAND LANDING ARRANGEMENTS

Dear Guest,

This document contains important information concerning your disembarkation. Please read the following information carefully to ensure a smooth departure from QUEEN MARY 2. Should you have any further questions, please visit the Tour Office. A disembarkation talk will be repeated on your stateroom television during the final sea day on Channel 44.

ARRIVAL & PORT INFORMATION:

QUEEN MARY 2 is expected to arrive at Ocean Terminal (Berth 46/47 entrance at Dock Gate 4) in Southampton, on Tuesday 4 September 2012, at approximately 6.30am.

CUNARD HOTEL & TRANSFER ARRANGEMENTS:

All guests with Cunard arranged hotels and / or transfers should have received on board confirmation of their transfer details from the Tour Office in the form of a letter, tickets and new luggage labels. If you have not yet received please contact the Tour Office as soon as possible to ensure arrangements are in place.

SETTLING YOUR ACCOUNT:

If you intend paying your shipboard account by credit card, the card that you gave upon embarkation will be automatically billed, unless you wish to provide a different card to the Purser's Office. A final statement of your account will be delivered to your stateroom early on the morning of arrival. Your credit card will be billed directly and there will be no need to visit the Purser's Office. Cash settlements can be made 24 hours a day at the Purser's Office and from 6.00am on the morning of disembarkation.

EARLY BREAKFAST:

Early breakfast will be served in the Kings Court from 6.00am until 9.30am. Breakfast in the Queens Grill, Princess Grill, Britannia Club and Britannia Restaurant will be served from 7.00am until 9.00am.

Room Service will be unavailable for disembarking guests on 4 September.

VACATING YOUR STATEROOM :

We kindly ask you to vacate your staterooms by 8.30am. Please take your hand carry items (valuables, breakable items and medicines should not be packed in your suitcases) at this time.

UNITED KINGDOM CUSTOMS INSPECTION:

For Tax and Duty Free items obtained outside the European Union and the shops on board:

Liquor - 1 litre of liquor or 2 litres of fortified or sparkling wine plus 4 litres of table wine

Tobacco - 200 cigarettes or 50 cigars or 100 cigarillos or 250 grams of tobacco

Gifts and Souvenirs - Up to GBP 390

If you are in excess of the Customs Allowances, you must visit the RED POINT in the Port Terminal Building and declare all articles purchased and gifts acquired abroad. This includes on board purchases. If you are in doubt, you should stop at the RED POINT before entering the GREEN CHANNEL on your way to the exit.

SPECIAL CUSTOMS NOTICE: – Endangered Species

If you are not in possession of an import license for items derived from endangered species, these are liable to confiscation. These include animal skins and shells from tortoises or turtles, stuffed birds or eggs, any items derived from seals or certain orchids and cacti.

SILENT DISEMBARKATION PROCEDURES:

Announcements will be made only at the designated meeting locations and only guests with the announced Luggage Label Colour will be permitted to disembark at this time.

We anticipate the **General Disembarkation procedure to take place between 8.30am and 10.15am**. We kindly ask you to take a seat in your designated Public Room 10 minutes before your estimated call off time listed below. Guests will be escorted to the gangway from their meeting location by a member of the ship's staff.

SELF- HELP EXPRESS WALK-OFF:

Take advantage of our early express disembarkation: If you wish to disembark early prior to the main disembarkation and are able bodied and capable of carrying ALL of your own baggage, you can apply for Self Help Disembarkation at the Purser's Office. When disembarking Self Help, you do not require luggage labels – please keep all of your baggage in your stateroom overnight and meet in the Queens Room, with your luggage, from 6.50am. Disembarkation commences usually at **7.00am for self help only**. Note: Porters will not be available at this time. It is approximately a 200 yard walk to the taxis.

GUESTS ON CUNARD ARRANGEMENTS:

These include: Cunard transfers, hotels and private car services. Please follow the instructions sent to you from the Tour Office. NB Guests with Cunard arranged chauffeur cars are kindly requested to proceed ashore 15 minutes prior to your reserved car time. Failure to do so may result in additional charges. **USE ONLY the Luggage labels sent to you via the Tour Office**. Please do not use any other labels that may be delivered to your stateroom.

MEETING PLACE FOR CUNARD TRANSFERS: ROYAL COURT THEATRE ON DECK 3 - Meet at the time advised in the letter sent to you with the new labels.

INDEPENDENT GUESTS WITH OWN ARRANGEMENTS - NOT WITH CUNARD:

You will be issued with new luggage labels for disembarkation. Your stateroom steward or stewardess will deliver these on the final sea day. 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.

LUGGAGE OUT

Please place your luggage outside your stateroom the night prior to arrival, between **6.00pm and Midnight**. We appreciate your cooperation in placing any luggage outside as early as possible even if you only have 1 case ready. Please place the new labels on your luggage as indicated on this form.

MEETING TIME AND PLACE FOR GUESTS WITH THEIR OWN ARRANGEMENTS:

Kindly vacate your stateroom by **8.30am** and relax in the Public Rooms listed below:

8.30am Deck 9 Queens Grill – LIGHT BLUE 4 LABELS
(Meet in the Queens Grill Lounge)

9.00am Deck 10 Princess Grill – PINK 3 LABELS
(Meet in the Chart Room on Deck 3)

9.15am Deck 12 – LIGHT BLUE 5 LABELS
(Meet in the Winter Garden on Deck 7)

9.15am Deck 11 – LIGHT BLUE 6 LABELS
(Meet in the Winter Garden on Deck 7)

9.30am Deck 8 – GOLD 2 LABELS
(Meet in the Royal Court Theatre on Deck 3)

9.45am Deck 6 – GOLD 3-6 LABELS
(Meet in the Illuminations on Deck 3L)

10.00am Deck 5 – BROWN 1-4 LABELS
(Meet in the Queens Room on Deck 3)

10:15am Deck 4 – AQUA 1-4 LABELS
(Meet in the Queens Room on Deck 3)

CUNARD WORLD CLUB LOUNGE FOR DIAMOND AND PLATINUM MEMBERS

For your comfort and pleasure we are delighted to invite our Diamond and Platinum guests to relax in the Todd English Restaurant, Deck 8, Stairway D from 8.15am. Upon entering please present your key card to a staff member. Please note that all guests will disembark according to the time of their luggage tag colour.

We kindly ask all guests to have your **QUEEN MARY 2** identification card and disembarkation card (luggage label tear-off tab) ready to show at the gangway as you finally disembark. All **QUEEN MARY 2** identification cards have to be surrendered to Security Staff at the gangway.

WE WOULD LIKE TO HAVE YOUR OPINION

You would have received Questionnaires in your staterooms highlighting all aspects of your voyage on board **QUEEN MARY 2**. This is our way of finding out how your voyage was. Please take the time to complete a Questionnaire and drop it into one of the boxes provided at the Purser's Office located on Deck 2, in the Grand Lobby. If you did not receive a Questionnaire, spare forms are available at the Purser's Office.

We sincerely hope you have enjoyed your voyage on QUEEN MARY 2. On behalf of Captain Chris Wells and all the ship's company we wish you a safe onward journey home.