TRAVELMARVEL
Travel More

MURRAY RIVER CRUISING

Essential Information

Murray River, Australia

KNOW BEFORE YOU GO

PASSPORTS AND VISAS*

United Kingdom, Canadian and United States passport holders require an Electronic Travel Authority (ETA) for Australia. These must be obtained prior to departure. For all other passport holders, please check with your consulate for current requirements prior to travel. *Visa requirements are valid at the time of printing, but are subject to change. Please contact your consulate for up-to-date information.

TRAVEL INSURANCE

We strongly recommend the purchase of comprehensive travel insurance to cover you for the entirety of your time away. Hospital stays, treatment, medical evacuation and other medical costs can be expensive and often need to be paid before services will be provided. Insurance that covers trip cancellation and delay, medical expenses, accidental death, lost luggage, medical evacuation and airline cancellation charges is recommended.

We also recommend your policy includes coverage for COVID-19 related events such as quarantine expenses, flight changes, and cancellation fees.

ITINERARY

Although every effort is made to follow the itinerary as per the brochure, there may be times when this will have to be varied due to weather, tides or other conditions prevailing at the time.

WHAT TO PACK

LUGGAGE REQUIREMENTS

Due to the limited space in your cabin, we recommend only packing your essential items. Please note there is a restricted luggage weight limit of 15kg per person. Luggage can be stored under your bed giving you more space to enjoy your cabin.

Clothing

While personal preferences vary, we recommend considering the time of year you are travelling and packing a variety of warm and cool clothing to suit the climate. Bring enough lightweight, comfortable clothing to last for a week, along with appropriate footwear. Drip-dry clothing is easy to launder and requires no ironing.

The dress code aboard the ship is relaxed. Light, comfortable clothing is ideal during the day, while smart casual attire is recommended in the evenings on board the ship. Comfortable walking shoes are essential for time spent ashore.

Items to pack:

- Long, lightweight pants for hikes and walks
- Sunhat with brim
- Sunscreen and insect repellent
- Comfortable and sturdy walking shoes
- Sunglasses
- Water bottle

Necessities:

- Your passport (if required)
- Cash and credit cards, or bank cards
- Airline tickets/e-ticket confirmation details
- Gels and aerosols in carry-on luggage
- Medications and copies of prescriptions
- Toothbrush and other toiletries
- Electrical adaptor(s) and a converter (if required)

Recommended optional items:

- Small umbrella
- Camera with charger and memory card or film
- Binoculars
- Small torch
- List of any important addresses and contact numbers
- Photocopy of front page of passport (kept separate from passport)
- Reading material

If you bring a CPAP machine, pack an extension cord to ensure access to a power point.

EMERGENCY CONTACT INFORMATION

With your final documentation, we will provide you with some important phone numbers and other information. Our local representatives are also available to assist with any needs that may arise while you are on tour. If for any reason you require assistance, please contact one of our representatives in the Moorabbin Office on: 1300 208 712.

KNOW BEFORE YOU DEPART

It's important to be as healthy as possible before travel, and to maintain health by applying good hygiene practices while on tour. Respiratory and gastrointestinal illnesses, while usually minor in nature, can spread rapidly within a tour group, and have a major impact on everyone's enjoyment. Travelmarvel is committed to reducing the spread of infections on tours, and asks that you read the following recommendations to ensure a healthy, safe and enjoyable holiday for you and your fellow travellers.

GENERAL PHYSICAL FITNESS

Our tours are not physically demanding, however, due to the nature of many sites you will be visiting, some tours may not be appropriate for guests with certain medical conditions and physical restrictions. Walking tours are often on uneven ground and may include stairs as well as steep inclines. You should be able to stand on your feet for an extended period of time to visit attractions or when checking in for flights, customs and immigration.

Get Walking

As your tour will involve some sightseeing by foot, and you will be required to embark or disembark coaches and/or other forms of transport, you will enjoy it more if you start exercising ahead of time. In the lead-up to your trip, we recommend you start walking three times a week (including some steps) building up to an hour at a time. This will ensure you have the stamina and energy to see and appreciate all the sights your tour has to offer. Please ensure your walking shoes fit properly and have been broken in prior to departure.

See Your GP

Your GP or travel clinic is the best source of information about preventative measures including vaccinations. We recommend all travellers consult their GP or local health travel clinic for detailed advice to ensure you are prepared for travel. Please take a copy of your travel itinerary with you to assist with the recommendations of appropriate medication and vaccinations.

If you have health concerns, ask your doctor to prepare your medical history for a foreign doctor. It should include your name, address, emergency contact, blood type, medical history, current medications and dosages, drug allergies, reasons for prior hospitalisation and a list of vaccinations and dates.

