

ship information & travel guide

Paul Gauguin
CRUISES
TO THE SOUL OF THE SOUTH SEAS



5836

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Welcome Aboard

Te Nave Nave Fenua. Welcome to the delightful land beyond imagination. And welcome to the m/s *Paul Gauguin*. We warmly embrace you as our guest and trust your cruise aboard *The Gauguin* will be a truly memorable experience.

Your cruise documents contain valuable information about embarkation and disembarkation procedures, as well as hotel and flight information. We take special care in preparing these documents and we highly recommend

that you read this guide thoroughly to ensure you have all applicable documents.

This guide will also acquaint you with our award-winning ship, provide answers to your questions about its facilities and amenities, and make you feel right at home, before you even set sail. Your captain, officers, staff, and crew await your arrival with great anticipation and look forward to transforming your shipboard experience into a truly unforgettable journey of discovery – aboard and ashore.

Mana Nui. Bon Voyage!

Airline Arrangements



Paul Gauguin Cruises (PGC) recommends contacting the airline(s) directly at least 72 hours prior to departure to reconfirm your flight time. It is also highly recommended that guests check-in at least two (2) hours prior to departure for domestic flights and three (3) hours prior to departure for international flights. Documentation, such as your passport, airline, and ship tickets, and vouchers belong in your hand baggage.

CONTACT INFORMATION

PAUL GAUGUIN CRUISES

In case of emergency and for assistance with reservations, please call PGC at (800) 848-6172 during normal business hours. For air-only emergencies after normal business hours, please call (305) 817-9339.

Hours of Operation

Monday - Friday

- 9:00 am to 8:30 pm Eastern Time
- 6:00 am to 5:30 pm Pacific Time

Saturday

- 10:00 am to 6:00 pm Eastern Time
- 7:00 am to 3:00 pm Pacific Time

AIR TAHITI — (877) 824-4846 | www.airtahitinui-usa.com

AIR FRANCE — (800) 237-2747 | www.airfrance.com

Los Angeles

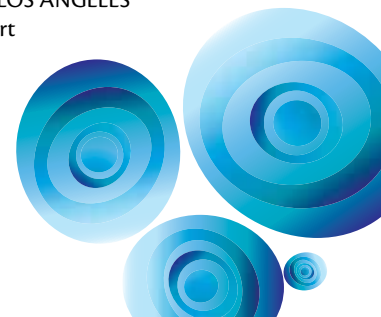
If you have an overnight stay at the Los Angeles Airport Hilton, proceed to the luggage claim area to pick up your luggage and then to the Lower Level Center Island for the hotel shuttle stop. Look for the red hotel shuttle sign. The Hilton Shuttle will transfer you to the hotel and back to the airport at the appropriate time for check-in for your flight to Tahiti. If accommodations were booked through PGC, you are pre-registered for room, tax, baggage handling gratuities, and breakfast buffet. Credit has not been established for your incidentals. You will be required to present a credit card upon check-in to guarantee any incidental charges you may incur.

LOS ANGELES AIRPORT HILTON

5711 West Century Boulevard
Los Angeles, CA 90045
Tel: (310) 410-4000
Fax: (310) 410-6250

LOCAL GROUND OPERATOR LOS ANGELES

Los Angeles International Airport
Your Reps
Telephone: (310) 545-7766
Cell Phone: (310) 748-9249





Airline Arrangements

(CONTINUED)

Papeete

If you participate in the PGC Standard Air/Sea Program, a local representative will be at the Tahiti-Faa'a International Airport to meet and assist you in every way possible. Upon arrival, please proceed through Immigration and customs. After you clear customs, your PGC local representative, Tahiti Nui Travel, will guide you to your pre-arranged transportation.

LOCAL GROUND OPERATOR TAHITI

Tahiti Nui Travel

Rue m/s Paul Gauguin:

B.P. 1673

98713 Papeete

Tahiti, French Polynesia

Tel: 011 689 46 02 02

Fax: 011 689 46 02 90

RADISSON PLAZA RESORT TAHITI

Lafayette Beach PK 7

Arue, Tahiti 98701

French Polynesia

Tel: 011 689 48 88 88

Fax: 011 689 48 88 89

INTERCONTINENTAL RESORT TAHITI

B.P. 6014, Pointe Tata'a

Faa'a, Tahiti 98702

French Polynesia

Tel: 011 689 86 51 10

Fax: 011 689 86 51 30

BAGGAGE

We suggest that you hand-carry your essentials during embarkation of the ship. Keep important items – including valuables, air and cruise documents, passports, visas,

medication, traveler's checks, photographic equipment, and credit cards – with you. PGC recommends that you keep a change of clothes with you on international flights. All airlines require carry-on baggage to fit under the seat or in an overhead storage compartment. You may contact the airline directly regarding the specific policies that apply to your flight itinerary.

