

TRAINING MANUAL

“PS EMMYLOU”
Echuca, Victoria, Australia



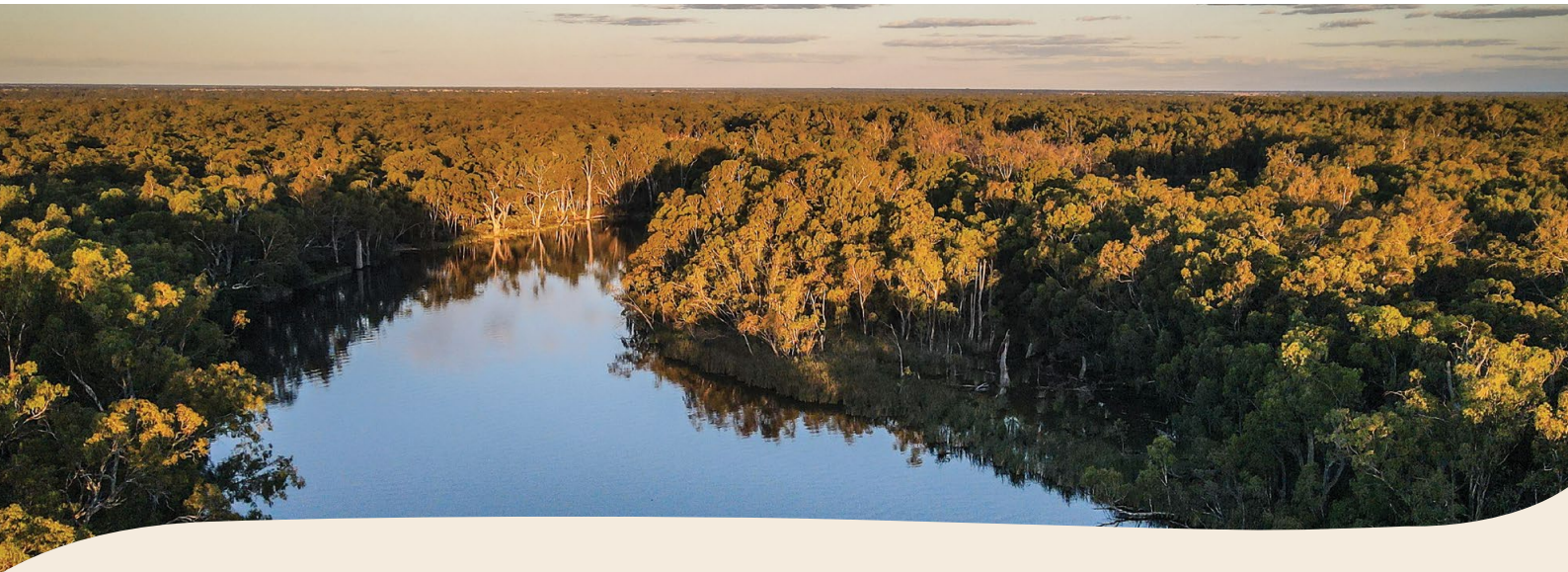
**THE ULTIMATE IN RIVER CRUISING LUXURY
AN UNFORGETTABLE EXPERIENCE!**

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WHERE IS THE MURRAY RIVER LOCATED?



- Murray River Paddlesteamers is located north of Melbourne.
By Car: From Melbourne's CBD, 2.5 hours
From Melbourne Airport 2.0 hours.
By Train: From Melbourne's Southern Cross Station, 3.0 hrs.
- Echuca is a historical Australian township in Northern Victoria and lies on the Murray River facing its sister city, the township of Moama, located in New South Wales.
- Echuca is known as Australia's paddle steamer capital with stunning natural Australian bush scenery and native animals both onshore and on the river to tantalise the nature lover.
- Experience stunning weather year-round, with something special to offer in every season. In summer, enjoy beautiful warm days and balmy evenings. In winter, snuggle up with our cozy campfire blankets and wake up to the mesmerising sight of mist lifting from the river. Each season provides unique experiences for your clients, accompanied by a captivating narrative that unfolds with every bend of the river during cruise time.



