

TRAINING MANUAL

“PS AUSTRALIAN STAR” Echuca, Victoria, Australia



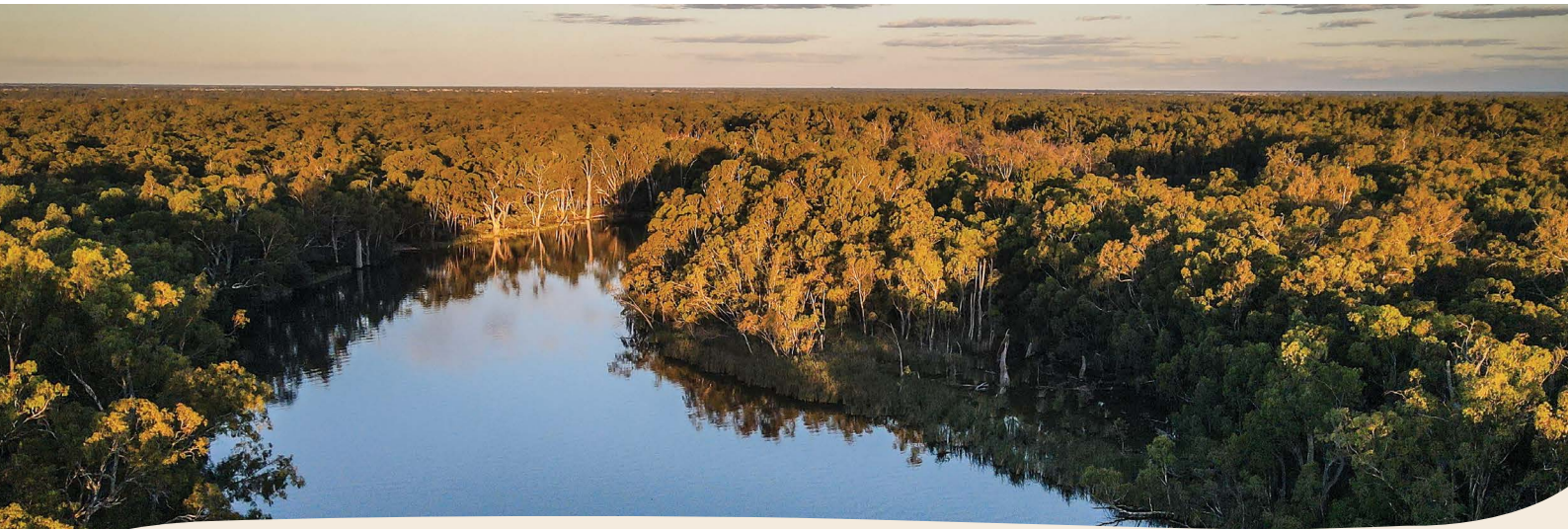
Please enjoy learning about Murray River Paddlesteamers.
The ultimate in River Cruising Luxury - an unforgettable experience!
- THE TEAM AT MURRAY RIVER PADDLETEAMERS.

GLOSSARY

PAGE 3	Where is Murray River Paddlesteamers located?
PAGE 4	Our Boat, PS Australian Star
PAGE 6	What is included in the fare price?
PAGE 6	What is not included in the fare price?
PAGE 7	Deck Diagrams
PAGE 8	Queen Stateroom
PAGE 9	Queen Suite
PAGE 10	King Suite
PAGE 11	Accessible Cabin
PAGE 12	Randell Dining Room
PAGE 13	Groups & Charters
PAGE 14	Hopwood Lounge and Bar
PAGE 15	Key Selling Points
PAGE 16	Important Information
PAGE 17	Helpful Resources



WHERE IS THE MURRAY RIVER LOCATED?



- Murray River Paddlesteamers is located north of Melbourne. By car from the central business district 2.5 hours and Melbourne Airport 2.0 hours. By train from Melbourne central business district's Southern Cross Station, takes 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 AUSTRALIAN STAR

We are proud to provide an authentic and niche experience aboard our luxury paddlesteamer, PS Australian Star. The first luxury river boat in the Southern Hemisphere, debuting June 2025.