The FAA requires that all checked baggage be identified with your name, address, and phone number. Please make sure that your baggage is checked all the way through to your final air destination.

BAGGAGE RESTRICTIONS

- There is no limit to the amount of personal baggage allowed on board the ship.
- Some airlines place restrictions on the number of bags allowed aboard the aircraft; the industry standard is two pieces of luggage per person. It is your responsibility to check with your Travel Professional or airline for restrictions or baggage fees.
- The responsibility of PGC for guests' lost, damaged, or misplaced baggage and other personal property is set forth in the ticket contract. PGC cannot be held responsible for unaccompanied baggage sent to the pier prior to your cruise or left on board or on the pier after disembarkation.
- Physical inspection is sometimes required, so a lock that is compatible with universal master keys is recommended. These locks are available at airports and travel stores nationwide. When traveling outside the U.S., lock any baggage that you are not carrying with you.
- Mark your baggage with large, colorful name tags so that you can easily identify your baggage in the airport or at the cruise terminal.
- Keep an itemized list of baggage contents and their values.
- You must also complete and attach the color-coded paper PGC baggage labels to each piece of baggage to assist us in delivering your baggage to your suite/stateroom upon embarkation.



Airline Arrangements

(CONTINUED)

AIRPORT SERVICES – TAHITI FAA'A

- The Westpac Banque Currency Exchange at the International Airport of Tahiti-Faa'a is open Monday to Friday 7:45 a.m. to 3:30 p.m. and one hour before or after each international flight, for money exchange only.
- Telephones are available; an operator is on duty 24 hours a day.
- Baggage storage is open two hours before each international flight and at varying times during the day.
- The snack bar is located on the ground floor. Another snack bar/restaurant is on the second floor.
- You'll find duty-free shops and a waiting lounge with bar and snacks in the in-transit zone, after you have passed through Immigration.
- Avis and Europcar have a reservations counter, and a taxi stand and taxi phone are available.

Other services include a boutique, newsstand, and flower and shell necklace stand.

CUSTOMS REGULATIONS

PGC recommends that you register any foreign manufactured items, such as cameras, lenses, jewelry, watches, binoculars, etc., with U.S. Customs prior to taking them out of the country. Otherwise, you may be required to supply proof of purchase or pay duty on these items upon returning to the U.S. The U.S. Customs service publishes "Know Before You Go," a travel booklet outlining current U.S. Customs regulations. This booklet is available free of charge by writing to the U.S. Customs Service, P.O.B. 7407, Washington, DC 20044.

INDEPENDENT FLIGHT ARRANGEMENTS

Pre/Post Hotel Guests with Independent Flight Arrangements ... It is the responsibility of the guest/Travel Professional to ensure that PGC has the most current and updated flight information, so that transfer can be arranged. There will be no refund for non-use if the transfer operates on inaccurate information. Your cooperation is greatly appreciated.

Other Guests with Independent Flight Arrangements ... If you have made your own arrangements for air transportation, ground transfers, and/or hotel accommodations, you are designated a "cruise-only" guest of PGC. You must make independent transfer arrangements to the hotel or ship if you haven't pre-booked a transfer with PGC.

Guests with Flight Deviations ... If you have deviated from the Standard Air/Sea program, you will need to secure your own transportation to the ship or hotel.



Preparing for Your Cruise



DOCUMENT CHECKLIST

Our goal is to assure that your voyage is a memorable and special experience for you. In order to ensure that your trip goes as smoothly as possible, please take a moment to read through these important reminders, to ensure you have all the proper documentation and are adequately prepared for your trip.