OUR VESSEL, PS EMMYLOU



WE ARE PROUD TO PROVIDE AN AUTHENTIC AND NICHE EXPERIENCE ABOARD OUR LUXURY PADDLESTEAMER, PS EMMYLOU.

- PS Emmylou is 30 metres long and 10 metres wide which spans over 2 decks with stairs on either side of the vessel - page 7 provides a diagram of each deck:

Main Deck

- Engineers open viewing wood fired steam engine and the Saloon Dining Room, 1 x Queen Cabin and below deck staff quarters.

Deck 1

- Emmylou Suite, 2 x Queen Cabins, 2 x Double Cabins, 2 x Twin Cabins and expansive areas for seating and relaxation.

- Your guests will embark on a journey of river cruising with the PS Emmylou-a vessel that not only carries a name steeped in heritage and pride, but also represents luxury on the iconic, Murray River.

- THE MURRAY RIVER IS THE THIRD LONGEST NAVIGABLE RIVER IN THE WORLD AFTER THE NILE AND AMAZON RIVERS.



OUR ITINERARY

HIGHLIGHTS



Guests enjoy a traditional Devonshire Tea

Alfresco dining with a signature riverside bbq under the stars complete with campfire and live entertainment

Visit the iconic Great Aussie Beer Shed and Heritage Farm Museum, a uniquely Australian experience

Lunch and wine tasting at award-winning St Anne's Winery

Poetry and quiz night

Happy Hour on embarkation

Movie screening onboard of 'Riverboats Remembered'

Abundance of Wildlife and ever-changing Murray River scenery



Deposit required of \$500 per person

Full Payment required 90 days prior to departure

SOLO FARE 60%.

For full terms and conditions, please visit our website.

CRUISE OPTIONS

DISCOVER THE MURRAY RIVER YOUR WAY

3 NIGHT 'DISCOVERY CRUISE'

OPERATED BY MURRAY RIVER PADDLESTEAMERS

3 Nights / 4 Days

Departs Saturdays from Echuca

Maximum 16 guests

Premium guided touring

All-inclusive dining

Ideal for short luxury escapes

4 NIGHT 'EXPLORER MURRAY RIVER CRUISE'

OPERATED BY TRAVELMARVEL ABOARD PS EMMYLOU

4 Nights / 5 Days

Extended Murray River experience

Premium touring and dining

Relaxed pace with additional cruising time

Perfect for guests seeking a longer river journey

Ideal for short luxury escapes

Abundance of Wildlife and ever-changing Murray
River scenery

PRIVATE CHARTERS

PS EMMYLOU IS ALSO AVAILABLE FOR:

