

■ 2027 PONANT Cruise Charter: Q&A for International Sales

No.	Categories	Questions	Answers
1	1. Cabin Room	Which cabins can accommodate 3 guests?	Deluxe Suites and higher categories can accommodate 3–4 guests. Some Prestige Suites can accommodate up to 4 guests by using connecting rooms.
2	1. Cabin Room	Is it possible for 3 people to share one room? If so, what is the pricing?	As mentioned above, it is possible. When 3 or 4 guests share one room, the 3rd and 4th guests will receive a 50% discount on the travel fare. *Note: The discount does not apply to 3–4 guests using connecting rooms. *The built-in sofa will be used as an extra bed.
3	1. Cabin Room	What is the bedding configuration when 3 to 4 people share a room?	For 3 or more guests, sofa bed will be used.
4	1. Cabin Room	Can an extra bed be added for a child?	Separate extra beds are not available, but the built-in sofa can be used as a sofa bed. However, only rooms in the Suite category are equipped with sofas that can be used as beds.
5	1. Cabin Room	Are there connecting rooms available? If so, which cabins?	Some Prestige Suites support connecting rooms and can accommodate up to 4 guests.
6	1. Cabin Room	Are there rooms that support twin beds or Hollywood twin configurations?	All guest rooms support Hollywood twin configurations.
7	1. Cabin Room	Can I check the cabin floor plans and bed sizes?	Available on the official website (luxury-hankyu.com). You can view them by clicking the 'CBN Card' at the bottom of each itinerary page.
8	2. Booking & Purchase	What is the scope of the insurance coverage?	Guests should have their own optional overseas travel insurance; agencies should verify the existence of organizer's liability insurance; the vessel is covered by marine insurance.
9	2. Booking & Purchase	What is the breakdown of passenger nationalities?	On regular routes, passengers are mainly from the US, France, and Europe. For this charter, the composition is currently undecided.
10	2. Booking & Purchase	Can I check real-time availability at the time of booking?	Yes, it is possible to confirm.
11	2. Booking & Purchase	Are there any age restrictions?	Children under 6 years old and pregnant women are not permitted to board.
12	2. Booking & Purchase	Is wheelchair accessible on board?	Possible, but there are conditions and restrictions.
13	2. Booking & Purchase	Is it possible to have small children stay in the same room?	In principle, guests under 18 years old cannot occupy a room alone. However, if a parental consent form is provided and an adult is staying in an adjacent connecting room, the two rooms will be treated as one unit, and the minors may occupy their room.
14	2. Booking & Purchase	Is it possible for a child (6 years or older) to share a bed with an adult for an additional fee?	No, it is not possible. Even children are counted toward the room's maximum occupancy based on bed usage. Example: A room with a maximum occupancy of 3 cannot accommodate 3 adults and 1 child.
15	2. Booking & Purchase	Is it possible to confirm the room number or location in advance?	In principle, no, except for some higher-tier categories or accessible (handicap) cabins. The room number will be confirmed upon receipt of the cruise ticket through the travel agency. However, requests for "Port/Starboard" or "Forward/Midship/Aft" can be made on a request basis. The specific cabin location will be disclosed when the ticket is received.
16	3. Price & Payment	Is it necessary to submit health-related documents at the time of application?	Submission of a medical questionnaire at the time of boarding is mandatory. Documents regarding pre-existing conditions or disabilities are stored in the following folder: https://bit.ly/Ponant_Medical_Form
17	3. Price & Payment	Is the onboard currency Euro (EUR)?	The onboard currency is the Euro (€). As all transactions are processed via your Cruise Card, no cash is required for daily onboard payments.
18	3. Price & Payment	How much is the gratuity?	The standard gratuity is €12 per person per day. While this covers general service, it is customary to offer a small additional cash tip if you are exceptionally satisfied with specific services, such as from your room steward or butler.
19	3. Price & Payment	When and how are gratuities paid?	On the final night of the cruise, all charges will be automatically billed to your onboard account (details can be verified at the Reception). The total amount will be settled via your Cruise Card. *If you wish to give additional tips for room service or butler service, please do so in cash (major currencies like EUR, USD, or JPY) at the time of service.
20	3. Price & Payment	Is a deposit required to use the cruise card?	No cash deposit is required as your Cruise Card will be linked to your credit card upon embarkation.
21	3. Price & Payment	Do the pre- and post-tour prices include Japanese taxes?	Yes, everything is included.
22	3. Price & Payment	Is the price higher because it coincides with the cherry blossom season?	This is because the price includes original sightseeing and events not available on regular routes.
23	4. Onboard Services	Do service levels vary depending on the cabin grade?	Services vary by room grade. Details are available on the website; please check the "CBN Card" at the bottom of each itinerary page.
24	4. Onboard Services	Is there detailed documentation regarding overall onboard services?	Please refer to the summary materials available in the e-book (https://www.hankyu-travel.com/english/e-book/) .
25	4. Onboard Services	Is room service available? Is there a fee?	Yes, it is available. It is free of charge, but a tip is required separately.
26	4. Onboard Services	Is it possible to dine inside the cabin?	Possible. Room service and grade-specific light meal services are available.