- **Airline & Cruise Tickets** – Your name should match that of your passport.
- **Airline itinerary** – If you have purchased PGC's Air/Sea program, your flight itinerary should be included with your documentation. Please contact the airline directly for seating assignments and any other special requests.
- **Passport** – All guests must bring a valid passport for identification and customs clearance abroad. Passports must be valid for at least six months beyond the duration of your stay. Please contact your Travel Professional for specific requirements. Passports are collected upon embarkation and held safely by Reception, who will take care of all procedures required by the local authorities on your behalf. On the last day of your cruise, your passport will be returned to you at the Reception Desk upon presentation of your passport receipt.
- **Visas** – Visas are the sole responsibility of each guest. As of April 2009, U.S. citizens do not need a visa for tourist stays of up to one month when visiting French Polynesia. Visa requirements may change without notice, however. If Paul Gauguin Cruises becomes aware of any changes, we will make every attempt to notify you and your Travel

Professional. Please understand, however, that it is the sole responsibility of each guest to obtain the proper travel documentation. For further information, please check with your Travel Professional, visit the U.S. Department of State website at www.travel.state.gov, or visit <http://tahiti.visahq.com/>.

- **Inoculations & health requirements** – Immunizations and health requirements may vary by country, and they may also change without notice. We suggest you consult with your physician or local health department, or contact the Centers for Disease Control and Prevention at 800-232-4636, or visit their website at www.cdc.gov.
- **Entry & exit fees** – Some countries charge entry and/or exit fees that can only be paid by guests. Please consult your local embassy or the U.S. Department of State at www.travel.state.gov for current information.
- **Minor child(ren) traveling with non-custodial adult** – Notarized permission from the child's legal guardian is required.

Please review your travel documents carefully to ensure all the information as listed is correct. Your cruise or cruise-tour is subject to the terms and conditions of the legally binding contract between you, as our guest, and Paul Gauguin Cruises, as set forth in your Guest Ticket/Passage Contract. A copy of the terms and conditions is enclosed in your final document wallet and is also available online at www.pgcruises.com.



Preparing for Your Cruise

(CONTINUED)

What to Pack

Due to the nature of the climate in French Polynesia, we recommend:

- Comfortable walking shoes
- Comfortable active wear for daytime activities
- Country Club resort wear for evenings
- Sun hat, sunglasses, sun block – strongly recommended
- Swimsuits and beach cover-ups
- Swimming T-shirt (or Lycra top), preferably long-sleeve
- Insect repellent
- Travel alarm clock
- Reef shoes*

**Guests should be aware that shoes suitable for wearing in the water, whether this be reef shoes, sneakers, or old sandals, are imperative for water-based activities. There are corals, urchins, and other marine life that can cause painful cuts and injuries that can be prevented by bringing footwear from home. There is limited opportunity for purchase in the South Pacific. Note that flip-flops are not suitable for this function.*

EMBARKATION / DISEMBARKATION

Embarkation Day in Tahiti:

Embarkation begins at 3:00 PM. Passengers flying from Los Angeles in the afternoon with evening arrival in Papeete will transfer directly to the pier for embarkation. Restaurants on board the ship will be open for late-evening dining.

Please note that Paul Gauguin Cruises will collect guests' passports upon embarkation, in order to facilitate immigration clearance at every port. Passports will be returned to our guests prior to disembarkation. Paul Gauguin Cruises suggests that guests make a photocopy of the picture page of their passport and retain it for identification while ashore.

Ship Disembarkation and Departure

Prior to the end of the cruise, disembarkation information will be provided on board, and color-coded baggage tags will be delivered to your stateroom. Please attach one tag to the handle of each of your bags. Pre-arranged transportation to the airport or hotel will be provided for guests participating in PGC's Air/Sea and Hotel Programs.

If you have made your own flight arrangements or deviated your air schedule from the standard Air Program, you must make independent transfer arrangements. Cruise-only guests may pre-book and purchase their post-cruise dayroom on board (airfare not included). If you are planning an independent transfer from the ship, please keep in mind it could take up to two hours for the local authorities to clear the ship and allow guests to disembark if the ship has traveled outside French Polynesian waters.

Enjoy breakfast and an early lunch on board the m/s *Paul Gauguin*, followed by a short tour/transfer en route to the Radisson Plaza Resort (or similar). Post-cruise dayroom accommodations will be provided for Air/Sea guests with a late-evening flight departure to Los Angeles (dinner not included). Pack a small bag, as baggage will not be delivered to your dayroom. Early check-in is not available. After your evening checkout, you will be transferred to the airport for your flight to Los Angeles, arriving the following morning. Allow a minimum of three hours for connecting flights.