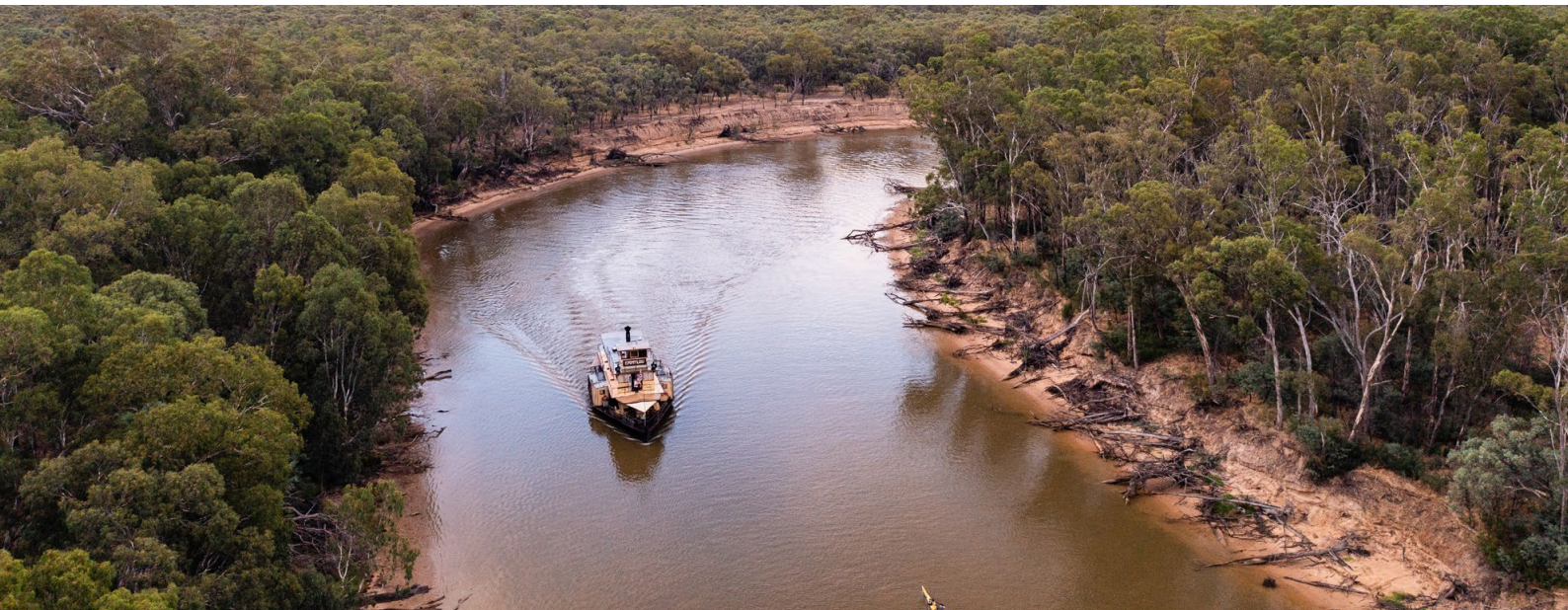
Corporate retreats

Incentive groups

Family celebrations

Special events

Exclusive whole-vessel charters



IDEAL GUEST PROFILE

WHO IS THE PERFECT EMMYLOU GUEST?

PS EMMYLOU APPEALS TO TRAVELLERS SEEKING AUTHENTIC AUSTRALIAN EXPERIENCES COMBINED WITH PERSONALISED SERVICE AND SMALL SHIP LUXURY.

IDEAL FOR:

Couples aged 55+

Retirees and empty nesters

Food and wine enthusiasts

Nature and wildlife lovers

History and heritage enthusiasts

Luxury travellers seeking authentic experiences

International visitors wanting to experience regional Australia

Guests who prefer small ships over large cruise vessels

NOT IDEAL FOR:

Families travelling with children

Guests requiring wheelchair or walking frame access

Travellers seeking large-scale entertainment venues

Guests wanting resort-style facilities

AGENT SELLING TIP

If your client enjoys boutique hotels, luxury rail journeys, food and wine touring, or small ship cruising, they are likely to love PS Emmylou.



ACCESSIBILITY & MOBILITY

IMPORTANT ACCESSIBILITY INFORMATION

TO ENSURE GUESTS ENJOY A SAFE AND COMFORTABLE EXPERIENCE, IT IS IMPORTANT THAT MOBILITY REQUIREMENTS ARE DISCUSSED AT THE TIME OF BOOKING.

MOBILITY REQUIREMENTS

GUESTS SHOULD BE ABLE TO:

Walk independently

Negotiate stairs between decks

Embark and disembark without assistance

Walk on uneven ground during shore excursions

Board coaches used for touring activities

PLEASE NOTE

PS EMMYLOU IS NOT SUITABLE FOR:

Wheelchair users

Walking frames

Mobility scooters

Guests with significant mobility restrictions

The vessel features stairs between decks and many shore excursions involve natural riverbank environments and uneven terrain.

If mobility concerns exist, guests should discuss their requirements with our reservations team prior to booking.



A DAY ONBOARD PS EMMYLOU

WHAT CAN GUESTS EXPECT?



