



Q425 - Saturday, 10 August 2024 - Tuesday, 20 August 2024  
Vancouver, Canada - Vancouver, Canada

Dear Guest(s),

Thank you for choosing Queen Elizabeth for a wonderful voyage to Alaska. We have detailed below some important information on the upcoming ports. To enjoy those distinctively Alaska moments, it is well worth heading just a little out of the main centres. Our programme of shore experiences offers you an opportunity to do just that, while visiting some wonderful locations and enjoying some once in a lifetime experiences.

#### Choosing your Shore Experience

To book a shore experience on board, you can either visit the Shore Experience desk on Deck 1, midships, port side, or use the My Voyage page. If your desired shore experience is currently fully booked, the Shore Experience team will be able to add you to a waitlist (please note waitlist booking is not possible via My Voyage). If you choose to go on the waitlist, you are committing to go on the shore experience if space becomes available. If spaces become available, tickets will be automatically booked and charged to your on board account and the usual cancellation policy will apply. If you no longer wish to be on a waitlist, please ask at the Shore Experience desk to have your name removed. Please note, all on board transactions are in US\$ dollars. Some banks could apply a conversion fee to your own local currency. These charges are out of Cunard's control.

#### Meeting for your Shore Experience

These will be advertised on the Daily Programme the night before each port. Please meet the shore experiences only at the requested time and bear in mind that the time printed on the ticket is the departure time of the shore experience. Some shore experiences will meet on board, while other shore experiences could meet by the end of the pier.

#### During your Shore Experience

Many shore experience operators in the United States require guests to sign waivers. The approximate departure and return times are printed on your ticket, however, please note these are approximate. The published itinerary may occur in a different order from in the description. Crowds and queues can be expected in popular tourist areas. In Alaska, guides may either be local or seasonal staff. In some cases, the guide may also be the driver of your vehicle. Please note that in the United States, gratuities are not mandatory, but they are expected. Local currency in cash is recommended for purchasing souvenirs and food. Please note that buses in Alaskan ports of call, while the best available locally, may have limited legroom and air conditioning.

#### Cancellations and Refunds

Once on board, there is a 10% cancellation fee for all shore experiences cancelled at least 48 hours prior to arrival in port as per the terms and conditions available online on the My Voyage page and on the Shore Experience price list. After 48 hours before the arrival time, you may still cancel your shore experience, however, a 100% cancellation fee will apply. All shore experience tickets must be returned to the Shore Experience Office at the time of cancellation.

#### Weather

The weather can change quickly in Alaska so layered clothing and a light raincoat is always recommended. Shore experiences will generally operate in all weathers unless it is advised by the local operators that it is unsafe to operate.



### Haines-Skagway Fast Ferry

For our call in Haines, we will be offering return tickets on the Haines-Skagway Fast Ferry for a lower price than ashore. The journey time is approximately 45 minutes each way. Although there are a few ferries each day, due to capacity limitations your tickets are valid only for the designated timings. Please visit the Shore Experience desk for more information. This is a ticket only option and any activities in Skagway are at your own discretion.

### Tender Operations in Juneau

During our call in Juneau tenders will be used to transfer guests ashore. Please refer to the tender safety information that will be delivered to your stateroom. Guests who use a wheelchair and those who are not fully mobile may be unable to go ashore. In the ports where tenders are used, meeting times for shore experiences may be substantially earlier than the departure time as printed on the ticket. This is to ensure that guests are able to be transferred ashore in plenty of time for departure. Guests who miss the meeting time published in the Daily Programme may be unable to make their shore experience and, in this case, it will not be possible to offer refunds.

### Sitka

In Sitka, the city offers a complimentary shuttle service. The distance is approximately 5 miles. There may be long queues at peak times and seating is on a first-come, first-served basis. The service is not exclusive to Queen Elizabeth guests. Please plan your day accordingly. The service is provided by the city and is not associated with Cunard. Some shore experiences will be meeting at the downtown shuttle drop off. If this is the case, it will be advised in the Daily Programme. Some shore experiences in Sitka may end at the downtown shuttle drop off and not the Cruise Terminal.

### Mobility

Please read the shore experience description to ensure that your chosen shore experience is suitable for your personal requirements. Generally, full sized coaches are able to accommodate small, collapsible scooters and/or manual wheelchairs, however, the coach driver is unable to assist with loading these into the vehicle. There is no suitable storage for such mobility items on shore experiences using school buses/minibuses/trolley trains. Front seats are limited and will be reserved on a first-come, first-serve basis or for the person that needs it the most.

### Flightseeing Experiences

If booking a flightseeing shore experience, please read the essential information carefully. Guests booking these may be given a questionnaire and some operators may charge weight surcharges due to weight and balance limitations. Operating companies arrange seating based on the weight, balance, and safety of the whole departure, and cannot guarantee that they will be able to keep groups together on the aircraft. The weather in Alaska does not always co-operate and there are times when it is not possible to fly. In most cases the decision to cancel will be made within half an hour of departure, as the weather can quickly change.