BOARDING ID/KEY CARD

At embarkation, you will receive a boarding ID/key card that you must take with you each time you go ashore. This card is proof that you are a guest of the m/s *Paul Gauguin*. Please show this identification at the gangway each time you go ashore and return to the ship.



Preparing for Your Cruise

(CONTINUED)

CURRENCY AND CREDIT CARDS

Currency on board is the U.S. dollar. You can exchange dollars for small denominations of local currency at the Reception Desk. For cash-less transactions on board, PGC will set up a shipboard account for you upon embarkation. This will enable you to sign for such items as gifts, shore excursions, select premium liquors, etc., with the exception of casino-related expenditures. The evening prior to disembarkation, a detailed statement of your shipboard charges will be delivered to your stateroom. PGC accepts American Express, MasterCard, and Visa, as well as traveler's checks and cash.

TRAVEL INSURANCE

If you purchased PGC's Trip Protection Plan, TripMate, and have specific questions or concerns, please contact the plan administrator, at (800) 888-7292. When calling, please reference plan #426P.

HOW TO CALL THE SHIP

To call or fax *The Gauguin*, you can dial directly from the U.S.:

- Telephone: 011-870-331-165-211 or 011-870-331-165-221
- Fax: 011-870-331-165-214



Life Aboard *The Gauguin*



STATEROOM

Each suite/stateroom is equipped with:

- Luxury beauty products including shampoo, conditioner, moisturizer, bath gel, and hairdryer
(Additionally, a wide variety of sundries are available in La Boutique.)
- Luxurious bathrobes and cotton slippers
- Closet space and several drawers
(During your cruise, baggage is stored under the bed. Should you require space for additional suitcases, please contact your steward/stewardess or butler.)
- Individually controlled thermostat for air-conditioning and heating
- Television with DVD player
- Electronic safe located inside the closet
(PGC is not responsible for any personal articles, including money, jewelry, cameras, binoculars, documents, or any other items you personally retain in your stateroom.)

Complimentary overnight shoe shine service is also available. Please contact your steward/stewardess or butler for this service.

ANNOUNCEMENTS AND IA ORANA DAILY PROGRAM

Important announcements are provided via the ship's public address system. The *la Orana* daily program contains important information about daily activities, schedule changes, dining hours, and the hours kept by La Boutique and

various departments on board. It will be placed in your suite/stateroom each evening to keep you well informed for the next day.

BEAUTY SALON AND SPA

The m/s *Paul Gauguin* features a luxurious Spa and Salon on Deck 6, which offers our guests a wide array of beauty and spa facilities in a peaceful, relaxing setting. Steamroom, massage, aromatherapy, thalassotherapy, and other treatments are available. Consult a spa professional for a health and beauty program and prices, tailored for you.

BOUTIQUE

La Boutique offers a selection of clothing items, famous Tahitian Black Pearls, and duty-free gifts from around the world. A limited selection of sundry items and other travel necessities is also available for purchase.

CASINO

The Casino, located on Deck 5, is open every day at sea when not restricted by territorial border limits. Hours will be listed in the ship's *la Orana* daily program.

CHILDREN

Guests should note that there are no special facilities or onboard programs for small children on *The Gauguin*, with the exception of designated cruises during the summer and select holiday cruises, when our Ambassadors of the Environment



Life Aboard *The Gauguin*

(CONTINUED)

Youth Program is offered (for a nominal charge). Children under the age of 18 must be accompanied on the cruise by a parent or other responsible adult over the age of 21. Children under the age of 12 must be accompanied at all times by a responsible adult while on board the ship. PGC is unable to accept infants under 1 year of age and reserves the right to limit the number of children.

CLOTHING ABOARD SHIP

Country Club Casual, or elegant resort wear, is appropriate dress for all evenings aboard *The Gauguin*. Country Club Casual consists of skirt or slacks with a blouse or sweater for women, and slacks and collared shirts for men (no golf shirts). No ties are required at any time, although gentlemen may wish to bring a blazer to wear on the evening of the Captain's welcome reception. Casual wear, including shorts and jeans, is not considered appropriate after 6:00 pm.

DINING

Enjoy the finest cuisine in your choice of three venues: the elegant **L'Etoile** or **La Veranda** restaurant, or outdoor dining at **Le Grill**. L'Etoile offers gourmet international cuisine, and reservations are not required. La Veranda serves breakfast and lunch. Dinner at La Veranda features French cuisine and requires a reservation. Casual *al fresco* breakfast and lunch are served at Le Grill. Dinner features South Pacific-inspired cuisine and requires a reservation. Once you are on board, the Maitre d' can assist with all dinner reservations.

