

# PASSENGER CRUISE INFORMATION GUIDE PS EMMYLOU



Thank you for choosing to travel with Murray River Paddlesteamers, aboard PS Emmylou. Please note your travel is subject to the terms and conditions of the Passenger Cruise Agreement.

Once Emmylou departs we are unable to obtain additional supplies or medicines. Special requests or dietary requirements must be advised together with your Passenger Cruise Agreement when your deposit is paid or within 3 days of full payment.

## CHECK-IN INFORMATION

You may check in from 10.00am on the day of your cruise at 57 Murray Esplanade, Echuca. Please present the following

- Cruise Confirmation sent to you
- Photo Identification for each passenger

## BAGGAGE

Baggage is limited to what you can stow in your cabins so please pack light. All bags must be clearly labelled with your name and limited to 15kg per bag. Please do not bring your bags with you at Check-In. Bags will be loaded by our staff as you board the vessel.

## BOARDING

Boarding commences 45 minutes before departure where our staff will assist with baggage. PS Emmylou departs from River Boat Dock, Berth 4, Watson Street, Echuca and returns to this Dock at 9.30am for all cruises.

## Departure Times

1 Night Cruise	- 6.30pm
2 Night Cruises	- 6.00pm (2.30pm from 1 <sup>st</sup> April 2020)
3 & 4 Night Cruises	-12 Noon (2.30pm from 1 <sup>st</sup> April 2020)

## CAR PARKING – RESERVATIONS REQUIRED

Parking is \$20 per day and must be pre-paid with your booking prior to departure. Our undercover secure car parking location is a short drive from River Boat Dock, located at **19 Cornelia Creek Road, Echuca**, opposite Echuca Moama Signs. Cars are required to be at this location 1 hour prior to departure time. Our staff and clearly marked transfer vehicles will be there to greet you and to assist with your luggage and car parking. Parking is at owners risk.

## DISEMBARKATION

Please leave your labelled luggage outside your cabin door prior to breakfast on the final day and your cabin key in the outside of the door. Luggage will be taken ashore by the crew. All cabin accounts must be settled the evening prior to disembarkation.

## ALCOHOL

Our licensing laws do not permit alcohol to be brought on-board the vessel by passengers. Bottles of wine purchased from the wineries visited are allowed to be brought back on the boat but are not to be consumed whilst on board the cruise.

## BAR & SPECIAL OCCASSIONS

Closing time for bar services is 10.00pm. If your celebrating a special occasion and would like us to make some special arrangements, please let us know 14 days in advance.

## COFFEE & TEA

Coffee & Tea is available complimentary throughout the cruise.

## DINING

Dining aboard PS Emmylou is an Australian affair of delicious table d'hote menus. Campfires, riverside dining & BBQ's are weather permitting. There is only one sitting for all meals and seating is open.

Breakfast	8.00am to 9.00am
Lunch	From 12 Noon
Dinner	6.00pm to 8.00pm

## DRESS

During the day, sportswear and casual clothing is suggested. We kindly ask that you do not wear bathing suits, singlets or brief attire especially when dining. Footwear is requested at all times. Sandals, low-heeled deck shoes and tennis shoes are most suitable on-deck and for onshore excursions. During the evening, smart casual wear is recommended and in the cooler months a good jacket as the evenings and early mornings can be chilly. We suggest you check the weather forecasts over the period of your cruise and be sure to bring a sun visor or hat, sunglasses and good sun block/sun screen during warmer months.

## DRINKING WATER

The water from your cabin tap is not suitable for drinking. Bottled water is supplied in your cabin – please feel free to refill the container from the water tap available in the lounge.

## ELECTRICS

The vessels electricity is AC 240 volts, 50 cycle (standard electrical power used in Australia).

## GRATUITIES

Tipping is always a personal choice. As a general guide, tipping is not required but is always gratefully received.

## INCLUSIONS

The following is included in your cruise: accommodation, all meals, all onshore tours, coffee and tea, bottled water, on-board presentations, transfer to/from local Hotels & Echuca Train Station. Fares exclude drinks not stated, optional tours if provided and additional services.

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## ON-BOARD PURCHASES

For your convenience, we operate an on-board account for each cabin for the duration of your cruise. You may use your cruise account for on-board drinks & souvenirs. Your cruise account must be settled the night prior to disembarkation. AUD cash or credit card (Visa & MasterCard) will be accepted for payment of your Account only.

