

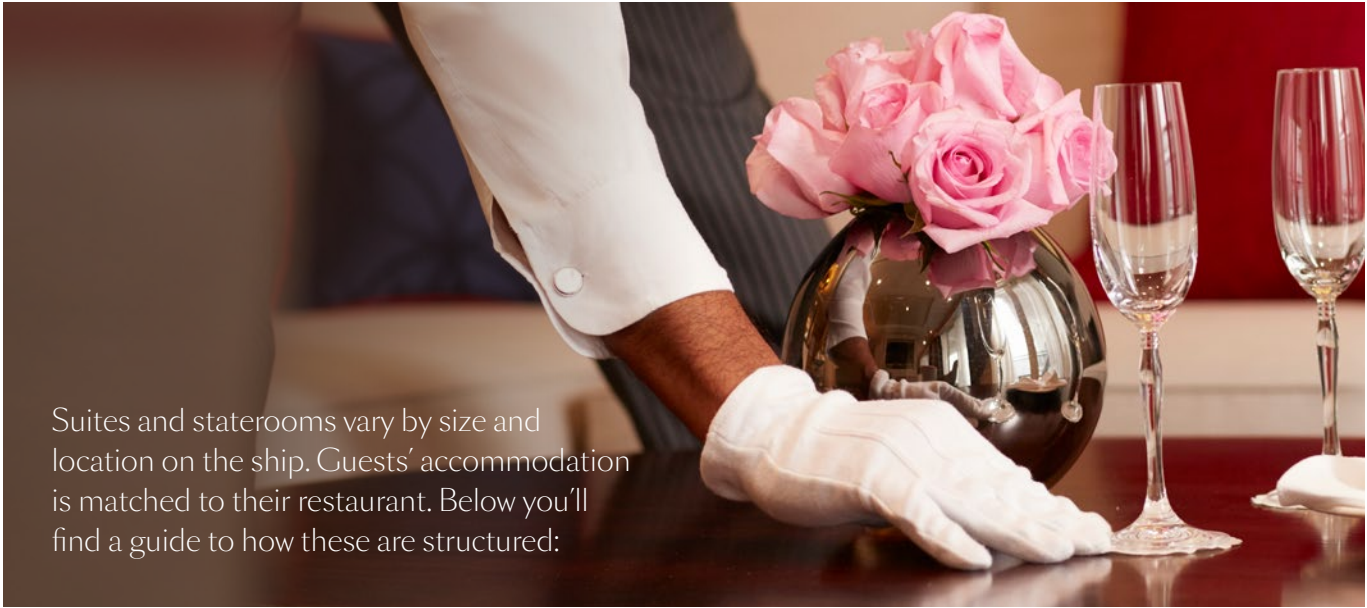
EmbarQ

THE CUNARD MAGAZINE FOR TRAVEL AGENT PARTNERS

EmbarQ feature: Your guide to Cunard Accommodation



Your guide to Cunard accommodation



The Britannia experience.

Guests selecting a Britannia stateroom have the choice of king-sized or twin beds in Inside, Oceanview or staterooms with balconies. Our single guests also have a choice of Inside or Oceanview staterooms.				
Britannia restaurant			Britannia Club restaurant	
Dine early at 6.00pm or late at 8.30pm			Dine anytime between 6.30pm and 9.00pm	
Stateroom categories				
Inside	Oceanview	Balcony	Single	Club Balcony

The Grill Suites experience.

Cunard Grill Suites are the epitome of the Cunard experience, where guests can enjoy personal service and an abundance of space to relax in their exclusive suites with balconies*, private lounge and beautiful terrace. Guests in Queens Grill Suites also enjoy the services of a butler. Here the finest food and wines make every meal in the Grill restaurants something extra special to savour.	
Princess Grill restaurant	Queens Grill restaurant
Dine anytime between 6.30pm and 9.00pm	
Stateroom categories	
Suites	Grand Duplexes, Suites and Penthouses

*Queen Anne Suite and Queen Victoria Suite on Queen Mary 2 do not have balconies.

