

IMPORTANT INFORMATION

DEPARTURE

Groups without Vehicles

Upon arrival at the terminal, the Group Leader should proceed to the Terminal Service Desk to check-in and collect all boarding passes and cabin keys. Boarding passes and cabin keys must be distributed to the group prior to embarkation. If there are passengers with mobility impairment travelling with your group they will be required to board the vessel via our People Mover.

Coach Groups

Melbourne Terminal

Coaches are to park in the short-term bus zone on Station Pier located underneath the Terminal Building for passenger disembarkation. The Coach Driver and Tour Leader are to then escort all passengers upstairs to the Terminal Service Desk on the 1st floor.

The Group Leader and Coach Driver only should proceed to the Terminal Service Desk to check-in and collect all boarding passes and cabin keys. Boarding passes and cabin keys must be distributed to the group prior to embarkation. Passengers must board via the Gangway, independently of the coach, with the exception of passengers with mobility impairment who are required to board the vessel via our People Mover.

The Coach Driver must return to the coach and exit the short-term bus zone. Coaches are to check-in via the Freight Yard a min/max 1hr prior to the scheduled departure time. The Coach Driver cannot leave the coach at any time once in the Freight yard. Coach Drivers are required to produce their driver's license and boarding pass to enter the Freight yard.

Devonport Terminal

The Coach Driver is to park the coach in front of the Devonport Terminal in the passenger drop off zone. Once all passengers have disembarked, the Coach Driver will be directed to enter the Freight yard and park the coach in the allocated bay. The Coach Driver must leave the coach and be escorted into the passenger lounge. Terminal Service staff will escort the Coach Driver back to the coach once the Stevedores are ready to load the coach.

The Group Leader and Coach Driver should proceed to the Terminal Service Desk on the ground floor to check-in and collect all boarding passes and cabin keys. Boarding passes and cabin keys must be distributed to the group prior to embarkation. Passengers must board via the Gangway, independently of the coach, with the exception of passengers with mobility impairment who are required to board the vessel via our People Mover.

Please note: Procedures for coaches and coach drivers are subject to change on the day of sailing pending specific circumstances. Coach drivers must follow the instructions as provided by Terminal Services / Security staff on the day of sailing.

Groups with Vehicles

Upon arrival at the terminal, your group should proceed directly to the vehicle check-in booth to collect boarding passes and cabin keys. All passengers and drivers are to check-in and board in their respective vehicles.

CHECK IN

Check-In for your group commences 2.5-hours prior to the scheduled departure time and closes 45-minutes prior to the scheduled departure time.

It is recommended that coaches arrive no later than 1.5-hours prior to departure, if there are passengers with mobility impairment travelling with your group you are required to arrive 2-hours prior to scheduled departure time.

Please refer to your E-Ticket for applicable departure and arrival times.

BAGGAGE

In the interest of safety and comfort, the carry-on baggage allowance per passenger is one medium bag or suitcase with the maximum dimensions of 66cm x 46.5cm x 27.5cm. No weight restrictions apply.

All other luggage should be checked in and will be stowed on the vessel's vehicle decks.

Passengers are advised that all luggage including overnight bags will be subject to security inspection at check-in.

ITINERARY AND PASSENGER NAMES

Please ensure you check your E-Ticket and Group Names List to validate all information is accurate including passenger names.

Please contact us as soon as possible should you need to make any amendments.

SPECIAL NEEDS

If we need to consider any special needs such as medical and/or mobility assistance for any passenger travelling with the group, please contact us as soon as possible. Refer [here](#) for more information.

MOBILITY IMPAIRMENT

Mobility impairment refers to the inability of a person to use one or more of his/her extremities, or a lack of strength to walk, grasp, or lift objects. The use of a wheelchair, gopher, scooter, crutches, or a walker may be utilized to aid in mobility.

For passengers utilising a device such as a wheelchair, gopher, scooter, crutches, or a walker to aid in mobility, you are required to board the vessel via our People Mover.

You must notify us at the time of booking or check-in and you must check-in at least 2-hours before the schedule departure time.

Passengers who arrive after this time may not be permitted to board the Vessel, may forfeit their Ticket and may not be entitled to a refund or transfer. You will also need to advise if you require a bottom bunk in a shared cabin due to mobility.

CABINS

Cabins will be, allocated together in a block where possible.

PRE PAID MEALS

TMK – Tasmania Market Kitchen, pre purchased meals

The Tour Leader is required to collect Meal Vouchers (1 per person) from Reception on Deck 7. Vouchers are to be, distributed to the group by the Tour Leader prior to dining.

Group Members are welcome to dine either individually or as a group during TMK opening hours.

Pre-Paid Breakfast Packs

The Group Leader is required to proceed to Reception on Deck 7 on the day of sailing to arrange a pickup point for the prepaid Breakfast Packs.

ARRIVAL

Disembarkation commences approximately 30-minutes after arrival.

Cabin keys are to be collected from the group and handed directly to Reception on Deck 7 prior to disembarkation.

Passengers with mobility impairment will disembark via our People Mover. Please allow up to 45-minutes delay following commencement of disembarkation.

GUIDELINES OF EXPECTED BEHAVIOUR

If travelling with a school group, please ensure the Guidelines of Expected Behaviour document has been provided to Teachers and/or Guardians.

Guidelines of Expected Behaviour must be adhered to at all times.