



CUNARD
THE MOST FAMOUS OCEAN LINERS IN THE WORLD



Selected Frequently Asked Questions

What's included in my fare?

Accommodation



- A choice of inside cabin, view cabin, sheltered balcony cabin or balcony cabin. All en suite and air conditioned.
- Nightly turndown service and steward to look ensure your stateroom or suite is always pristine.
- Satellite TV (with multi-language film and music channels)

Dining



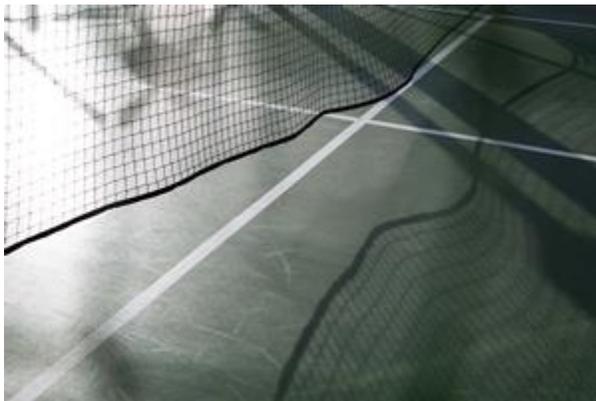
- Breakfast, lunch and dinner are available in the main restaurants
- 24 hour room service
- Traditional afternoon tea is served each day in the Queens Room
- Breakfast, lunch, dinner and snacks along with tea, coffee, water and fruit juice are all available 24 hours a day at the buffet restaurants.

Entertainment



- Comedy and drama shows, Shakespeare classics and spectacular musical productions in the Royal Court Theatre
- Cunard Insights – talks on a range of issues by well-known celebrities and experts.
- Go dancing in the nightclub or Queens Room
- Live music from resident bands to jazz ensembles and classical recitals to singers

Health & Wellbeing



- Full use of the sports court for football, deck tennis, basketball and more.
- A choice of swimming pools and whirlpool spas.
- Fully equipped gym.

On Board Extras

Canyon Ranch Spa, Alcoholic Beverages, Alternative Dining, and On-Board Shopping

How can my loved ones reach me on board?

Friends and family can reach you by email, which you will be able to check in the ship's Internet Centre or via your laptop with WiFi access in the staterooms and public areas (service charge

applies). In addition, mobile phones may be used on board — check with your service provider before you leave to confirm you have international roaming service enabled. To connect with Queen Elizabeth, Queen Victoria or Queen Mary 2, please call (001) 732-335-3272 for calls originating outside the U.S.; for calls from the U.S., please dial (877) 266-0185. These numbers connect to the Maritime Telecommunications Network automated voice response where you will be prompted to enter your credit card number and expiration date. Your call will be charged a rate of \$1.50 USD/minute upon connecting to the ship. Calls on the network are limited to a maximum of 10 minutes per call.

What do I wear on board during the day?

You'll need to pack a range of cooler to warmer clothes, depending on your itinerary and the time of year you travel. On board during the day, you'll probably find yourself most comfortable in stylish casual wear, including shorts and smart jeans. Swimwear, micro shorts, sarongs and gym wear should be reserved for the poolside, on deck or in the spa and fitness centre. We request that swimwear be covered up before entering any enclosed areas.

Do I have to dress for dinner every evening?

Evening attire is effective from 6pm. Dressing up elegantly for dinner is one of the great thrills of a Cunard vacation, yet we also want our guests to feel relaxed. So each evening our dress code will either be formal or informal, details which will be specified in your ship's Daily Programme, which is delivered to your stateroom each day.

On formal nights, guests wishing to dress more casually are welcome to dine in the Kings Court or Lido main buffet restaurant and relax in the Winter Garden or Garden Lounge bar. Please be respectful of fellow guests by avoiding the more formal areas of the ship, including our Alternate Dining restaurants.

Please note that after 6pm, shorts, blue or worn denim (for men and women), sandals and sleeveless tops (for men) are not considered appropriate within any of the ship's public areas.

Formal: Dinner jacket, tuxedo or dark suit with tie for gentlemen. A range of gentlemen's formal wear is available to hire on board. Evening or cocktail dress for ladies.

Informal: Jacket required, tie optional for gentlemen. Cocktail dress or stylish separates for ladies. No jeans or shorts.

How many formal nights are there?

Formal nights are one of the most distinctive parts of the Cunard experience and are a great opportunity to socialise with like-minded travellers. The number of formal nights varies by cruise and will be detailed in your pre-cruise documents. Cruises typically have two to five formal nights depending on length and number of sea days. Of course, single travellers are welcome at all events, and Gentleman Dance Hosts are on board to waltz and salsa with single ladies.

Is there Internet connection on board?