- PS Australian Star is 35 metres long and 8 metres wide which spans over 3 decks providing an internal lift along with stairs - page 7 provides a diagram of each deck:

Main Deck

- Engineers open viewing wood fired steam engine and the Randell Dining Room. Houses staff quarters.

Deck 1

- The Hopwood Lounge and Bar, 8 Queen Staterooms, 1 accessible stateroom and 1 Queen Suite.

Deck 2

- 9 Queen Staterooms and 1 King Suite

- Your guests will embark on a journey into a new era of river cruising with the PS Australian Star-a vessel that not only bears a name steeped in heritage and pride, but also represents the pinnacle of luxury on the iconic, Murray River - the third longest navigable river in the world after the Nile and Amazon Rivers
- On debut, PS Australian Star will be the only accommodated wood-powered paddle steamer in the world, an experience like no other and a true bucketlist!



OUR ITINERARIES



WE OFFER 3 ITINERARIES ABOARD PS AUSTRALIAN STAR:

3 NIGHT 'DISCOVERY CRUISE'

Cruise departs every Friday from Echuca Wharf at 4.00pm

Cruise disembarks the following Monday to Torrumbarry Weir at 9.30am (a coach is provided for transfer back to Echuca)

4 NIGHT 'EXPLORER CRUISE'

Cruise departs every Monday from Torrumbarry Weir at 4.00pm (a coach is provided for transfer to Torrumbarry)

Cruise disembarks on the Friday at 9.30am Echuca Wharf

7 NIGHT 'ALL THE RIVERS RUN CRUISE'

Cruise departs every Monday from Torrumbarry Weir at 4pm (a coach is provided for transfer to Torrumbarry)

Cruise disembarks the following Monday at 9.30am Echuca Wharf.

Deposit required of \$400 per person

Full Payment required 90 days prior to departure
SOLO FARE 75%.

For full terms and conditions,
please visit our website.

WHAT IS INCLUDED IN THE FARE PRICE?

Queen/Twin Share Stateroom, Queen Suite or King 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 our restaurant or bar)
- Torch
- Insect Repellent
- Tissues
- Soap, Shampoo and Conditioner

Our King Suite is provided with a fully stocked mini bar which is replenished daily

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

All regionally inspired meals - Breakfast, Lunch and Dinner - Breakfast and lunch are buffet style with dinner being A-la-carte.

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

Morning and Afternoon Tea

Complimentary Barista Coffee, Fine Teas, soft drink and water

24 hour cookies/fruit, tea and coffee located in Hopwood Lounge and Bar

Premium on-shore Guided Tours

Complimentary WI-FI throughout the vessel and in Staterooms and Suites

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

In room fridges (for the exception of the King Suite)

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 \$25 per day per vehicle for your clients convenience



