

CUNARD

THE MOST FAMOUS OCEAN LINERS IN THE WORLD



QUEEN MARY 2

Brooklyn, New York Landing Arrangements

Dear Guest,

This document contains important information concerning your disembarkation. Please read the following information carefully to ensure a smooth departure from the Queen Mary 2. Should you have any further questions, please visit the Tour Office.

There will be a disembarkation talk shown on your stateroom television Channel 31 on the final sea day.

CUNARD HOTEL AND /OR TRANSFER ARRANGEMENTS:

Guests with Cunard arranged hotel or transfer packages should have now received on board confirmation in the form of a letter with new luggage labels from the Tour Office. If you have not received these please visit the Tour Office as soon as possible to ensure arrangements are in place.

ARRIVAL & PORT INFORMATION

Queen Mary 2 is expected to arrive at the Brooklyn Cruise Ship Terminal Pier 12, Brooklyn NY, on Sunday 20th December, 2009 at approximately 6:30am.

SETTLING YOUR ACCOUNT

If you intend paying your shipboard account by credit card, the card that you provided on 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 direct - there is no need to attend the Purser's Office. Cash settlements can be made 24 hours a day at the Purser's Office and from 6:00am on the day of arrival.

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 the back of this page. Our evening staff will then collect your luggage and have it placed in the Customs Hall shortly after arrival.

EARLY BREAKFAST

Early breakfast will be served in the Kings Court from **5:00am until 9:00am**. Breakfast in the Queens Grill, Princess Grill and Britannia Restaurant will be served from **6:00am until 7:30am**. Danish trolley and tea available from 5am on open deck 7. Room service will not be available on 20th December.

VACATING YOUR STATEROOM

We kindly ask you to vacate your staterooms by **8:30am**. Please take your hand carry items (and your valuables, breakable items & medicines which should not be packed in your suitcases) at this time.

IMMIGRATION INSPECTION IN NEW YORK

US Immigration & Customs formalities will take place in the terminal ashore directly after you have collected your luggage.

CUSTOMS ALLOWANCES

U.S. Citizen or Resident - \$1600 per person provided that not more than \$800 of purchases were made outside of St. Thomas, including purchases made onboard.

Liquor - 5 litres as long as 4 litres were purchased in St. Thomas.

Tobacco - 1000 cigarettes as long as 800 were purchased in St. Thomas.

Non U.S. Citizens - No more than \$100 worth of gifts, 1 litre of liquor and 200 cigarettes maybe imported for personal use whilst staying within the USA. Otherwise, please refer to the allowances as per your country of origin.

Note: All guests are required to complete a US Customs form (1 for each family is sufficient when travel companions have the same name). You will be required to present your completed customs form at the immigration inspection where any duty to be paid will be assessed.

AGRICULTURAL RESTRICTIONS

Please be informed that agricultural products are not allowed to enter the United States and will be confiscated. All baggage will be inspected by federal agents and canines in the terminal building.

SILENT DISEMBARKATION PROCEDURES:

Announcements will be made only at the designated meeting locations and only guests with the announced Luggage Label Colour will be allowed to disembark at this time. We anticipate the **General Disembarkation procedure to take place between 8:00am and 10:45am**. 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 prior to main disembarkation and are able bodied and capable of carrying ALL your own baggage, you can apply for Self Help Disembarkation at the Tour Office or Purser's Office. When disembarking Self Help, you do not need luggage labels. Please keep all your baggage in your stateroom overnight and meet in the **Queen's Room, with your luggage, from 6:30am**. From there, you will be advised when disembarkation commences (**usually around 6:40am 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: airport or station transfers; tour & transfers; post-cruise hotel transfers; private sedans, limos & vans arranged by Cunard Line shoreside offices or Queen Mary 2 Tour Office. Please follow the instructions sent to you in your letter from the Tour Office and **ONLY USE THE LUGGAGE LABELS PROVIDED BY THE TOUR OFFICE**. Please do not use any other labels that may be delivered by your stateroom steward or stewardess and remember to take off any labels already on your baggage.

CUNARD PRIVATE CAR SERVICE: No announcement will be made for Cunard arranged chauffeur cars and you are kindly requested to proceed ashore 30 minutes prior to your reserved car time.

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. Please detach the tear off coupon – this will be used as your disembarkation card and must be shown at the gangway. Please do not congregate in the corridors or at the gangway as this will cause congestion and delay disembarkation.

Kindly vacate your Stateroom by **8:30am** and relax in the Public Rooms listed below:

MEETING TIME AND PLACE FOR INDEPENDENT GUESTS WITH NON-CUNARD BOOKED ARRANGEMENTS:

8:00am - Deck 9 Queens Grill Guests YELLOW #1
(Meet in the Queens Grill Lounge on Deck #7)

8:45am - Deck 10 Princess Grill-Guests PINK #3
(Meet in the Chart Room on Deck #3)

9:15am - Deck #12 – PURPLE #1 TAGS
(Meet in the Winter Garden on Deck #7)

9:30am - Deck #11 – PURPLE #2 TAGS
(Meet in the Winter Garden on Deck #7)

9:45am - Deck #8 - SILVER TAGS
(Meet in the Illuminations on Deck #3L)

10:00am - Deck #6 - CREAM TAGS
(Meet in the Royal Court Theatre on Deck #2)

10:15am - Deck #5 - ORANGE TAGS
(Meet in the Queen's Room on Deck #3)

10:30am - Deck #4 - AQUA TAGS
(Meet in the Queen's Room or G32 on Deck #3)

We kindly ask all guests to have your Queen Mary 2 ID card and disembarkation card (luggage label tear-off coupons) ready to show at the gangway as you finally disembark. All Queen Mary 2 ID 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 the Queen Mary 2. This is our way of finding out how your voyage was. Please take some time to complete a Questionnaire and drop it in 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 Nick Bates and all the ship's company we wish you a safe onward journey home.

