

P&O CRUISES  
*Family  
Cruising  
Guide*



# Family matters

A holiday doesn't begin until everyone's enjoying themselves. That's why we have over 40 different onboard activities every day that are designed just for kids. There's also four age-specific Kid's Clubs which are included in your cruise fare; Turtle Cove (3-6 years), Shark Shack (7-10 years), HQ (11-14 years) and HQ+ (15-17 years). The whole family will soon be having the time of their life.

## **You time + kid time + together time = time of your lives**

Our new P&OFamilies program will make your next family holiday oh so easy. Onboard there's over 40 daily activities designed just for kids and our inter-connecting rooms mean everyone's close at hand. We also provide a late night babysitting service to help you find the right balance of time for you, time for them, and time together.

## **Have fun and learn**

Our unique kids' club programs have been developed with guidance from professional childhood educators, with a focus on the sorts of can't-wait-to-tell-my-friends-back-home activities they won't find anywhere else. We also limit the number of children onboard so each receives an even higher level of care and attention. The whole family can join in the fun and enjoy shows such as the live pantomime Island Adventure with TC & Skipper.

## **Little appetites, big choice**

Ever struggled to find food the whole family is happy with? We take care of that. P&O Cruises have special kids' options: from the kids' menu and easy-share platters in the Waterfront Restaurant to a kids' only dinner every night at Plantation Restaurant. Every appetite is catered for - big or small.



Voted  
best family  
cruise line 2013





## Minimum age to cruise

Any children over 12 months can begin their life of cruising with us. Unfortunately we can't accommodate infants younger than this due to limited neo-natal facilities.

When it comes to rooms, there needs to be at least one passenger 18 years or older in each to ensure there is suitable supervision. However, to accommodate families cruising together, children can occupy a separate room to their parent/guardian providing one of them is aged over 16. This includes inter-connecting rooms.

Some of our cruises have additional age restrictions, details of which are outlined in our Terms and Conditions.

## Infants

Infants aged 12 months to three years must remain with their parent/guardian at all times, including when they attend Kid's Club.

## Prams/strollers

These aren't available onboard so be sure to bring your own.

## High chairs and booster seats

We have a limited number of these on each cruise.

## Sleeping arrangements

Most of our four berth (quad) rooms and some of our three berth (triple) rooms contain two single lower beds and one or two upper beds (bunk beds). To comply with Australian safety standards, we recommend that children under the age of nine don't occupy or play on the upper bunk beds.

Bed rails are available upon request from your room steward for children nine years and over who occupy an upper bunk bed.

## Cots

Children under three should occupy a cot. These are permitted in all grades of rooms, providing the number of passengers in the room doesn't exceed the maximum capacity.

When a cot is in use, a queen bed configuration can't be accommodated, except in a suite or mini-suite.

## Rollaway beds

Anyone over the age of three can use our roll away beds and they are permitted in the following room grades:

Pacific Dawn: AA and AB grades

Pacific Jewel: AB and BA grades

Pacific Pearl: AB grade

## Baby baths

Unfortunately these are not available onboard.

## Nappies and baby wipes

You should bring enough nappies, wipes and other necessary items to last you for the cruise as they are not available onboard.

## School holidays

The school holiday cruises we list in our brochure are a guide only as holiday dates vary by state and school. Be sure to check the dates prior to booking your cruise.

## Kid's Clubs

Kid's Clubs are available onboard for kids up to the age of 17 and are open from early in the morning until late at night. Toilet trained children three and up are welcome without adult supervision and infants under three may access the centre as long as they are accompanied by a parent/guardian who is over the age of 18.

Places are limited so the clubs operate on a first-come-first-served basis with daily registration.

## Night time childcare

From 10.30pm until 1am each evening, toilet trained kids three and over can hang out in the Kid's Clubs for a nominal fee per child, per hour, with a special reduced rate per additional child. Check with Kid's Club staff for details and prices.

Private in-room babysitting isn't available onboard.



## Onboard activities for children and teens

With four age-specific, fully supervised Kid's Clubs onboard each of our ships, there is plenty to keep the little ones entertained.





Turtle Cove (ages three to six), Shark Shack (ages seven to 10), HQ (ages 11 to 14) and HQ+ (ages 15 to 17) feature age-specific activities, meaning children will only be able to participate in the program designed for their age group. You will find a full list of activities printed each day in the children's own daily newsletter. There are also pagers available so our Youth Staff can contact you if necessary.

See across for a list of activities which may be included in the program during your cruise, though it is important to note the activities listed are subject to change and should be used as a guide only. Charges may apply for some activities.

