

FRENCH POLYNESIA



2018
2019
2020

CRUISE MANUAL

for shore excursions & land programs

FRENCH POLYNESIA - PRESENTATION

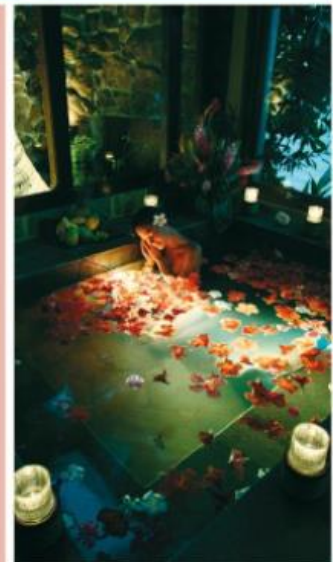


A unique and diverse destination

Bora Bora, Tahiti, Huahine, Hiva Oa, Rangiroa, or Rurutu... Names to dream by, evoking the peace and serenity of an Eden well preserved, that of our islands scattered in the heart of the South Pacific.

From rugged mountain peaks of the Marquesas to the pristine lagoons of the Tuamotu, from the unspoiled islands of the Australs to the deserted beaches of the Gambier... Each archipelago, each island has its own mystery, its unique beauty, its particular character....

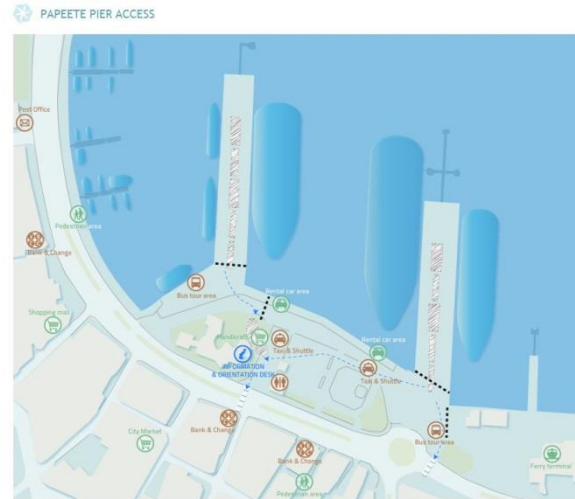
Only the Polynesian welcome will remain the same, offering visitors warmth, generosity, and genuinely wanting to make each holiday a memorable one.



SCHEDULED PORTS OF CALL

PORT OF CALL PAPEETE

Ship is docked. Pier is located downtown Papeete



Welcome

Tahiti Tours proposes welcomes on the pier with traditional flower lei greeting, traditional dance shows (15min), arrival gifts, etc.



Transfers & Private vehicles

We have a large fleet of vehicles to provide classic coach transfers (vehicles are privatized for the ship) but also private cars & minibuses.



Pre & post programs in Tahiti

Tahiti Tours can organize and propose pre/post cruise packages for travelers that would like to extend their experience in French Polynesia. Pre-stay in Tahiti, DayUse at the hotel before departure, etc.. We have a large range of available options.



Ferry & Air Transportation

Tahiti Tours organize transportation to passengers wanting to go to other islands. Having their coupon in hand, they will not waste time at the ticket booth and therefore enjoy more visiting time.

- Return Terevau or Aremiti Ferry Tickets
- Return Domestic flights to the islands



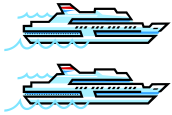
Daytours to Moorea



Excursions in Tahiti

PORT OF CALL RAIATEA

Ship is docked. Pier is located downtown Uturoa



[Welcome](#)
[Excursions](#)

PORT OF CALL BORA BORA

Ship is anchored. Pier is located in Vaitape Village (5-minute tender ride, approximately)



[Welcome](#)

*** contact us for full version ***



Operational guideline:

SHORE EXCURSIONS

Shore Excursions are subject to change due to local customs, strikes, holidays, equipment substitution or other circumstances beyond our control. We reserve the right to require individuals to withdraw from an excursion should their presence or conduct be deemed detrimental to other guests. Maxima are given for reference; exact maximum on each tour will be confirmed upon shore excursion selection & dates of call. These are subject to operators' availability only.

WEATHER, WATER CONDITIONS

Tours are frequently checked in order to provide the closest description of the sightseeing. Itinerary, stops, sailing time may be reduced or alternate dependent upon weather conditions and exceptional circumstances. Tours do operate in wet weather, however all tours are subject to cancellation dependent upon inappropriate weather conditions. We reserve the right to cancel activities should the weather or water conditions do not meet all safety standards. Once confirmed, any tour cancellation / discount shall be discussed and agreed with Tahiti Tours.

LEVEL OF ACTIVITY

All tours have been regularly tried out in order to give the most accurate information and advice. Level of activity is a guideline. Each guest should carefully review tour description to evaluate its own physical limits. We require guests participating in water activities, to know how to swim, to be comfortable in the water and able to cope with occasional currents. The Travel Desk shall highly advise and restrict all guests with physical limitations.

