



Southampton Landing Arrangements

Dear Guest(s),

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, Deck 2, Grand Lobby.

Arrival & Port Information

Queen Mary 2 is expected to arrive at Ocean Cruise Terminal (Berth 46/47, entrance at Dock Gate 4) in Southampton on Sunday, 10 January 2016, at approximately 6.30am.

Luggage out

Please place your luggage outside your stateroom the night prior to disembarkation, between 6.00pm and 12.00am. We appreciate your cooperation in placing any luggage outside as early as possible even if you only have one case ready.

- Queens Grill guests and Cunard World Club Diamond guests will receive an allocated Priority disembarkation luggage label. Additional luggage labels can be obtained from the Concierge or the Purser's Office. Please remove the original embarkation tag to ensure priority disembarkation.
- Any guests on Cunard transfers/arrangements or any other group disembarkation will also receive an allocated coloured luggage label. Additional luggage labels can be obtained from the Tour Office. Please remove the original embarkation tag.
- All Independent guests with own arrangements (except Queens Grill, Diamond guests, Cunard transfers, hotels & private cars) will re-use their embarkation label for disembarkation (the label you used to embark Queen Mary 2). Any additional or replacement luggage tags can be obtained from your Bedroom Steward.

Early breakfast

Early breakfast will be served in the Kings Court from 5.30am until 9.30am. Breakfast in the Queens Grill, Princess Grill, Britannia Club and Britannia Restaurant will be served from 6.30am until 8.00am. Room Service will not be available for disembarking guests on Sunday, 10 January 2016.

Settling your on board account

If you have a credit card registered all you need to do is check your final statement which will be delivered to your stateroom on the early morning of disembarkation. If you are happy with your account no further action is required. The final amount will be settled to your registered credit card.

Accounts with credit cards registered: If you intend to change your credit card or you wish to put cash payment towards your on board account you need to do so no later than 7.00pm the day prior to disembarkation. No cash payments or credit card changes can be made the morning of disembarkation since your account balance has already been settled to the credit card provided. Any cash payment made after that settlement would result in a credit on your on board account and cash payments cannot be refunded to a credit card.

Cash Accounts: If there is no credit card registered to your on board account, cash payments may be made 24 hours a day at the Purser's Desk.

Cunard World Club Lounge for Diamond and Platinum members

***Diamond/Platinum members with Cunard arranged transfers should proceed to the designated lounge as specified in the disembarkation letter sent by the Tour Office.**

We invite all other Diamond & Platinum members (who do not have any transfer arrangement with Cunard) to relax in the Todd English Restaurant, Deck 8 Stairway D from 7.45am. Upon entering please present your key card to your Cunard World Club representative at the entrance. Please note for Diamond guests you will be disembarking when your relevant luggage tag colour is called. For all independent Platinum guests you will be disembarking as per your deck.

Silent disembarkation procedures

Announcements will be made only at the designated meeting locations and only guests with the announced luggage label colour or deck number will be permitted to disembark at this time. We anticipate the general disembarkation procedure to take place between 8.10am and 10.15am. We kindly ask you to vacate your stateroom by 8.30am and take a seat in your designated public room no later than 10 minutes before your estimated times overleaf. Guests will be escorted to the gangway from their meeting location by a member of the ship's staff.

Self- help disembarkation

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, Deck 3 with your luggage. Self-Help disembarkation is expected to commence at 7.00am.

Guests on Cunard arrangements (hotels & transfers)

These include: Cunard transfers, hotels and private car services. Please follow the instructions sent to you from the Tour Office. Guests with Cunard arranged chauffeur cars are kindly requested to proceed ashore 20 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 remove the original embarkation tag.

Meeting place for Cunard transfers: Royal Court Theatre on Deck 3 - Meet at the time advised in the transfer letter sent to you with the new labels.

Independent Guests with own arrangements

Please be advised that independent guests with own arrangements will re-use the embarkation labels that you have received for boarding the ship. Additional luggage tags can be obtained from the Bedroom Stewards.

Kindly vacate your stateroom by 8.30am and make yourself comfortable in the public rooms listed below.

Time	Disembarkation order	Meeting place
8.10am	Guests occupying Queens Grill suites and staterooms on Deck 9	Queens Grill Lounge, Deck 7
9.10am	Guests occupying Princess Grill suites and staterooms on Deck 10	Chart Room, Deck 3
9.20am	Guests occupying staterooms on Deck 12	Winter Garden, Deck 7
9.25am	Guests occupying staterooms on Deck 11	Winter Garden, Deck 7
9.30am	Guests occupying staterooms on Deck 8	Royal Court Theatre, Deck 2
9.45am	Guests occupying staterooms on Deck 6	Royal Court Theatre, Deck 2
10.00am	Guests occupying staterooms on Deck 5	Queens Room, Deck 3
10.15am	Guests occupying staterooms on Deck 4	Queens Room, Deck 3

We kindly ask all guests to have your Queen Mary 2 guest identification card ready to show at the gangway as you finally disembark. After scanning off the ship, please retain your guest identification card.

United Kingdom Customs Allowance (Tax And Duty Free Items)

1 litre of liquor (over 22% volume) or 2 litres fortified wine/aperitifs and additionally 4 litres of wine and 16 litres of beer as well as 200 cigarettes or 50 cigars or 100 cigarillos or 250 grams of tobacco, for guests 17 years of age or older. Gifts and souvenirs up to £390.00. If you are in excess of the Customs allowance, you must visit the RED POINT in the Terminal building and declare all articles purchased abroad. If you are in doubt you should stop at the RED POINT before entering the GREEN CHANNEL on your way to the exit.

We would like to have your opinion

You would have received a questionnaire in your stateroom highlighting all aspects of your voyage on board Queen Mary 2. 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.**