## Kid's Clubs' limits

We want you and the whole family to have an amazing time with us. With this in mind, we put restrictions on the number of children in different age groups who can use the Kid's Clubs so they don't become overcrowded. Unfortunately, we can't guarantee your child's participation in the Kid's Club programs. While we make every effort to accommodate all children, entry is on a first come, first served basis until the maximum capacity is reached.

\*Please note, the Kid's Clubs vary across the fleet and hours may differ.

Centre	Age group	Activities
	3-6 years	<ul style="list-style-type: none"> <li>Arts and crafts</li> <li>Movies and cartoons</li> <li>Birthday parties</li> <li>Pizza and ice cream parties</li> <li>Theme nights</li> <li>Talent shows</li> <li>Kids dance parties</li> <li>Pyjama parties</li> <li>Mini-Olympics</li> <li>Playstation®</li> </ul>
	7-10 years	<ul style="list-style-type: none"> <li>Arts and crafts</li> <li>Movies and cartoons</li> <li>Scavenger hunts</li> <li>Playstation®</li> <li>Birthday parties</li> <li>Pizza and ice cream parties</li> <li>Kids dance parties</li> <li>Theme nights</li> <li>Jewellery making</li> <li>Air hockey</li> <li>Table tennis, mini-Olympics</li> <li>Karaoke and talent shows</li> </ul>
	11-14 years	<ul style="list-style-type: none"> <li>Sports competitions</li> <li>Late-night movies</li> <li>Pizza and mocktail parties</li> <li>Karaoke and lip-sync shows</li> <li>Playstation®</li> <li>Talent shows</li> <li>Hip-hop dance classes</li> <li>Dance parties</li> <li>Theme nights</li> </ul>
	15-17 years	





### Parents' responsibilities

Kids enjoy Kid's Club more when they have breaks from time to time, so be sure to pencil in family time each day. Our staff are not permitted to administer medication, change a nappy or bottle feed children. Staff will contact you if your child becomes distressed or requires assistance while participating in our programs.

Parents and guardians are responsible for children and teens at all times, including when in Kid's Club.

### Children with allergies

If your child suffers from life-threatening allergies – (i.e: peanut allergy), they are still permitted to attend the Kid's Clubs, however youth staff are unable to take responsibility for administering EpiPens or any other medication.

As well as this, you will be advised if there are any plans for food to be served within the childcare area. In the event of an emergency, staff will follow the standard onboard medical emergency protocol which involves qualified medical staff onboard.

### Children with special needs

We welcome all children and teens aged three to 17 years to participate in our programs. We need to be advised at the time of booking or at least 60 days prior to sailing of any children with medical and/or special needs. We will make every effort to accommodate them. Please be advised, our youth staff cannot offer individual one-on-one supervision or administer medication. If your child requires one-on-one supervision, they will need to be accompanied by a parent/guardian at all times.

### Dining arrangements

'Your Choice Dining' means you can dine where, when and with who you like. There are also extended evening dining hours from 5.30pm until late. Kids can have an early dinner and you can dine at your leisure later in the evening. You can turn up whenever you like at any of the dining venues, or pre-book a time that suits you (subject to availability).

For the kids, The Waterfront Restaurant has special kid's menus each day. There is also a 'kids only' dinner each night in Plantation Buffet which includes colouring pages and special appearances from TC & Skipper – the much loved mascots from Turtle Cove and Shark Shack.

### Baby food and baby formula

Baby food and baby formula are not supplied though you can bring your own onboard and we can arrange storage for you. We recommend you bring enough to cover the entire cruise, and perhaps a few days extra in case of any unforeseen delays.

In addition, the childcare areas do not have bottle heating facilities however our staff will be happy to heat the bottles on your behalf.

### Cruise cards

Upon embarkation, each passenger will receive a personalised Cruise Card. All minors are issued with a red Cruise Card and passengers aged over 18 years receive a blue Cruise Card. This system allows staff to automatically identify children aged under 18 as minors.

All shipboard expenses are charged to your personalised Cruise Card. Your Cruise Card is linked to your onboard account and can be settled with the following credit cards: Visa, MasterCard or American Express; the following debit cards: Visa or MasterCard; traveller's cheques in Australian dollars or cash. When using credit or debit cards, we obtain pre-authorisations and some banks hold these for up to 30 days.

**We strongly recommend you check your bank's authorisation process prior to embarkation. A 1.5% service fee applies to all onboard credit card transactions (debit cards are not included).**

Pre-paid Visa cards and Travelex Visa cash passports are not accepted onboard.