In-Suite/Stateroom ... An in-stateroom menu is available 24 hours a day. To order an in-suite/stateroom breakfast, complete the printed menu card and place it outside your door the evening prior to service. You may also dial room service to order from the main restaurant menu during normal dining hours.

Special Diets ... If you require a special diet, or if you need to have special food items available aboard ship, please notify the PGC Reservations Department at least eight weeks prior

to your sailing date. This is particularly important if specially purchased food items are required. After boarding, please contact the Maitre d' to discuss your requirements.

DISABLED GUESTS

Guests requiring special consideration on board due to physical disabilities are requested to inform us at time of reservation. It is necessary for all disabled guests to travel with a partner who will provide all support and assistance required. Due to the weather, natural terrain, and modes of transportation involved, disabled guests may find it impossible to participate in certain excursions.

A wheelchair-accessible stateroom is available, and PGC is more than willing to provide further information regarding guests with special needs upon request. Proof of ability to travel may be required.

ELECTRICAL OUTLETS/APPLIANCES

The standard electrical voltage is 220 volts. In the bathrooms you will find a 110-volt AC outlet to accommodate most U.S. standard shavers. There are both 220 volt and 110-volt AC outlets in the suite/stateroom beside the dressing table mirror. For safety reasons, travel irons are not permitted on board.

ELEVATORS

There are two elevators located forward and two elevators located aft of the ship. Please note that the Marina is not accessible via elevator.

ENTERTAINMENT ON BOARD

Featured entertainment on board includes an intimate piano bar, and the ship's warm-hearted French Polynesian dance troupe, Les Gauguines, provides dazzling performances in the Grand Salon.

FITNESS FACILITIES

Whether you're an avid fitness buff or just beginning a new exercise regimen, you'll find plenty of reasons to stay in great shape in our Fitness Center. Fitness equipment includes a lifecycle, free weights, StairMaster, treadmill, and weight bench.



Life Aboard *The Gauguin*

(CONTINUED)

GOING ASHORE

Once local authorities have cleared the ship, you are free to disembark. Whenever you leave the ship, please carry your boarding ID/key card with you, as this identification will ensure that you'll get back on board quickly and easily.

GRATUITIES

All shipboard gratuities are included in your cruise fare.

GUEST RELATIONS MANAGER

To make special arrangements on board, please contact the Reception Desk, located on Deck 4, for referral to the Guest Relations Manager. A listing of all ship office hours can be found in the *la Orana* daily program.

LAUNDRY AND VALET SERVICES

Onboard laundry and valet services, including pressing and dry cleaning, are available and may be arranged through your steward/stewardess. Consult the onboard price list.

LIQUOR

Onboard beverages are complimentary, including soft drinks, juices, bottled water, hot beverages, beer, and select wines and spirits. Guests may contact their steward/stewardess or butler for any in-suite/stateroom beverage needs. The drinking age on board is 21.

MEDICAL SERVICES

The medical center is designed to provide medical care for certain temporary illnesses and accidents. These facilities are not intended or capable of providing ongoing treatment of pre-existing medical conditions. Any such special requirement or need for health services aboard ship must be cleared in writing with PGC before final booking(s) will be accepted. The ship's licensed and registered doctor and nurse are on 24-hour call for professional and emergency services, which are available at customary charges. For Guests requiring oxygen equipment, an oxygen concentrator is the only form of oxygen equipment

allowed aboard ship and must be provided by the guest. PGC wheelchairs on board are for emergency purposes only.

NEWS SERVICES

A daily satellite newspaper is delivered to your suite/stateroom to keep you abreast of important and timely world news while aboard the ship. In addition, newspapers from around the world are available for purchase. The ship's library also carries weekly news magazines and periodicals, when available. Cable news channels are offered on in-suite/stateroom TV programming.

ONBOARD NATURALIST

A full-time, onboard naturalist with an extensive background in tropical marine ecology, will be aboard all sailings of *The Gauguin*. In addition to leading a variety of lectures and casual discussions, your naturalist will accompany guests on local excursions, introducing them to the marine life and local flora and fauna of French Polynesia. Excursions include plant walks, bike adventures, night snorkels, and mountain and ocean hikes.