Kind regards,

Shore Experience Office  
MV Queen Elizabeth



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Dear Ms Debra Monahan,

## Welcome to Cunard

We are delighted to welcome you as a first-time Cunard guest on board Queen Elizabeth.

To start your journey in true Cunard style, we have planned a  
Welcome Event in the Queens Room on Sunday, 11 August 2024 at 10.00am.

This special event will introduce you to our signature White Star Service and the huge variety of activities and entertainment on offer. From our renowned Cunard Insights speakers to Afternoon Tea and spectacular Gala Evenings, you'll have the opportunity to discover all that awaits during your voyage with us. There will also be a chance to enter our fabulous prize draw, just bring this invite with you to enter.

We are delighted to have you sailing with us.

With best wishes,  
The Cunard Team





# Embarkation Queries



Welcome on board Queen Elizabeth.

We would like to advise guests who arrive before 1.15pm, that our Housekeeping Team are working diligently to prepare your staterooms ready for your upcoming voyage. The team will endeavour to make all rooms available to guests from 1.15pm onwards.

Meanwhile, we would like to invite you on board to explore our public areas, or alternatively, to the Lido Buffet Area on Deck 9 where refreshments are available.

## **Where can I find information about the activities on board?**

In the Daily Programme, which contains information about the scheduled activities and facilities around the ship. The Daily Programme will be in your stateroom upon boarding and is delivered to your stateroom every evening.

## **My luggage has not arrived to my stateroom:**

During the embarkation process it will be placed outside the stateroom.

## **How do I pay for my on board purchases?**

A credit card/debit card needs to be registered to your account or you may use cash. We are unable to accept prepaid debit/credit cards or multi-currency cards.

## **How to activate the internet on board:**

Explore My Voyage by simply connecting to 'Cunard\_Guest\_WiFi' and visiting [myvoyage.cunard.com](http://myvoyage.cunard.com) or by opening your device's camera, hovering over the QR code and selecting the pop-up screen.



Try our upgraded Wi-Fi with a complimentary hour. Capture the magic of exploration in real-time, stream favourite films, share breath-taking snapshots of your voyage, all with a more reliable Wi-Fi connection at even faster speeds. With the enhanced Cunard Guest Wi-Fi service (powered by Starlink) available in all public spaces and staterooms, you can remain connected to loved ones. Packages available to purchase now on the My Voyage portal. Includes complimentary access to The Times online.

**QUEEN ELIZABETH**





### **Restaurant Opening Times:**

Queens Grill & Princess Grill, Deck 11, Stairway B: 1.00pm - 2.30pm

Lido Restaurant, Deck 9, Stairway C: 12.30pm - 4.00pm

Golden Lion Pub Lunch, Deck 2, Stairway A: 1.00pm - 3.30pm

Room Service Day Menu, Dial 33500: 12.00pm - 11.00pm

Britannia Restaurant seating enquiries are from 2.00pm to 4.00pm, Deck 3, starboard side entrance, accessed via Stairway C.

### **What are the show times tonight?**

8.00pm & 10.00pm, Royal Court Theatre, Decks 1, 2 & 3, Stairway A.

### **Where do I buy Drink Packages:**

From any bar or at the promotional table on Deck 2, Stairway B, next to the lifts outside the Café Carinthia.

### **Lights and television are not working:**

Place your Voyage card inside the power saving device by the door of your stateroom.

### **Items are missing from my stateroom, the bed configuration is not arranged to my liking, how do I address this?**

Speak to your Stateroom Steward/ess or Butlers who can assist you.

### **I need an adaptor to charge my electronic devices, where can I get one?**

Please request one from your Stateroom Steward/ess or Butlers. Alternatively you can contact the Purser's Office by dialling 33000 or visit the Purser's Desk on Deck 1 in the Grand Lobby.

### **Where is the Purser's Office located and how do I contact them?**

Open 24 hours or dial 33000. Can be found on Deck 1 in the Grand Lobby, accessed via Stairway B.

### **Assembly Station Names and Locations:**

- **Assembly Station A:** Royal Court Theatre, Deck 2, forward, accessed via Stairway A
- **Assembly Station B:** Queens Room, Deck 2, midships, accessed via Stairway B
- **Assembly Station C:** Grand Lobby, Deck 2, midships, accessed via Stairway B
- **Assembly Station D:** Britannia Restaurant, Decks 2 & 3, aft, accessed via Stairway C

Once you embark, please make your way to your Assembly Station where staff will be in attendance to scan your Voyage card and give you a brief insight into our emergency procedures.

**QUEEN ELIZABETH**