



Thank you for choosing P&O Cruises for your holiday
Information for disembarkation in Southampton

Name: [REDACTED] | Cabin: A610

Southampton Terminal: Mayflower Cruise Terminal, Berth 106, SO15 1HJ

Disembarkation Venue: Cinnamon - (Deck 5) Midship
Disembarkation Time: 08:15 - 08:30

Fancy a head start?

We understand that you may want to leave as early as possible. If so, we offer you the opportunity to disembark between 7.00am-8.00am. If you select this option you must carry your own luggage from your cabin to the terminal yourself. The gangway will be located on Deck 5 (Midship) in the Atrium. Please use the forward staircase and lift and make your way down to Deck 5, through the Art Gallery towards the gangway, which will be adjacent to the Tazzine Bar (Costa Coffee) on the Port Side.

Do I need to inform you I want to use the Self-Help Option?

Please note that you do have to pre-register for the Self Help option with Reception. Self Help disembarkation takes place from 7:00am. However, please be aware that you will need to carry all your luggage off the ship. If you want to disembark in the Self Help group please **keep your luggage inside your cabin on the last night**. If collected by our Housekeeping Team, this will not be available until approximately 8.30am in the Terminal building.

When do I have to leave my cabin?

You must vacate your cabin no later than 8.00am the morning of disembarkation.

Where can I have breakfast?

Saffron Restaurant (Deck 6) Mid - 6.30am - 8.30am
The Waterside Buffet (Deck 15) Aft - 6.00am - 9.00am

Where do I go next?

Once you have vacated your cabin and had your breakfast, you should proceed to your designated lounge as shown at the top of this Disembarkation notice. To aid a smooth disembarkation process, we kindly ask guests to arrive at their allocated venue, anytime from 8.00am until the assigned disembarkation time above.

To avoid congestion on stairways and near the gangways, all public rooms on board Ventura are used for disembarkation, with your comfort in mind to relax in whilst you wait. You may be asked to re-locate to your assigned venue, if required to avoid any congestion in other areas.

I need a different disembarkation time...

If you're designated time and lounge does not suit your onward travel arrangements, you may choose to swap to our 'Self Help' option as detailed above or visit Reception by the evening of 06th May-. This is to adhere to our safety guidelines, as we can only have so many guests in each group or venue. You will be guided to the gangway from your venue at the approximate disembarkation time as stated on the front of this disembarkation flyer. Please be guided by the announcements that will be made by the host of your venue.



What should I do with my luggage?

Please keep your original luggage tags on your luggage. Extra luggage tags are available from Reception. You can place your luggage outside your cabin as early as you wish the day before we reach Southampton. We request that the majority of your bags are put outside your cabin before 8.30pm and any remaining pieces prior to retiring for the night. You should carry all valuable and fragile items in your hand luggage. Once ashore, all of your luggage will be grouped by deck in the Terminal Building. Please check the tags when reclaiming your luggage and ensure you have everything. Trolleys and porter service will be available in the terminal only. No assistance with carrying luggage is available on board Ventura, so please do bear this in mind when planning your disembarkation.

Where can I get Mobility Assistance from?

If you require mobility assistance, please meet in the Exchange Bar and Casino (Deck 6) Midship from 8.00am onwards, where assistance will be offered by the terminal mobility assistance team. We recommend that you use the Forward lifts as these will take you directly to entrance to this venue.

Reviewing your account...

You can check your account at anytime on your My Holiday account. You will also receive a copy of your final statement, delivered to your cabin overnight, prior to disembarkation.

Do I need to check out?

All charges will be applied to your card during the final night; there is nothing further you need to do to check out. You may continue to spend on your cruise card until you finally disembark so any charges after 3.00am on your final night will appear as a separate entry on your credit/debit card statement. Should you wish to change the credit card you originally registered, please do this no later than the day before we arrive in Southampton.

All cash payments must be received by 6.00pm the day before you disembark. Cash payers will not be able to use their account after it has been settled unless a credit card has been registered.

A few reminders...

- Please ensure you have emptied your cabin safe leaving the safe door open.
- No smoking is permitted on Promenade (Deck 7) whilst docked in Southampton due to the taking on of fuel.
- Before vacating your cabin tomorrow, please remember to take your cruise card with you. Please have your cruise card to hand as this will be required to be scanned at the gangway as you disembark.
- Please ensure you return any library books (Deck 5) Atrium by 4.00pm in the drop box at the Library the evening before disembarkation. Any unreturned will be charged to your on-board account.

On behalf of the Captain and the entire ship's company of Ventura, we thank you for choosing P&O Cruises for your holiday and we look forward to welcoming you back on board Ventura, or any of our sister ships in the near future.