WHEELCHAIR ACCESSIBILITY

We will be happy to welcome physically challenged guests traveling with a shaped fellow companion, able to help in negotiating vehicle steps and provide assistance during the tour. Guides and drivers will not be responsible for single passengers with limited mobility, as this may penalize fellow travelers. Space restrictions may preclude transport of electric wheelchairs & walkers. Collapsible wheelchairs are more appropriate. Limited mobility guests should be made aware that the islands facilities are limited and wheelchair access is not always easy due to uneven grounds.

CHILDREN POLICY

Unless stated in the tour description, there is no minimum age for children accompanied by parents or guardian. Children under 18-yrs old may not participate in tour alone; a guardian should be responsible at all times. If minimum age is required, Tahiti Tours reserves the right to check passenger ID prior to tour departure. Ship Shore Excursion Desk shall be responsible for tour sells and age restriction check. Should a tour be confirmed, & cancelled after deadline due to age restriction not respected, full penalty will apply. Pricing for Children 11YO or younger may be available on selected tours, for accounting purpose, tour tickets should stipulate CHD. Infants under 2YO may travel on selected tours FOC, tour tickets should stipulate INF.

TOUR SCHEDULE

Tour departures may be suggested in order to help in a smooth dispatch. Land based, we are in direct contact with operators and local authorities, which may provide us with important information about other ships in port and special land events that may occur. We suggest that you follow our recommendations. While we strive in operating tours within the timing stipulated, events beyond our control may occur and delays may be encountered. Tour departures are from the pier, when tendering, please insure meeting of guests in advance so excursions can depart on due time.

INSURANCE / SAFETY PROCEDURE & ESCORT POLICY

Tahiti Tours is a fully licensed and insured Ground Operator. Tahiti Tours only uses excursions and service providers, who carry complete insurance coverage for the services they are hired for. A strict control of all insurance certificates and licenses is exercised. Upon request, such documents can be forwarded to you. Maximums on tours are given within insurance limitation, therefore should be strictly respected. A limited amount of escorts is welcome on selected tours, though should be counted within our maximums given. We allow 1 comp escort per tour as far as the min is paid and adding an escort does not involve adding an additional vehicle just for this person (1 per bus in large bus tours). Comp escorts seats cannot be given on some of our tours (Waverunners, ATV, Helicopter, Submarine, Aquabike, Aqua safari, Golf, Photo tour).

CLOTHING, PERSONAL EFFECTS

Most islands in the Society and Tuamotu archipelagoes are surrounded by coral reef. It represents an environment constructed by living creatures. Coral is fragile and can hurt. We recommend reef shoes in order to avoid any wounds and discomfort. Camera equipment should be carried with care and appropriate protection. On water tours, boat may be wet, personal belongings should be stored with caution. Expensive jewelry or clothing should not be worn on tour. Mosquito repellent is recommended. Biodegradable sunscreen recommended.

LAND OPERATION

Tour dispatch should be done by the ship staff, assisted and guided by our Agent/Supervisor.

PRICING

Prices are given in Euro, all taxes included. Gratuities for services rendered ashore on an organized tour are a personal matter and left to guest's discretion. These are not included within our retail rates. Due to regular changes in fuel rates, we reserve the right to modify our pricing should an important change occurs.

COMPULSORY STAFF ASSISTANCE

Our office is land based in Papeete. Because we handle an area as large as Europe, 5.5 million km² of ocean – 118 islands, we must travel to assist with tour operations where needed. Should your first or last call be different from Papeete, additional fee for our agent to reach/leave the island for compulsory ship assistance shall automatically be added on top of excursion pricing. This cost will include Air fee. Hotel Fee will be added should ship schedule does not permit flying within the same day. Most cruise lines offer complimentary cabin onboard during their stay in French Polynesia. Should the ship not be able to accommodate our staff onboard overnight during your calls throughout the islands, additional Hotel, flight & transfer fee shall be applied. Final cost will be confirmed prior to ship arrival, & included within land program invoice or through a separate invoice should we operate only shore excursions.

SHORE EXCURSIONS & TRANSFERS

Upon reception of your final tour selection, we will book and secure capacities as requested and as available up to date. Preliminary participation numbers are requested at least one week prior to the call. Final numbers must be given by 11.00am, 2 days prior to tour departure. Once final numbers are confirmed, a 100% penalty applies for any cancellation of guests, vehicle or service. Once confirmed, any tour cancellation or refund requested by the Tour Manager should be discussed and mutually agreed with Tahiti Tours prior shipboard discount or refund. Welcome packages require a unique and a long preparation, total number of guests onboard should be confirmed at least 15 days prior to the call. Final cost will be made dependent on the ship information upon confirmation. Tahiti Tours reserves the rights to invoice services confirmed, should the ship miss a call for any reason. We understand that some islands may be difficult to reach due to weather, sea conditions, etc... and we will reduce the No Show fees as much as possible.

PAYMENT

A 50% deposit of the maximum capacity given per service is required at least 30 days prior to ship arrival. Remaining balance should be settled within 7 days after call. Should we have received a deposit superior to the final invoice, a wire will be done to your bank account for reimbursement within 7 days after the last call of the ship. For land program, special conditions may apply according hotels rules.

