

Southampton Disembarkation Arrangements

Saturday 15 May 2010, Ocean Terminal Berth 46/47

Reviewing Your Account

You can check your account using the interactive television service by selecting 'Account Review' from the main menu at any time. Please raise any queries that you have with Reception before the last day of your cruise. Account review is used as a tool to check your itemised statement. It will not give a true reflection of your Pre Cruise Onboard Credit. Onboard credit cannot be used for medical charges, art, foreign currency exchange and casino charges.

Express Checkout

If you registered a credit or debit card at check-in or during the cruise you are already registered for Express Checkout and there is nothing more you have to do. All charges will be applied to your card during the final night. You may continue to spend on your cruise card until you finally disembark, however any charges after 3.30am will not show on your main statement but will appear as a separate entry on your credit/debit card statement. All cash payments must be received by 6.00pm the evening before disembarkation. Cash payers will not be able to use their account after it has been settled unless a credit card has been registered 2 days prior to our arrival in Southampton.

Portunus Discounts

Portunus discounts will not appear on your in cabin television account view. All discounts will be applied to accounts prior to charging on the last night of your cruise. Please ask one of our Loyalty and Cruise Sales Managers prior to the last day if you have any queries or contact the Portunus Club office in the UK.

Your Final Statement

You will receive a final statement on the morning you disembark showing a zero balance and confirmation that your account, up until 3.30am that morning, has been charged to the registered credit or debit card. The express checkout procedure is then complete and requires no further action from you.

Immigration & Customs

Basic outlines of Customs' allowances are shown in the cabin services directory. Full allowances can be found on the UK Revenue & Customs website at www.hmrc.gov.uk.

EU Cash Declaration

If you are entering the EU with £10,000 or more, in cash or the equivalent in foreign currency, bonds, shares or Travelers Cheques, you must declare the sum to Customs in order to comply with Regulation (EC) No 1889/2005 of the European Parliament and of the Council applicable from 15 June 2007. This initiative has been taken to assist the efforts being made to tackle crime, money laundering, terrorism and criminality. The declaration form is available at the control point and must be completed and lodged with customs through which you enter or leave the EU.

Express Disembarkation - Self Help

If you wish to leave Ventura at 7.00am then choose our 'Express Self Help Disembarkation.' You must be able to handle all of your baggage on your own from your cabin to the terminal. Trolleys are not available until you are ashore. You can only disembark the ship at 7.00am if you choose this option. Ask at Reception (Deck 6) Atrium for a 'Self Help Disembarkation Pass'.

Cabins

In order for your steward to prepare your cabin for the next cruise please vacate your cabin by 8.00am.

Baggage

Please leave your original embarkation baggage tags on your luggage. Additional tags are available from your cabin steward if you need them. You can place packed cases outside your cabin as early as you wish on the last day of your cruise and leave any remaining bags outside your cabin before you retire for the night. We request that the majority of your bags are put outside your cabin before 8.00pm. It is recommended that you carry all valuables and fragile items in hand luggage. P&O Cruises cannot be held responsible for items packed in main baggage. Once ashore your baggage will be grouped by deck. Many bags look the same so please check the tags when reclaiming your baggage and ensure you have them all. Trolleys and porters are available in the terminal.

Disembarkation Schedule

Your coloured pass denotes your disembarkation time. Show this pass to the staff at the gangway as you disembark. Appropriate passes are allocated to those passengers travelling on scheduled Eavesway and Traveland coaches, all other passengers are allocated cards at random. We are only able to allocate a certain number of passes per group. Please remain in the comfort of the public rooms until an announcement is made inviting your group to disembark.

Group	Time	Approximate Disembarkation Time subject to change on the day.
Self Help	7.00am	Express Disembarkation, carrying your own baggage ashore
Green	8.45am	Independent Passengers, Traveland & Bath Travel
Purple	9.00am	Eavesway service to Yorkshire & Independent Passengers
White	9.15am	Eavesway service to Scotland & Independent Passengers
Red	9.30am	Hilton Hotel Transfer & Independent Passengers
Orange	9.45am	Eavesway service to North Wales, Hilton Hotel Transfer & Independent Passengers
Yellow	10.00am	Eavesway service to the North East & Independent Passengers
Blue	10.15am	Eavesway to Norfolk & Independent Passengers
Bronze	10.30am	Eavesway service to South Wales & Cruise Parking Ltd passengers
Pink	10.40am	Independent Passengers
Brown	10.50am	Independent Passengers

If you have registered for Mobility Assistance, you should meet in the Cinnamon Restaurant (Deck 5) Atrium ten minutes before your allocated time as shown above.

Pre-bookable Taxi Service

If you have booked a taxi from 'West Quay Cars' a representative will be waiting beyond the Customs check point.

Dining

Room Service is available until 1.00am on the night before disembarkation. The Waterside Starboard Side service counter will be available until 2.00am for Hot Snacks.

The Beach House and the Waterside will be open for breakfast from 6.00am-9.00am and the Saffron and Bay Tree restaurants will be open from 6.30am-8.30am.

Casino Chips

Casino chips, tokens or Poker-Pro cards should be cashed in at the Casino before the close of business on the day before we reach Southampton.

Cabin Safes

Please can you ensure that you have emptied your cabin safe of all your belongings and have left the door open.

A few final reminders

- Ship to shore direct dialling facilities will cease at 9.00pm the evening before disembarkation.
- Check you have not left any personal belongings in your cabin. Leave the safe in the open position.
- Leave your cabin key card in the cabin.
- Keep your cruise card with you, as it will be required at the gangway when disembarking.
- Return any library books to Chapter One by 4.00pm on the day before Disembarkation
- The Photo Gallery will be open the morning we are in Southampton from 7.30am-10.30am.
- British Newspapers will be available for purchase from the Celebrations Desk, (Deck 7) Forward.

Thank you for choosing P&O Cruises for your holiday and we look forward to welcoming you back on board Ventura.