EVERY DAY ABOARD PS EMMYLOU IS CAREFULLY DESIGNED TO BALANCE RELAXATION, EXPLORATION AND AUTHENTIC MURRAY RIVER EXPERIENCES.

EARLY MORNING

Wake to the sounds of the Murray River and enjoy tea or coffee while watching the Australian bush come to life.

BREAKFAST

Freshly prepared breakfast served in the Saloon Dining Room.

MORNING CRUISING OR TOURING

Enjoy river cruising, wildlife viewing or guided shore excursions.

LUNCH

Regionally inspired lunch featuring local produce.

AFTERNOON

Relax on deck, enjoy afternoon tea, take in the scenery or participate in shore-based experiences.

EVENING

Happy Hour with fellow guests as the sun sets over the Murray River.

DINNER

A memorable four-course dining experience accompanied by selected local wines and beer.

AFTER DARK

Enjoy the peace and tranquillity of the river, storytelling, stargazing or our signature riverside campfire dining experience.



WHAT IS INCLUDED IN THE FARE PRICE?

Queen/Twin/Double Share Cabin, Emmylou Suite accommodation all with their own individual key access.

Room Amenities:

- 2 Bottles of water on day of departure (thereafter this is provided free of charge from the Saloon Dining Room)
- Torch
- Insect Repellent
- Tissues
- Soap, Shampoo and Conditioner

Return Coach Transfers from our Echuca partner hotel, Echuca train station or our local car parking facility to the vessel on day of embarkation and disembarkation

All regionally inspired meals - Breakfast, Lunch and Dinner - being A-la-carte.

Selected wine and beer provided during dinner service only. Beverages are available for purchase throughout the journey with Cabin chargeback provided

Morning and Afternoon Tea

Complimentary Barista Coffee, Fine Teas, soft drink and water

Premium on-shore Guided Tours

Complimentary Starlink WI-FI throughout the vessel and in Cabins and Emmylou Suite

All onboard gratuities

Option of country V-Line train, Melbourne CBD (Southern Cross Station) to Echuca Station and return

WHAT IS NOT INCLUDED IN THE FARE PRICE?

– NOT A WHOLE LOT AS WE ARE ‘ALL-INCLUSIVE!’

Alcoholic beverages outside of dinner service - chargeback facility provided

Souvenirs purchased onboard

Any souvenirs purchased during on-shore tours and excursions

Parking - Echuca township is 3 hours maximum parking, therefore, we provide our own secure local carparking location at a low cost of \$30 per day per vehicle for your clients convenience