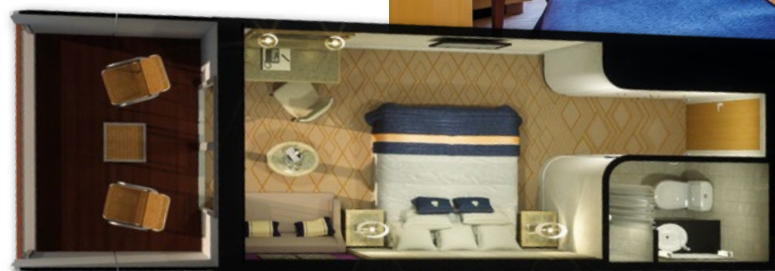
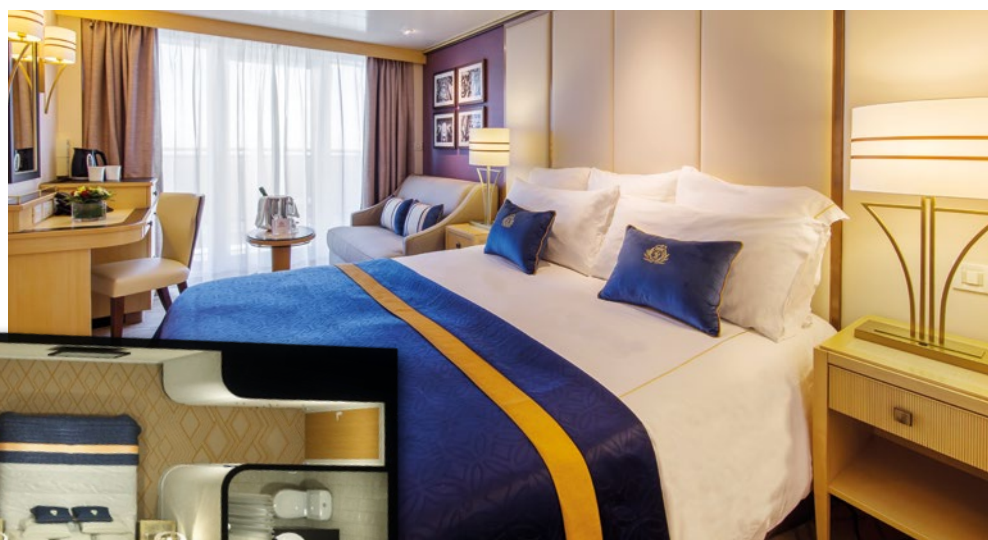


Your guide to Britannia Club staterooms

Britannia Club staterooms have a spacious private balcony and a pillow concierge menu to help with a perfect night's sleep. Britannia Club guests can dine when they choose between 6.30pm-9.00pm, every evening in the Britannia Club restaurant.

Accommodation.

Britannia Club staterooms feature a desk, seating area, king-size bed and spacious balcony. They are the best located Britannia balcony staterooms on the ship – on the highest decks, usually midship.



Amenities.

- ◆ Sparkling wine on arrival
- ◆ Fresh fruit on request
- ◆ 24-hour room service
- ◆ Nightly turndown service with chocolate
- ◆ Pillow concierge menu with up to seven pillows to choose from
- ◆ Tea and coffee making facilities
- ◆ Dining in the Britannia Club restaurant.

Dining.

Ready to welcome Britannia Club guests every breakfast, lunch and dinner, the Britannia Club restaurant is a more intimate venue than our main Britannia Restaurant, and has more tables for two. It also offers an enhanced menu choice and additional experiences to delight, such as the theatre of tableside Flambé. Britannia Club guests can dine when they choose between 6.30pm and 9.00pm.



Stateroom amenities.

	Queens Grill Suites	Princess Grill Suites	Britannia Club Staterooms	Britannia Staterooms
Amenities				
Butler service	◆			
Concierge service	◆	◆		
Embarkation welcome	Champagne and chocolates	Sparkling wine and chocolates	Sparkling wine	Half bottle of sparkling wine
Complimentary bar (stocked with two bottles of wine* or spirits* of your customers' choice and soft drinks)	◆			
Pre-dinner canapés	◆			
Daily fresh fruit	◆	◆	On request	On request
Nightly turndown service with chocolate	◆	◆	◆	◆
Features				
Satellite TV (with multi-language film and music channels)	◆	◆	◆	◆
Direct-dial telephone	◆	◆	◆	◆
Refrigerator	◆	◆	◆	◆
Tea and coffee making facilities	◆	◆	◆	◆
illy coffee machine	◆	◆		
Hairdryer	◆	◆	◆	◆
Safe	◆	◆	◆	◆
iPad <small>Queen Mary 2 – Q1-Q4 suites, Queen Victoria and Queen Elizabeth Q1-Q2 suites</small>	◆			
Personalised stationery	◆	◆		
Books /atlas	Books and Atlas	Atlas		
Daily shipboard programme	◆	◆	◆	◆
Pillow concierge menu	◆	◆	◆	
Bathroom	Bath and shower	Bath and shower	Shower	Shower
Soft velour robes and slippers	◆	◆		
Bathrobe and slippers			◆	◆
Penhaligon's toiletries	Enhanced	Enhanced	◆	◆
220V British 3-pin and 110V 2-pin sockets	◆	◆	◆	◆
Dining				
24-hour room service	◆	◆	◆	◆
In-suite dining	Queens Grill Menu	Princess Grill Menu		
Restaurant	Queens Grill restaurant 6.30pm - 9.00pm	Princess Grill restaurant 6.30pm - 9.00pm	Britannia Club 6.30pm - 9.00pm	Britannia Restaurant Early - 6.00pm Late - 8.30pm
Queen Victoria and Queen Elizabeth: exclusive access to the Courtyard, Grills Lounge and Grills Terrace	◆	◆		
Queen Mary 2: exclusive access to the Grills Lounge and Terrace	◆	◆		
Services				
Priority embarkation	◆	◆		
Priority disembarkation	◆			
Priority tender services <small>All ships Q1-Q4 Suites</small>	◆			