PETS AND ANIMALS

Pets and animals are not permitted aboard *The Gauguin*.

PHOTOGRAPHY SERVICES

The Photo Shop on Deck 5 offers professional photography services, including albums, folios and frames, batteries, single-use cameras, digital cameras, photo accessories, and media cards. It can also print photos from guests' digital cameras.

READING GALLERY AND DVD LIBRARY

A library with a selection of book titles is located on Deck 6 Reading Gallery. A large selection of movies is available at the Reception Area on Deck 4.

RECEPTION DESK

The Reception Desk presents both the ship and guest documentation to local authorities. Reception can also change traveler's checks for you and accepts payment of your shipboard account at the end of the cruise. The Reception



Life Aboard *The Gauguin*

(CONTINUED)

Desk is located on Deck 4 and is open around the clock to answer your questions and provide general assistance.

SAFETY AT SEA

The *m/s Paul Gauguin* fully complies with all national and international regulations with respect to safety at sea. Furthermore, it is in compliance with the International Convention of Safety of Life at Sea (SOLAS) – 1974 and 1992, International Maritime Organization amendments of 1978, 1981, 1983 and 1992, and the International Convention for the Prevention of Pollution from Ships (MARPOL).

Lifeboat Drill: In compliance with SOLAS, an emergency boat drill takes place on all guest ships at the beginning of the journey. Participation in the drill is mandatory for all guests. During the drill, all services are suspended. You can find the number of your assembly station and the location of your life vest on the information board in your suite/stateroom. The exercise will commence when the alarm system sounds seven short tones, followed by one longer tone. When you hear the signal, please proceed to your assembly (muster) station. Signs pointing the way to the assembly station are installed along the corridor. Once you've reached the assembly station, you will be given further instructions. Elevators cannot be used at any time during the drill. Open decks can be damp and slippery. Therefore, please do not run. Flat shoes should always be worn on the deck area.

SHORE EXCURSIONS

Carefully planned excursions are available for each port of call on your cruise and are detailed in a separate brochure or online at www.pgcruises.com. Tours with limited availability will be confirmed strictly in the order in which requests are received. The PGC representative on board the ship will also be happy to assist with private arrangements, subject to availability. Please remember that most excursions are not included in the basic cruise fare and are dependent on local conditions. The safety of the ship, especially its guests and crew, will remain our top priority. Please follow the

instructions and advice of the staff during all shore excursions and observe all guidelines regarding environmental protection. To utilize shipboard credits, you must book your excursions on board. Pre-booked excursions must be paid in advance.

SHORE EXCURSION SAFETY CONCERNS

You should be aware that many excursions require shoes suitable for water use (see "What to Pack"). Excursions, in particular those taking place in boats or in the water, involve additional safety concerns. You must be aware of your own comfort level in boats and while in the water. For the safety of all guests, it is imperative that you follow the instructions provided by the tour staff and local guides. Currents and water conditions can be unpredictable. Sudden movement in boats can cause instability that is unnerving to other guests and can be dangerous. You should remain seated while in boats and follow the loading and unloading instructions of the guides.

Photography Concerns: While French Polynesia offers many spectacular sights for photographers, certain considerations must be taken into account when participating in shore excursions, as PGC is not liable for damage or loss to camera equipment. Many excursion vehicles are open to the elements, and a sudden downpour of rain or the possibility of seawater coming into boats is very real. Disposable waterproof cameras are strongly recommended for all water-based shore excursions. Sensitive equipment should be protected in waterproof bags. You are encouraged to leave expensive jewelry and watches on board the ship and only carry sufficient cash or a credit card for expected purchases ashore.

SMOKING

For the comfort, convenience, and safety of all our guests, smoking is not permitted in any enclosed dining area and is only permitted in specific outdoor designated smoking areas of La Palette, Le Grill, and the Pool Bar. Cigar smoking is only permitted at the Pool Bar. Smoking is prohibited in staterooms, suites, and private balconies. Further information regarding this policy and its enforcement is available at www.pgcruises.com.

Smoking Safety Notice: Always use the ashtrays and never throw cigarettes overboard – they could be blown back into the ship and cause a fire.



Life Aboard *The Gauguin*

(CONTINUED)

SWIMMING POOL

The pool deck, located mid-ship on Deck 8, includes an inviting outdoor swimming pool. Towels, lounge chairs, and refreshments are available.