OUR CABINS



TWIN CABIN 6 M²



QUEEN CABIN 6.55 M²

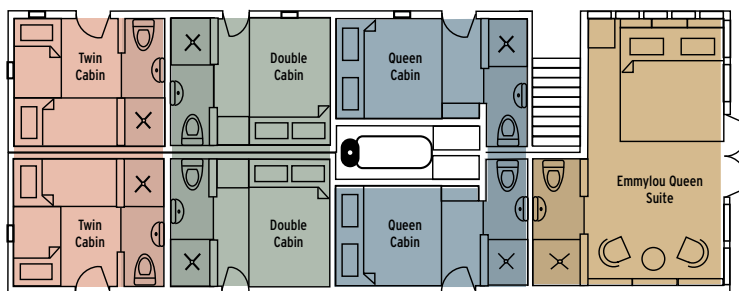


DOUBLE CABIN 6 M²

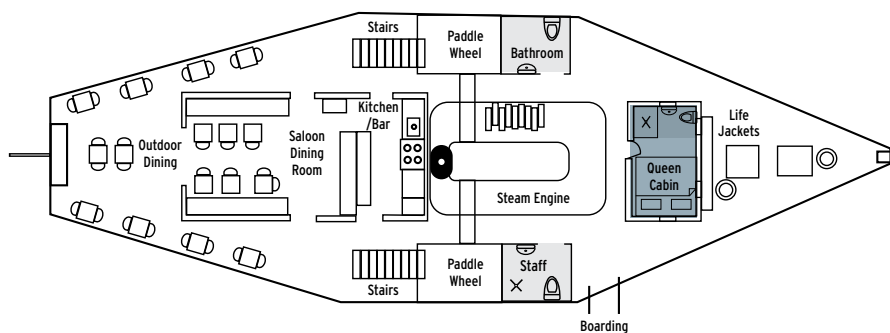


EMMYLOU SUITE 12 M²

UPPER DECK



MAIN DECK



DOUBLE CABIN / TWIN CABIN



Double Cabin

WE HAVE TWO DOUBLE AND TWO TWIN CABINS LOCATED ON THE UPPER DECK

All Cabin bedding cannot be reconfigured

Room sizing - 6.0m²

Private ensuite with walk in shower, rain head, vanity, toilet, soap/shampoo/conditioner

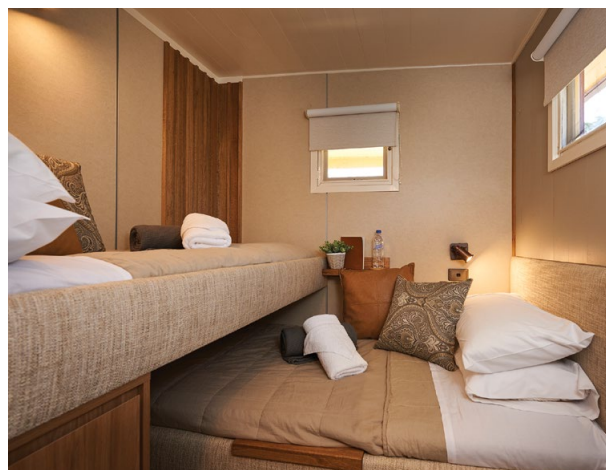
Luxury bed linen

All rooms open onto the deck and provide a picturesque window

One 240 volt power point is provided in the Cabin along with one in the ensuite

Individually controlled airconditioning / heating

Starlink WIFI available in the Cabin



Twin Cabin



QUEEN CABIN



**WE HAVE TWO QUEEN CABINS LOCATED
ON THE UPPER DECK AND ONE ON THE
MAIN DECK**

Room sizing - 6.55m²

Maximum 2 guests - bedding cannot be configured
to twin share

Private ensuite with walk in shower, rain head,
vanity and toilet, soap/shampoo/conditioner

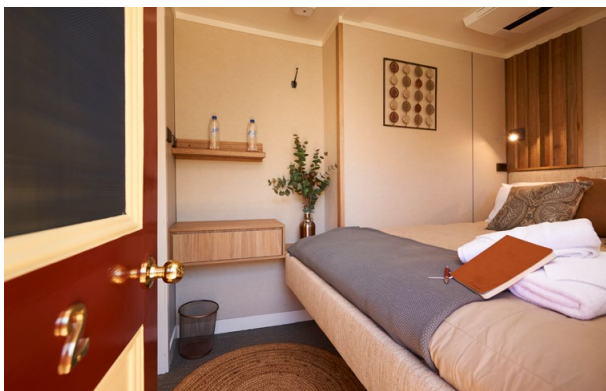
Luxury bed linen

One 240 volt power point is provided in the Cabin
along with one in the ensuite

Starlink WIFI available in the cabin

All cabins open the deck and provide a
picturesque window

Individually controlled airconditioning/heating



EMMYLOU SUITE

WE HAVE ONE EMMYLOU SUITE LOCATED ON THE UPPER DECK

Individually controlled airconditioning / heating

Starlink WIFI available in the Suite

Room sizing - 12 m²

Maximum 2 guests - bedding cannot be configured
to twin share

Private ensuite with walk in shower, rain head,
vanity and toilet, soap/shampoo/conditioner

Luxury bed linen

Room provides French Doors to the deck and a small
sitting area

Three 240 volt power points are provided in the
Cabin along with one in the ensuite