27	4. Onboard Services	What is the frequency and scope of cabin cleaning?	Basic service includes morning housekeeping and evening turndown twice a day. Cleaning is available anytime upon request to the crew on board.
28	4. Onboard Services	Regarding environmental sustainability, how often are bed linens changed?	They are changed daily.
29	4. Onboard Services	What are the strengths of PONANT compared to Asuka III?	Characteristics include highly flexible and responsive operations, and a close distance between passengers and crew that facilitates social interaction.
30	4. Onboard Services	Is there casino on board?	None.
31	4. Onboard Services	Is Wi-Fi available?	Available in guest rooms and public areas.
32	4. Onboard Services	Is there a prayer room for Muslim guests?	None. Please use your own room.
33	4. Onboard Services	I would like more details about the onboard facilities.	Please refer to the summary materials available in the e-book.
34	4. Onboard Services	Is there a dress code for the cruise?	Please refer to the final page of the official e-book brochure: https://www.hankyu-travel.com/english/e-book/
35	5. Dining	Is dining based on fixed seating and fixed times?	The Main Dining room generally operates on an "Open Seating" basis from 19:00 to 21:00. Opening hours may vary depending on departure times; please check the daily shipboard newsletter for details. For casual dining, the "Grill Restaurant" (Buffet) is also available.
36	5. Dining	Are there semi-private or fully private restaurant areas?	There are no completely partitioned private rooms available.
37	5. Dining	Are there specialty restaurants (paid/reservation-based) other than the main dining room?	None.
38	5. Dining	How many restaurants, bars, and lounges are there?	The cruise features one Main Dining room, one casual restaurant, and four lounges with bar service. Specific operating hours will be announced in the daily shipboard newsletter.
39	5. Dining	Can you accommodate allergies, vegetarian, or religious dietary requirements?	Prior declaration is mandatory, and general accommodations can be made, but we recommend confirming with the restaurant manager on board. The final decision is at the guest's own risk. Alternatively, we recommend choosing items yourself or using the buffet restaurant.
40	5. Dining	Is Halal food available?	Possible. Requests will be handled if declared in advance. By registering the data in advance, the information will be shared with the dining department.
41	5. Dining	Can MICE groups reserve restaurants or bars for private use?	Requests for exclusive area use must be submitted in advance and are subject to coordination with the ship. Please note that advance guarantee of private buy-outs is not available. Upon embarkation, please have the Tour Leader or guests confirm directly with Guest Relations.
42	5. Dining	Is lunch taken at the ports of call?	In most cases, guests return to the ship for lunch.
43	6. Ports of Call & Transfers	What are the emergency protocols for disasters or other incidents on board?	Briefings are provided during the safety drill held within 24 hours of embarkation.
44	6. Ports of Call & Transfers	Is there a safety briefing before boarding the Zodiac boats?	The crew will always provide instructions and guidance beforehand. Boarding is conducted safely by group. Normally, it is as follows: Group assignments are made during the pre-boarding lecture. Boarding proceeds by group. It is not a continuous flow like a tender boat. The captain may restrict boarding if it is judged unsafe due to physical conditions.
45	6. Ports of Call & Transfers	Is there a detailed schedule and event information for the ports of call?	Available in the e-book (https://www.hankyu-travel.com/english/e-book/) and Media Library (https://bit.ly/PONANT_Media_Library) (English/Traditional Chinese).
46	6. Ports of Call & Transfers	Are there options for choosing pre- and post-cruise hotels?	Since this is handled as a tailor-made service, requests for specific hotels can be made.
47	6. Ports of Call & Transfers	Are private guided tours or experiences at ports of call allowed?	Private arrangements for groups or individuals are available for an additional fee. Please note that if the number of buses or guides is limited depending on the port of call or language requirements, we may not be able to fulfill all requests.
48	7. CIQ & Regulations	What are the procedures for entering South Korea?	In Busan, individual screening is the mainstream, and there is a possibility that the ship will not manage this collectively.
49	7. CIQ & Regulations	What happens if country risks (such as exit restrictions) occur?	Issues like incomplete documentation are the passenger's risk; restrictions by public authorities will be handled according to the contract terms.
50	8. Miscellaneous	Can you provide video materials in an editable format?	All videos uploaded to the e-book are available for your use. However, any editing or secondary usage (re-purposing) is strictly prohibited.