INJURY OR ILLNESS

If you suffer from a medical condition or require medical equipment, such as sleep apnoea machines, please consult your doctor and Travelmarvel to confirm your suitability for the tour before you travel. To cope with minor illness and injury, there is a first aid kit on board. In the event of a more serious injury or illness, medical care can be obtained at main towns.

Please advise the crew of any medical conditions and any treatment that could be required in an emergency. In the event that you have to leave your tour because of illness, you will need to arrange your own return to the departure point at your own expense.

PRESCRIPTIONS AND MEDICAL HISTORY

A copy of your prescriptions is vital in case of any health problems. Prepare a list of your medications, including the name, dosage, prescribing doctor and their phone number. If you have health problems, ask your doctor to prepare your medical history for a foreign doctor. Pack sufficient medication for the duration of your tour. Your medication should be kept close at hand in your purse or carry-on bag. It is always good to carry a list of your medications in case they are lost. Please remember to leave everything in its original container so it can be easily identified. It is also a good idea to bring a copy of your prescription for glasses or contacts.

PS Emmylou, Murray River, Australia

ARRIVAL AND DEPARTURE INFORMATION

AIRPORT TRANSFERS

Upon arrival at the airport on the first day of your tour (or if you have booked pre-tour accommodation with Travelmarvel), you will be welcomed by a Travelmarvel representative and transferred to your hotel. Airport transfers cannot be re-routed to other pick-up points or destinations. Transfers must be booked and flight details advised to Travelmarvel otherwise transfers cannot be guaranteed.

HOTELS

Hotel Check-in

Hotel check-in time is generally around 2pm local time, but where possible, the hotel will try and have your room available earlier. If your flight arrives prior to check-in, your luggage can be stored at the hotel until your room is ready. If your flight arrives very early in the morning and you would like access to a room, we suggest booking a pre-tour night of accommodation.

Hotel Check-out

Check-out times may vary; however, they are generally around 10am. If you have a late afternoon or evening flight, most hotels have a luggage room where you can store your luggage until your departure. A late checkout or day room may also be arranged with the hotel directly at an additional cost.

V/LINE

V/Line Country Trains both depart from and return to Southern Cross Station in Melbourne.

Your train ticket booking reference and departure time will be provided 30 days before your cruise. Upon arrival at Southern Cross Station, you can collect your boarding pass from any ticket window and then proceed to board your train. Please note that departure times may change, which is why bookings are only confirmed 30 days prior to your cruise date.

Your departure and return times will be detailed in your travel documents.

If you arrive in Echuca by train on the day of your river cruise, our welcoming team will be there to greet you at Echuca Station. They will assist you with check-in and transfer you to the PS Emmylou for boarding.

PARKING

If you choose to drive to Echuca, secure parking can be booked through Travelmarvel. Please advise your Travel Agent or Travelmarvel as early as possible prior to commencing your tour. Please note we cannot guarantee availability of parking without a reservation.

STAYING HEALTHY ON HOLIDAY

HEALTH AND SAFETY PROTOCOLS

All of our Tour Directors are required to adhere to strict health and safety, as well as COVID-19, protocols. If you are showing symptoms of a cold or virus while on tour, you may be asked to take steps to help reduce the risk of spreading illness. This may include wearing a face mask, dining in your room or cabin instead of the main dining area, or remaining in your room or cabin until your symptoms improve. Please refer to our website for the most up-to-date protocols.

Practice Good Hygiene

- Washing your hands is the most effective way to reduce the risk of contracting and spreading infections. Health experts recommend washing your hands frequently with soap and hot water for at least 20 seconds, especially before eating, after sneezing or coughing, and after touching high-contact surfaces, such as doorknobs, elevator buttons and railings.
- Please be mindful of your fellow travellers with respect to coughing, sneezing and the disposal of used tissues.

Cold and Flu

Viral respiratory infections are the most common infectious illnesses affecting travellers. Colds and flu are primarily spread by people coughing, so please practice hygiene and respiratory courtesy. This includes washing your hands often, covering your coughs and sneezes, and using antibacterial wipes or hand sanitiser frequently, i.e. after excursions, prior to meals, and throughout the day. Influenza can be common during overseas travel. The flu vaccine provides protection against the strains prevalent during flu seasons. Consult your GP for advice.