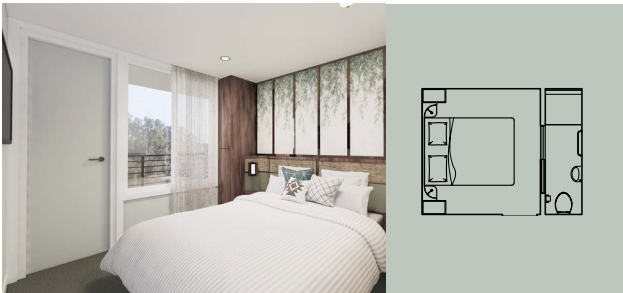
OUR SUITES



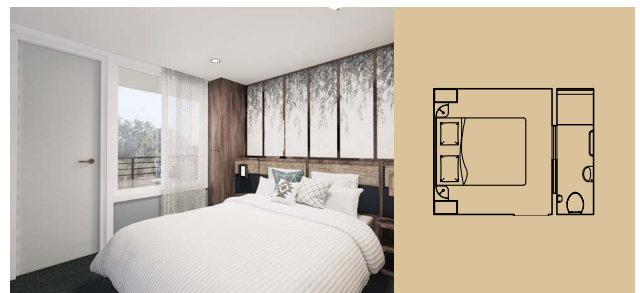
KING SUITE 18.6 M² | With private deck



QUEEN SUITE 14.3 M² | With private deck

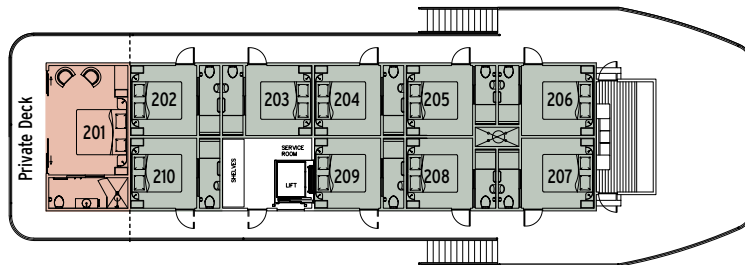


QUEEN STATEROOM 10.2 M²

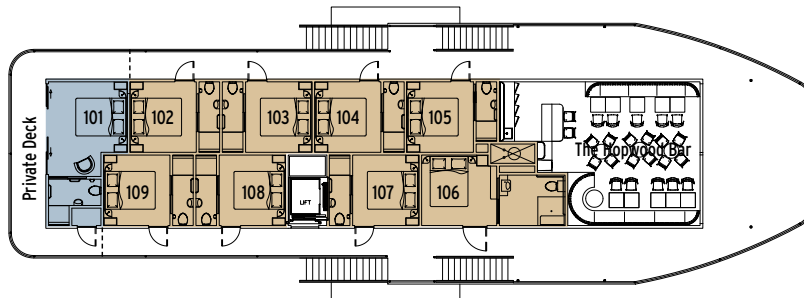


QUEEN STATEROOM 10.2 M²

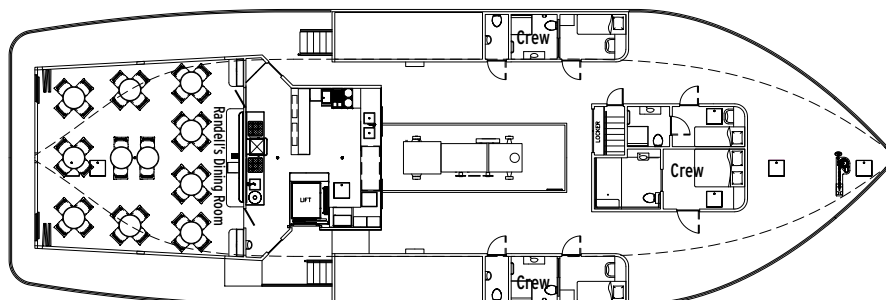
Deck 2



Deck 1



Main Deck



QUEEN STATEROOM



WE HAVE 17 QUEEN STATEROOMS LOCATED ON DECK 1 AND DECK 2

All Staterooms can be configured into twin bedding

Room sizing - 10.2m square

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

Two 240 volt power points are provided in the stateroom along with one in the ensuite

A USB outlet is provided at each bedside

There is no room service, however, 24 hour snacks available in the Hopwood Lounge

Room refreshing:-

3 & 4 Night itineraries - Pull up bed service each day with new pillowslip - no change of towels unless requested

7 Night itinerary - Full Clean and change of bed linen and towels on day 5

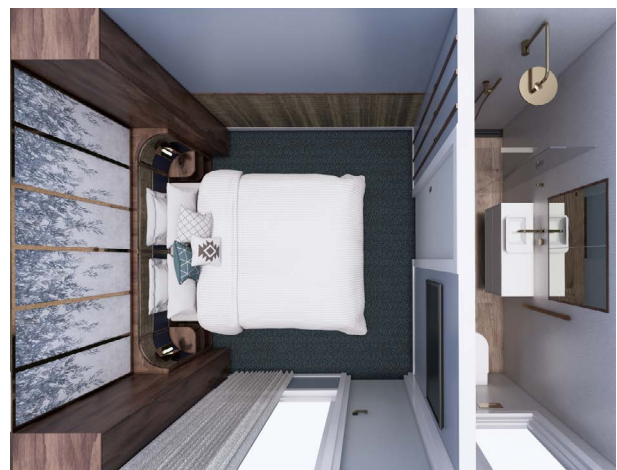
Individually controlled airconditioning / heating