## ONSHORE TOURS

During the cruise onshore tours are available. As a courtesy to your fellow passengers, please be prompt to your marshalling area. You are welcome to stay on-board the vessel if you do not wish to participate in excursions.

## SMOKING

Please be advised that the entire vessel including your cabin is strictly No Smoking including E-cigarettes at all times.

## CABIN SERVICE / TOWELS

As Emmylou has no laundry and to help us save water and the environment cabins are not serviced daily. Towels are replaced and ensuite cleaned mid cruise on a 4-night cruise. On all other cruise's towels are not replaced daily. Please ensure you leave towels on the racks provided in your cabin to allow them to dry. Extra Towels are available upon request.

## PRE-STAY – MELBOURNE

Ask about our Pre-Stay Return Transfers from Melbourne, staying at our preferred Hotel Partner, Pan Pacific South Wharf or Park Royal, Melbourne Airport. Departure on the morning of your cruise is at 8.00am, Melbourne & 8.30am Melbourne Airport. (10.30am & 11.00am from 1<sup>st</sup> April 2020) Afternoon drop off at Melbourne or Bendigo Airports are available. Please ensure your return flight is after 3.30pm. Please note we only collect passengers from Melbourne Airport if staying at the Park Royal Hotel the previous night.

## PRE-STAY – ECHUCA

Ask about our Pre-Stay Echuca option staying with our preferred Echuca Hotel partner, Mercure Port of Echuca, staying in a Superior King Room. Please contact our Passenger Services Team to arrange. Transfers to and from PS Emmylou are available on request.

## TRAIN FROM / TO MELBOURNE

V-Line Train return transfers are available from Melbourne upon request. As train timetables change on a regular basis please be sure to contact our Passenger Service Team to confirm current departures and arrivals. Please note coaches may sometimes replace trains between Bendigo & Echuca. Upon arrival into Echuca Train Station you will be collected and transferred to PS Emmylou or your local Hotel if staying a night prior to departure. Train travel is approximately 3 hours from Melbourne's Great Southern Railway Station via Bendigo.

## VEHICLE TRANSFERS – MELBOURNE

Transfers are available upon request. Pick up is only available from our preferred Hotel Partner, Pan Pacific South Wharf or Park Royal, Melbourne Airport on the day of your cruise departing at 8.00am Melbourne and 8.30am Melbourne Airport (10.30am & 11.00am from 1<sup>st</sup> April 2020). Drop off is available at Melbourne or Bendigo Airports or any CBD Hotel. Please contact our Passenger Services team to arrange.

## WEATHER

Rain or shine, waters on the Murray always make for smooth sailing. As a guide, expected seasonal temperatures range from 14-33 degrees Celsius during summer and 4-16 degrees Celsius during winter.

## WHEELHOUSE

You are welcome to visit the wheelhouse, however, please avoid times when the vessel is manoeuvring into or leaving port.

## WI-FI

Free Wi-Fi is available in your cabin and around the vessel. Please ask our crew for details.

## BOARDING PS EMMYLOU

Access to Emmylou is via River Boat Dock, Beth 4, Watson Street Echuca Boarding is via a gangway onto the Main Deck.

## GETTING AROUND PS EMMYLOU

Emmylou has two passenger decks. The main Deck is accessible by wheelchair however help will be required to traverse the crank shaft. The Upper Deck is not accessible by wheelchair and requires passengers to climb a staircase of 14 steps which are quite upright. We recommend that you reverse down facing the steps when coming down the staircase. Please ask our crew for assistance if required

## PASSENGER CABINS

Passenger cabins are located on the Main & Upper Decks. There are 8 cabins in total all with Private Ensuite. The Main Deck cabin is the most suitable for passengers with limited mobility. All other cabins and the Emmylou Suite are located on the Upper Deck.

## GETTING ASHORE

During the course of the cruise Emmylou stops at a number of riverside locations where passengers can go ashore via the gangway. The steepness of the gangway will vary depending on the location (varying from steep riverbanks to flat historic wharves). The crew are always on hand to assist passengers ashore. The terrain will also vary depending on river conditions. Rough ground, inclines and sand may provide obstacles to those with limited mobility. Wheelchair access for onshore tours may not be possible

## SWIMMING

If you wish to swim in the river, please seek advice from one of our crew as to the easiest and safest method of doing so. Swimming in the river is at your own risk and is not supervised by the crew.