If you choose not to register a credit card, you will be asked to leave a minimum deposit of at least AUD300 per person to establish your personal onboard account. You will then need to visit Reception to 'top-up' your account to ensure sufficient funds are available for your purchases. If you do not wish to add funds to your child's Cruise Card, simply advise Reception onboard and they will ensure charges cannot be applied to this card. It is the parent/guardian's responsibility to monitor their child's expenditure during the cruise.

Please be aware there are no EFTPOS facilities available onboard our ships. ATM facilities are available onboard though access is subject to satellite coverage.



## Pacific Daily

You will receive a copy of our onboard newsletter, Pacific Daily each night in your room which outlines next day's activities. All activities outlined in Pacific Daily are considered adults only unless specified as a family activity. At the Kid's Clubs, children will also receive their very own newsletter with a full list of Kid's Club activities.

## Children and onboard pool facilities

Any child using the pools onboard must be supervised by a parent/guardian at all times.

For public health reasons, children in nappies (including swim nappies) and children who are not toilet trained are not permitted in the public swimming pools and spas onboard.

## Theatres and public lounges

Children aged under 13 years must be accompanied by a parent/guardian when in the public lounges or bars however access may be restricted from select bars and lounges after 9:30pm. Children under the age of 13 years must be accompanied by a parent/guardian at all times in the theatre during production shows. Children aged under 18 years are not permitted to enter the nightclub at any time unless specified for a Kid's Club activity. Be sure to check with the Kid's Clubs' staff for special evening events designed for kids and teens.

## Gambling and alcohol consumption

In line with domestic Australian age limits, as well as our company policy, the casino and cash prize bingo are strictly reserved for passengers aged 18 years or over. Additionally, only passengers aged 18 years and over will be allowed to purchase or consume alcohol and/or cigarettes. Government issued photo identification will be required (Queensland 'Adult Proof of Age Card' will be accepted however the older version of Queensland 'Card 18+' will not be accepted as evidence of age).

Please be aware, if an adult attempts to buy alcohol for a person under the age of 18, both the adult and the minor will be reported. A range of actions may then be taken - including disembarking those involved.

## Tipping

Tipping is not required on any of our ships but if you'd like to thank the crew who provide you with great service while onboard, you are welcome to tip them personally or visit the purser's desk to have a tip added to your onboard account.



## Be safe in the sun

Avoid excessive exposure to the sun between 10:00am and 3:00pm. Remember 'Slip, Slop, Slap, Wrap!'. Slip on a t-shirt, Slop on high factor sun screen, Slap on a hat (wide brimmed is best so your ears are protected too), Wrap on sunglasses. Wear a t-shirt while swimming to protect yourself from the sun. Re-apply sunscreen frequently after swimming and exercise.

## Shore Tours

One of the best ways to explore the ports you visit is on an organised Shore Tour. Some of our Shore Tours offer children's prices for ages two through to 12 years. Infants aged less than two years sitting on a parent's lap (not occupying a seat) are not charged for the tour. If a parent would like their infant to occupy a seat or would like to utilise a safety seat, the parent must purchase a tour ticket for the infant at the published children's tour price. Parents are also responsible for bringing a safety seat for their child.

For most tours, there is no minimum age for children as long as a parent or guardian accompanies them. Unaccompanied passengers must be older than 18 years of age or if younger, a written consent from their parent or legal guardian must be provided directly to the Shore Tours Manager/Operator once onboard.

On both our snorkelling and bike tours a minimum age restriction may apply and may vary by tour. For Introductory Scuba Diving tours, there is a minimum age of 12 years for accompanied passengers. Passengers under the age of 18 years holding an adult open water scuba diver certification card may participate in scuba tours with the written consent of their parent/guardian. Parents of children who wish to

participate on biking tours should enquire at the Shore Tours Desk onboard as we will need to verify that an appropriate sized bike can be arranged.

## Travel insurance

We strongly recommend you purchase appropriate international travel insurance at the time you pay your deposit. If you do not purchase travel insurance, you will not be able to claim for any cancellation charges, medical costs, repatriation and other expenses that may arise if things do not go according to plan.

As Australian Medicare, New Zealand ACC and private health insurance will not cover you for any medical costs onboard, all cruises require international travel insurance (even cruises that do not visit foreign ports).

You shouldn't base your insurance decision on the assumption 'it won't happen to me', accidents or illness can happen to anyone. Daily hospital bills can cost more than AUD5000 per day. For further information or to purchase travel insurance:

- Australian passengers - please contact your Travel Agent or call 13 24 94.
- New Zealand passengers - please contact your Travel Agent.

The information in this Family Information Pack is correct at time of publication, and is subject to changes without notice.

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