Yes, you may access the Internet in each ship's Internet Centre. Guests with laptops may access the web via our wireless network, available in every stateroom as well as many public rooms. Charges apply for these services.

Will I need money on board?

For your convenience, we operate a “cash-free” system where you simply sign for all purchases using your personal identification key card, which is provided at check-in. This card is also your pass on and off the ship. It should be signed immediately and kept securely about your person at all times. You may choose to settle your account by credit card, registered at check in, or with cash. If settling with cash you will, however, need to keep your account in credit at all times. Please note we do not accept Personal Checks, Travellers Checks or Pre-Paid Credit Cards on board.

Will I be able to clean my clothes on board?

Yes. Full laundry services are available on board, and will be billed to your stateroom. Complimentary self-service washers, dryers and ironing facilities are also available.

Are there medical facilities on board?

Yes, but these basic medical facilities are equipped primarily to deal with illness and accidents and are not intended to provide ongoing treatment of pre-existing conditions. If you happen to be taken ill whilst cruising with us and your condition were so serious that we needed to get you to shore, you would be placed into the care of our port agents and a member of our team ashore would stay in contact with you and provide support if required. Please note, however, that all medical services on board are charged for. If you anticipate a need for medical services aboard the ship, your special requirement must be advised to us in writing before your booking can be finalized. Because medical facilities are limited and shore-side medical care is not always readily available, we will not be able to carry guests who will be 24 weeks or more pregnant by the end of the intended cruise.

What is the smoking policy on board Cunard ships?

The safety, comfort and enjoyment of all our guests has always been a key concern at Cunard. With this in mind, and as a direct result of the feedback we have received from our guests, we have amended our policy with regard to smoking on board Cunard ships.

Smoking is no longer permitted in any public area with the exception of Churchill’s Cigar Lounge and designated areas on the open decks. Pipe and cigar smoking is only permitted in Churchill’s Cigar Lounge and on the permitted open deck spaces.

Smoking is not permitted in staterooms or on stateroom balconies.

Electronic cigarettes may be used in staterooms and on stateroom balconies; however, they are not permitted in non-smoking public areas. Electronic cigarettes that do emit a vapor should be used in designated smoking areas only.

Are there any other places to eat on board?

All ships offer alternative dining options, which are available to everyone:

Queen Mary 2 — Boardwalk Cafe, Carinthia Lounge, Golden Lion, Kings Court, Sir Samuel's and The Verandah restaurant.

In addition each ship will offer alternative dining cuisine each evening:

Italian, Indian, Pan Asian, Tex Mex and American Smokehouse menus are available at the Kings Court buffet on Queen Mary 2.

Advance bookings are required for The Verandah restaurant as well as the specialty dining options in the evening offered in Kings Court.. These dining options carry a nominal charge.

Room service is also available 24 hours a day.

What if I need a special diet?

Please advise us of your needs six months prior to departure or at the time of booking, whichever is closer to your departure date. Whilst every effort is made to ensure that special dietary requests are met, please note this cannot be guaranteed.

Kosher — For guests who require Kosher food, we are pleased to provide this for dinner only. Please advise us at the time of booking where we will send you a menu to make your selection; this must be returned no later than six weeks prior to departure. Unfortunately we are unable to offer Kosher food for bookings that are made less than six weeks prior to embarkation.

Are there any bars or lounge areas on board?

On all ships there is a Commodore Club, Golden Lion pub, The Pavilion, Queens Room (Afternoon Tea) and Churchill's Cigar Lounge plus:

Queen Mary 2 — Chart Room Lounge and Bar, G32 (nightclub), Veuve Clicquot Champagne Bar and Winter Garden.

Do you hold emergency drills on board?

Cunard ships are among the safest afloat. An emergency drill for guests will be held before the ship sails from her embarkation port on each cruise. Attendance at these drills is mandatory in accordance with International Maritime Law. In your stateroom, you will find a black folder containing safety information which describes the emergency procedures and designates the route for the passenger assembly station to which you have been assigned. In addition to actively participating in the drills, you are urged to study this information carefully and familiarize yourself with the use of life jackets, which are provided for every guest. Children's life jackets are available from your stateroom steward.

Can I bring alcohol on board?

You may bring wine or champagne on board to celebrate special occasions. However if it is consumed in any of the dining rooms, alternative restaurants or bars then each bottle will be subject to a corkage fee.

Will I be able to attend religious services?

A Catholic Priest will be permanently on board Queen Mary 2. A Rabbi will also be on board during major religious holidays. Non-denominational services are conducted at sea. During cruises coinciding with a major religious holiday, ecumenical clergy will be aboard to conduct services.

How do I get foreign currency to spend when going ashore?

You will be able to obtain suitable foreign currency for most ports of call on board. This can be purchased using cash. You are also able to purchase foreign currency using your onboard account. You can re-exchange your unused foreign currency, but only in the denominations sold on board (subject to onboard exchange rates). We are unable to accept foreign coins. All foreign currency transactions are exchanged using the U.S. Dollar.