* For suite consumption only

Your guide to Cunard Grill Suites



Selling the Grill Suite experience

Grill Suites enable your customers to take everything they love about Cunard to the highest level and escape to their private address at sea.



Spacious suites



Finest dining



Exclusive access

The evolution of Grills.

The Grills concept originated on the ocean liner Aquitania in 1914. The Grill Room dining area offered a more intimate atmosphere and elevated service compared to the main dining room. In the late Thirties, Queen Mary and Queen Elizabeth introduced the Verandah Grill – the place to be seen on the Atlantic. Featuring an orchestra stand and dance floor, with enhanced dining and chefs encouraging special orders. QE2 continued the concept in 1969 with her Grill Room restaurant and bar. The first Queens Grill Penthouses and restaurant were unveiled three years later.



Verandah Grill

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info@cruiseworld.co.nz | www.cruiseworld.co.nz



Grill Suite guests have an exclusive concierge service who will gladly attend to any special requests they may have on board or ashore. Whether they wish to arrange a private shore excursion or reserve a soothing spa treatment.

Grill Suite amenities.

Suite Amenities	Queens Grill Suites	Princess Grill Suites
Amenities		
Butler service	◆	
Concierge service	◆	◆
Welcome champagne and chocolates	◆	
Welcome sparkling wine and chocolates		◆
Pre-dinner canapés delivered each evening	◆	
Daily fresh fruit replenished twice a day	◆	◆
Complimentary bar stocked and replenished with spirits or wines and soft drinks	◆	
Dining		
In-suite dining from the dedicated Restaurant	◆	◆
Exclusive access to the dedicated Restaurant	◆	◆
Exclusive access to: The Courtyard Queen Victoria and Queen Elizabeth	◆	◆
The Grills Terrace	◆	◆
Grills Lounge	◆	◆
Features		
Personalised stationery	◆	◆
Books/atlas	Books and atlas	Atlas
Pillow concierge menu	◆	◆
iPad Queen Mary 2 - Q1-Q4, Queen Elizabeth and Queen Victoria Q1-Q2 suites	◆	
Soft terry robe and slippers	◆	◆
Bath and shower	◆	◆
Private balcony except Queen Mary 2 - Q3 suite	◆	◆
Walk-in wardrobe	◆	◆
Services		
Priority embarkation	◆	◆
Priority disembarkation Queen Mary 2, Queen Victoria and Queen Elizabeth - Q1, Q2, Q3 and Q4 suites	◆	
Priority tender services Queen Mary 2 - Q1, Q2, Q3, Q4 and Q5 suites, Queen Elizabeth and Queen Victoria Q1-Q4 suites	◆	
Also included in all suites		
Nightly turndown service	Safe	
Satellite TV (with multi-language film and music channels)	Daily shipboard newspaper and programme	
Hair dryer	220V British 3-pin and 110V 2-pin sockets	
Direct-dial telephone	24-Hour Room Service	
Refrigerator		

Why sell Grill Suites?

- ◆ Those who book a Grill Suite are more likely to re-book - and four out of five will re-book in a Grill Suite
- ◆ Grill Suite guests also cruise more frequently than those booking Britannia staterooms.

Who would Grill Suites appeal to?

- ◆ See 'Those wanting the very best' on page 29.

How to sell Grill Suites.

- ◆ Accurately describing the proposition is key – particularly the differences between Princess and Queens Grill Suites – our suite amenities grid gives you a snapshot of this, so keeping it handy will help!
- ◆ Be sure to highlight the quality of dining, suite facilities and service – these are all key drivers for Grill Suite guests
- ◆ However, many Grill Suite guests talk about it from an emotional rather than a product perspective, what they get from Grills is a feeling of intimacy – it's a club
- ◆ A huge amount of the experience is delivered through people, that includes both the crew and the other guests – being around like-minded individuals who uphold the same values is very important.