VISITORS ON BOARD

Requests for visitors should be made in writing 30 days prior to sailing via our Reservations Department. Once on board, requests should be made at reception and require a minimum of 72 hours notice. Please note that visitors may be restricted for security reasons. Requests for dining room or stateroom party arrangements must be confirmed in advance with the Hotel Director. Please note that a dining fee will apply.

WAKE-UP SERVICE

Wake-up service is provided to all guests upon request. Please ask your steward/stewardess or butler for instructions, or refer to the directory located in your stateroom.

WATERSPORTS MARINA AND DIVE PROGRAM

The Gauguin's self-contained Marina offers many complimentary options for the watersports enthusiast, including windsurfing, waterskiing, and kayaking. Snorkeling equipment is also complimentary. A full optional SCUBA dive program, accommodating all levels of expertise, is available and features e-fresher, referral, and certification courses. Please contact the Travel Concierge for program costs.

Please note that no swimming, snorkeling, or SCUBA diving is allowed from the ship's Marina. Watersports Marina hours are listed in your *la Orana* daily program. Marina operation is subject to weather conditions. Select watersports activities are also available at our private motu.

Requirements

- All users of any watersports equipment must wear a life jacket provided by the Sport Coordinators.
- All users must follow the safety guidelines set by the ship and must sign a liability disclaimer before accessing the Marina platform or using any of its equipment.
- Children must be under supervision of a parent at all times. Unaccompanied children must be at least 18 years of age.

Kayaks can be used from the sports platform and from the beach. The sit-on-top kayak is easy to use with good stability and flotation. It is a great way to see the ship from a distance or to burn off a few calories. Guests with a bad back should refrain from using kayaks.

Snorkeling safety guidelines:

- Never snorkel alone.
- A snorkeling vest is recommended at all times. The vest can provide additional buoyancy if needed and assist in making you visible to all boat traffic.
- Please do not touch, kick, walk on, or disturb coral in any way. The coral is very sharp and may cut you. It is also very fragile and the slightest touch by you can fatally damage sections of the reef.
- Please wear adequate sun protection.
- If you have eaten a meal or had an alcoholic beverage, please take a break before snorkeling or enjoying any watersports.
- Be aware of occasional currents that can carry you far away. Stay within swimming distance of the beach/boat. It is easier to swim at an angle than across the current.

Waterskiing slots can be reserved at the Travel Concierge Desk the day prior to the event. The Sport Coordinators will also take reservations for ski slots on the day of the event. Ski slots are 15 minutes each. Every time a waterski boat takes out skiers, there must be an observer aboard to watch them. Guests with a bad back should refrain from waterskiing.

Staying Connected at Sea



TELEPHONE

Each suite/stateroom contains a direct-dial telephone. Direct-dial satellite calls can be made from your suite/stateroom and will be charged to your onboard account. Charges for maritime satellite communications are significantly more than land systems.

ONBOARD TV

Enjoy uninterrupted TV programming throughout your voyage aboard the *m/s Paul Gauguin*, whether the ship is at sea or in port. MTN Worldwide TV, provider of *The Gauguin's* Internet Café and Wi-Fi services, now lets you tune in to BBC World News, CNBC, Fox News, MSNBC, Sky News, Sky Sports News, E!, and other special-events programming from the comfort of your suite or stateroom, 24 hours a day.

INTERNET ACCESS ABOARD *The Gauguin*

Our onboard Internet Café is open 24 hours a day and features private terminals where you have the ability to surf the web, chat online, and access your private email account (Gmail, AOL, Hotmail, Juno, Yahoo, etc.). Alternatively, personalized CruisE-mail™ is available.

Internet access is also facilitated by our ship-wide Wi-Fi network. You may use your personal laptop, your iPhone®, and all other Wi-Fi-equipped devices while onboard and have most software installed on them without restrictions.

PURCHASING INTERNET ACCESS

Instructions on how to create an account and pricing details are present on-screen in the Internet Café or on your laptop once you connect to the Wi-Fi service. Internet pricing is identical, whether you are using the Internet Café terminals,

your own laptop, or other wireless devices. All Internet access charges will be billed directly to your onboard account.