Are service animals/guide dogs welcome?

Cunard is pleased to permit individuals to bring service animals on board. You must provide notice of this at time of booking. Local laws or customs may prevent animals from disembarking at particular ports or countries. It is the guest's responsibility to consult local customs authorities for requirements and to obtain all applicable documents and health certificates. Service animals are kept in staterooms with their owners. Non-service animals are only carried on Queen Mary 2 Transatlantic Crossings, in kennels, and are not allowed to visit any guest area of the ship.

Can guests with disabilities travel?

All guests requiring specific assistance, facilities or equipment on board, or wishing to bring such equipment on board, must advise Cunard Line at the time of booking and are requested to complete a questionnaire after booking to ensure we have all the information we need to cater adequately for your requirements.

If you need to bring a wheelchair or mobility scooter on board with you, it is essential that you let us know at the time of booking or as soon as the need is known. Any guests requiring the use of a wheelchair, mobility scooter or other aids to mobility must provide their own.

For the safety of everyone on board and the ship, all wheelchairs, scooters and other aids to mobility, as is the case with all other guest possessions, must be stored inside your stateroom when not in use. Failure to comply with this important safety rule may mean you will be disembarked and refused future travel. A part-time wheelchair user travelling in a non-wheelchair accessible stateroom must bring a collapsible wheelchair to ensure it can safely fit through the stateroom door and be accommodated in the stateroom. It is not possible to make structural changes to the stateroom layout. Cunard Line reserves the right to require guests who have booked this accommodation without legitimate reason to move, at their own expense, if necessary.

Mobility scooters will only be permitted on board if guests have booked into a wheelchair accessible stateroom, or a suite, as these are the only types of accommodation where mobility scooters can safely be stored. The minimum door width of suites is 53 cm (21 in). The minimum door width of the wheelchair accessible staterooms is 80 cm (31 in). At the time of booking, please let us know if you intend on bringing a mobility scooter with you, and we will in turn provide you with a questionnaire for completion to ensure that the accommodation you have booked is appropriate.

Please note that our wheelchair accessible staterooms are strictly reserved for guests who

are bringing wheelchairs or mobility scooters or who have a requirement for the adapted facilities offered by these staterooms.

A ship is not always the easiest environment for using a wheelchair or mobility scooter. Although our crew is helpful, they are only able to provide limited assistance to help you in moving around the ship. For this reason, and in order to ensure the safety of the guests, the ship and all others on board, we recommend that guests with disabilities who require personal assistance in the activities of daily living, including pushing a wheelchair or communication support, be accompanied by a personal assistant/travelling companion to provide these services. Blind/Visually Impaired guests are recommended to travel with a companion who can help you get your bearings and assist you both on board and ashore.

Our crew can provide limited arm assistance and information or directions, but we cannot provide sustained or long-term assistance. Please note that, due to applicable safety requirements, the design of the ship or port infrastructure and equipment, in certain ports of call it may not be possible for us to offer a shore excursion programme, or shuttle bus service, suitable for guests who are not able to board a coach via the steps with only the aid of their travelling companion.

Cunard Line reserves the right to refuse passage to any guest who has failed to notify Cunard Line of their requirement for special treatment or assistance (including the requirement to use a wheelchair or mobility scooter).

What is Cunard White Star Service?

Cunard is synonymous with elegance, luxury and its renowned White Star Service which sets the standard by which all others are judged. Cunard's commitment to ensuring each guest is pampered begins at the White Star Academy where each crew member is trained to provide impeccable service.

Cunard prides itself on standards of service that go above and beyond, exceeding the expectations of our guests. We call this White Star Service. You'll experience this the moment you step on board when our white-gloved officers and crew greet you with a smile and warm welcome. From then on you'll notice that every detail of your cruise has been carefully considered to make sure you have the most enjoyable, memorable and luxurious experience aboard The Most Famous Ocean Liners in the World.

Service of distinction

All our staff are trained at our White Star Academy, so each and every member of our crew delivers the same high level of service across every element of your cruise. Every member of our crew is polite, courteous and immaculately dressed at all times: we're always ready and waiting to serve our guests. Our staff speaks English in all guest areas, and are very knowledgeable about our ships and services – whether you need ideas about activities such as dining, accommodation, entertainment or pampering, or want to know facts about the ship. Nothing is too much trouble.

A history of excellence

Our heritage is something we're very proud of – in fact it's where the name White Star Service comes from. In return for a British government loan, in 1929 Cunard agreed to complete the construction of Queen Mary and take over the running of the White Star Transatlantic Fleet; today, White Star Service is a lasting legacy of our historical connection to the White Star Line and honors the golden era of these elegant and luxurious vessels.