Emmylou suite seating area



SALOON DINING ROOM

**CHARMING VENUE SERVING BREAKFAST,
LUNCH AND DINNER WITH FRENCH DOORS,
PICTURESQUE WINDOWS AND ALFRESCO
DINING**

Morning and Afternoon tea

Airconditioned / Heated venue

All cuisine is sourced locally where available

All cuisine is cooked fresh onboard

Provide vegetarian and gluten free options (please
advise prior to departure date)

Halal/Kosher - unfortunately we cannot offer this
option

Alfresco dining when weather permitting

Full table service

Breakfast - Continental and/or Full Breakfast
options
Open 7.30am to 9.30am

Lunch - a-laCarte
Open 12.00noon to 2.00pm (can vary depending on
onshore tours)
Fully stocked bar service

Dinner - 4 Course a-la-carte including beer and wine
during dinner service
Open 7.00pm to 9.00pm
Fully stocked bar for spirits/apertifs,
optional extra with charge back available

Located on the Main Deck

Saloon Dining Room comes alive in the evening as
the sun sets to a candle-lit restaurant complete with
white linen



KEY SELLING POINTS

Emmylou features an authentic 1906 Marshall & Sons wood-fired steam engine (think Puffing Billy on water!)

Niche

Small group - Maximum 16 passengers

Fusing heritage charm with comfort

Experience Unparalleled

No blackout dates

Guaranteed departures

3.0 hours by train from Melbourne's Southern Cross Station

2.5 hours from Melbourne CBD by car

2.0 hours from Melbourne Airport by car

Featured in the tele-series hit movie 'All the Rivers Run'

No children allowed

Australian owned and run company

Premium onshore activities and tours

Natural wildlife to Australia's bush



IMPORTANT INFORMATION



Our demographic is age 55+

No children Under 18....no kids, no crowds, no castles!

No alcohol is to be bought onboard

Onboard charge back facilities provided for refreshments and souvenirs

All Cabins are maximum 2 guests. We don't offer, triple or quad accommodation

Option of V-Line (country train) from Melbourne CBD's Southern Cross Station to Echuca and return per guest.

Included coach transfer day of departure or return to partner Echuca hotel, Echuca train station or our local carpark facility

240 Volt in Cabins

Stairs either side of the vessel. We don't provide for wheelchair bound guests or those with walking frames due to the on-shore terrain and maneuverability around the vessel

Complimentary Barista Coffee and teas provided free of charge throughout the journey

Premium Onshore guided tours included

Day 1 welcome onboard complimentary 'happy hour' of alcoholic and non alcoholic beverages by our Front of House, Captain, Engineer and Chef

All onboard Gratuities included

Our itineraries are designed for the active mature aged guest



DISCOVER OUR FLAGSHIP VESSEL PS AUSTRALIAN STAR

LOOKING FOR A LARGER LUXURY CRUISE EXPERIENCE?



GUESTS SEEKING ADDITIONAL SPACE, LUXURY AND LONGER ITINERARIES MAY ALSO ENJOY PS AUSTRALIAN STAR.

FEATURES INCLUDE:

19 luxury cabins

Lift access between decks

Spacious staterooms and suites

Premium dining experiences

3, 4 and 7 night itineraries

Starlink Wi-Fi throughout the vessel

IDEAL FOR:

Luxury cruise guests

Extended holiday travellers

Guests seeking larger cabin accommodation

Special celebrations and milestone occasions

AGENT OPPORTUNITY

Many guests who enjoy PS Emmylou return to experience PS Australian Star, making it an excellent upsell and repeat travel opportunity.

**MURRAY RIVER PADDLESTEAMERS
AUTHENTIC HERITAGE. MODERN COMFORT.
UNFORGETTABLE EXPERIENCES.**



HELPFUL RESOURCES



Website:

<https://www.murrayriverpaddlesteamers.com.au>

The banner of our main page you will find 'General Info' and on the drop down menu 'Agent Resource Centre'.

Here you will find:

- Training Manual of PS Australian Star and PS Emmylou
 - Digital brochure
 - Agent Booking Portal
 - Social Media tiles
 - Dropbox of images
 - 3 night flyer
 - Charter T&C's
 - And more!
-

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