A one-time \$3.95 activation fee applies to each user on his or her first login only. You will then be presented with a choice of Time Plans, which are transferable between Internet Café terminals and personal laptops/wireless devices, can be used anytime throughout the cruise until debarkation, and don't have to be used in a single session. No refund will be awarded for unused minutes. Upgrading a pre-selected pricing option is not available, and plans are subject to change.

MOBILE PHONE CONNECTIONS AT SEA

The ship is equipped with an advanced cellular network on board. This network allows you to make as well as receive calls on your personal mobile phone. Mobile phone service will be available for use when the ship is at sea. All charges will be conveniently billed to you by your cellular provider.

MOBILE PHONE ETIQUETTE

While we are pleased to offer the convenience of mobile phone service, we kindly request your cooperation in practicing the following as a courtesy to your fellow passengers:

- In public areas, set your ringer to vibrate and avoid loud conversations.
- If you must speak loudly, please continue the conversation in your stateroom.
- Avoid using your mobile phone in the theaters, show lounges, dining rooms, and spa areas.

Staying Connected at Sea

(CONTINUED)

MOBILE PHONE SERVICE AVAILABILITY

Mobile phone service will remain available while the ship is at sea. When the ship is in port, you can connect to the local shore-based roaming networks that are available as permitted by your cellular provider. Staterooms and upper decks of the ship have been designated as mobile phone areas. Availability, timeliness, and reliability of service are subject to radio transmission and satellite limitations caused by system capacity, system repairs and modifications, your equipment, signal strength, weather, physical obstructions, and other conditions. Other restrictions and limitations may apply.

MOBILE PHONE SERVICE REQUIREMENTS

Your cellular provider must have a roaming agreement with MCP in order for you to use your phone with this service. Not all prepaid phones are supported. Your mobile phone must be able to roam internationally.

HOW TO USE YOUR MOBILE PHONE

User must dial “+” or “00”, the country code, city code, and full number to call any country, including their country of origin. For example, to call the United States dial +011 xxx-xxx-xxxx.

DATA SERVICE

If your cellular provider supports GPRS, you can use compatible data-capable devices, such as a BlackBerry®. Please contact your cellular provider for pricing, as you may incur charges for incoming and outgoing emails and data.

CHECKING VOICEMAIL

If your cellular provider supports voicemail access from abroad, you will be able to use this service onboard. Please contact your cellular provider’s customer service department with any questions or concerns regarding voicemail.

TEXT MESSAGING

If your cellular provider supports international text messaging, you will be able to use this service onboard. Please contact your cellular provider’s customer service department for more information.

CHARGES, BILLING, AND CUSTOMER SERVICE

Usage rates for your mobile phone are determined by your cellular provider. Please note that you will be charged for

calls to any toll-free numbers, and you will be charged by your cellular provider for international roaming usage on your mobile phone bill. It can take up to 60 days for charges incurred while at sea to appear on your bill. For more information, please contact your cellular provider’s customer service department

CUSTOMER SERVICE TELEPHONE NUMBERS FOR POPULAR CARRIERS

Popular carriers are listed below. Please check with your cellular provider for availability and pricing.

UNITED STATES

AT&T (800) 331-0500 www.att.com
SPRINT (888) 226-7212 www.sprint.com
T-MOBILE (800) 937-8997 www.tmobile.com
VERIZON (800) 922-0204 www.verizon.com

CANADA

FIDO (514) 925-4590 www.fido.ca
ROGERS (877) 764-3772 www.your.rogers.com

UNITED KINGDOM

O2 +44 8705 21400 www.o2.co.uk
T-MOBILE +44 7953 966150 www.t-mobile.co.uk
VODAFONE LTD +44 8700 700191 www.vodafone.co.uk

QUESTIONS?

Please note that the onboard staff does not have access to your service information or billing records. Actual service availability depends on the cellular provider’s participation and service permissions. For questions about your service or about billing, please contact your cellular provider’s customer service department.

EXPLANATION OF RATES & CHARGES

Onboard mobile phone service is provided by Maritime Communications Partner (MCP). The following is required to use this service

- a compatible mobile phone capable of roaming internationally
- service with a cellular provider that has a roaming agreement with MCP

Your cellular provider will determine the international roaming rates you pay for usage. Paul Gauguin Cruises does not add any additional fees for this service.

MCP provides voice, SMS and GPRS data services. MCP and your cellular provider are not affiliates of the cruise line. Your cellular provider is solely responsible for the services, charges, and customer service support provided to you.

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