Gastro and Traveller's Diarrhoea

Traveller's diarrhoea is the second-most common infectious illness affecting travellers. The illness can be due to a number of different bugs including viruses and bacteria. Viral gastroenteritis is generally spread by person-to-person contact; whereas bacterial gastroenteritis is generally spread from consuming contaminated food or water. Symptoms can include fever, nausea, vomiting, diarrhoea and abdominal pain. The incubation for the illness varies depending on the cause. Symptoms are generally self-limiting and treatment includes rest, rehydration, simple diet, anti-nausea and anti-diarrhoeal medications. Antibiotics are generally reserved for use when symptoms are more severe or protracted (e.g. fever, abdominal pain, bloody diarrhoea or duration of symptoms for more than two days). Strict personal hygiene measures, particularly hand washing, helps protect you from getting sick and spreading the infection to others.

SUN EXPOSURE AND DEHYDRATION

The weather will be variable on your tour. Drinking plenty of water is important to prevent dehydration. A hat and good sunscreen are important for preventing sunburn, even on overcast days.

PS Emmylou, Australia

GENERAL INFORMATION

AUSTRALIA'S CLIMATE

Australia's seasons are the opposite of the northern hemisphere. The northern one-third of the country is tropical, while the southern regions are temperate. Because of the size of Australia, summer and winter climates vary from area to area, but this means there is always a region where the climate is ideal, making it a great year-round destination. Due to these wide variations in weather, itineraries may be altered to suit the conditions.

Summer (December to February)

In summer, Australia can be warm to very hot. Thunderstorms are common in the north. Light, loose natural fabrics are ideal for humid tropical regions.

Winter (June to August)

Southern winters are cool and inland nights are cold. We suggest medium-weight woollens, a coat and raincoat. In the north, it will be warm and dry during the day, but cool at night.

ELECTRICITY

Each cabin is equipped with multiple 240-volt power outlets as well as USB ports for charging phones and other devices.

TIME ZONES

The standard time is 10 hours ahead of Coordinated Universal Time (UTC), known as Eastern Standard Time (EST). Queensland, New South Wales, the Australian Capital Territory, Victoria, and Tasmania all follow EST. South Australia and Northern Territory are half an hour behind EST, and Western Australia is two hours behind EST. From October to April, Daylight Saving Time is observed only in the Australian Capital Territory, New South Wales, Victoria, Tasmania, and South Australia.

SHIP INFORMATION

WI-FI

Wi-Fi internet access is available onboard in both the cabins and the communal areas.

DINING

Dining aboard the PS Emmylou offers a genuine Australian experience featuring delicious menus crafted by the chef. Weather permitting, you can enjoy campfire-style riverside dining.

All meals are served with open seating in a single sitting. Meal times are:

- Breakfast: 8am – 9am
- Lunch: from noon
- Dinner: 6pm – 8pm

DRINKING WATER

The water from your cabin tap is not suitable for drinking. Bottled water is supplied in your cabin.

LAUNDRY

There are no self-serve laundry facilities available for guests on board.

SMOKING

Smoking or vaping is not permitted on board the PS Emmylou.

GETTING AROUND PS EMMYLOU

The PS Emmylou has two passenger decks with no elevator access, the Main Deck and the Upper Deck. To reach the Upper Deck, passengers must climb a narrow, steep staircase consisting of 14 steps. For safety, we recommend descending the stairs facing backward.

GETTING ASHORE

During the cruise, the PS Emmylou stops at several riverside locations where passengers can disembark using the gangway. The gangway's angle varies by location, ranging from steep riverbanks to level historic wharves. Our crew is on hand to assist passengers as they disembark. Please be aware that the onshore terrain may be uneven, with inclines, rough surfaces, and sandy areas. This could present challenges for those with limited mobility.

USEFUL WEBSITES

Travel Doctors:

Australia:
traveldoctor.com.au
travelclinic.com.au
travelvax.com.au

New Zealand:
worldwise.co.nz

United Kingdom:
fitfortravel.nhs.uk/home
travelhealthpro.org.uk
masta-travel-health.com

Travel Advisory:

Australia: smartraveller.gov.au
New Zealand: safetravel.govt.nz
United Kingdom: gov.uk

Customs:

Australia: homeaffairs.gov.au
New Zealand: customs.govt.nz
United Kingdom: gov.uk/browse/abroad/travel-abroad

Visa Information:

Australia: smartraveller.gov.au
New Zealand: safetravel.govt.nz
United Kingdom: gov.uk

Useful Websites:

Climate: climate-zone.com
Time: timeanddate.com/worldclock
Currency Conversion: xe.com
International Telephone Calling: countrycallingcodes.com

TRAVELMARVEL TRAVEL CENTRES

Australia

Building 4, Level 1, 15 Cochranes Road,
Moorabbin Vic 3189

P: 1300 300 036 (within Australia)
E: info@travelmarvel.com.au
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