WIFI available in the Stateroom

Entertainment system

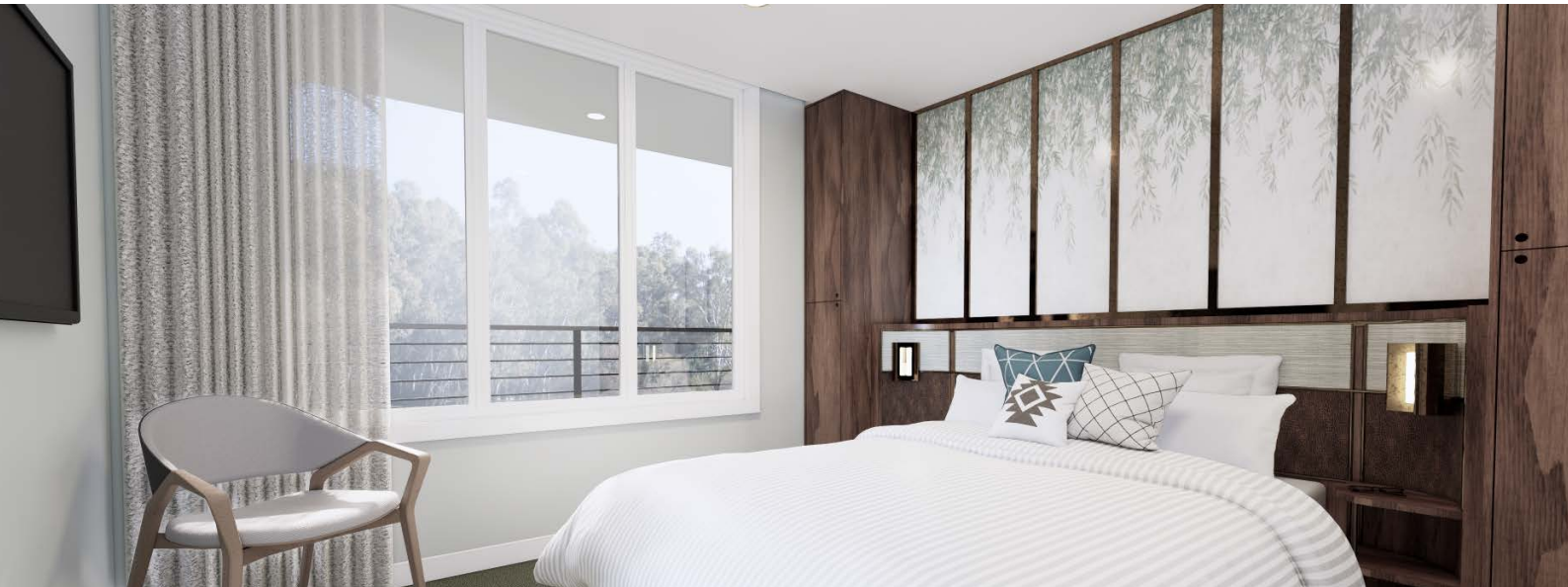


Queen Stateroom - twin share configuration



Queen Stateroom (overhead)

QUEEN SUITE



WE HAVE ONE QUEEN SUITE LOCATED AT THE REAR OF DECK 1

Room sizing - 14.3m square with PRIVATE DECK

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 opens onto private gated deck

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

A USB outlet is provided at each bedside

There is no room service, however, 24 hour snacks available in the Hopwood Lounge

Room refreshing:-

3 & 4 Night itineraries - Pull up bed service each day with new pillowslip - no change of towels unless requested

7 Night itinerary - Full Clean and change of bed linen and towels on day 5

Individually controlled airconditioning / heating

WIFI available in the Stateroom

Entertainment system

KING SUITE

WE HAVE ONE KING SUITE LOCATED AT THE REAR OF DECK 2

Room sizing - 16.6 m square with PRIVATE DECK

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 opens onto private gated deck.

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

Fully stocked mini bar replenished daily

A USB outlet is provided at each bedside

There is no room service, however, 24 hour snacks available in the Hopwood Lounge

Room refreshing:-

3 & 4 Night itineraries - Pull up bed service each day with new pillowslip - no change of towels unless requested

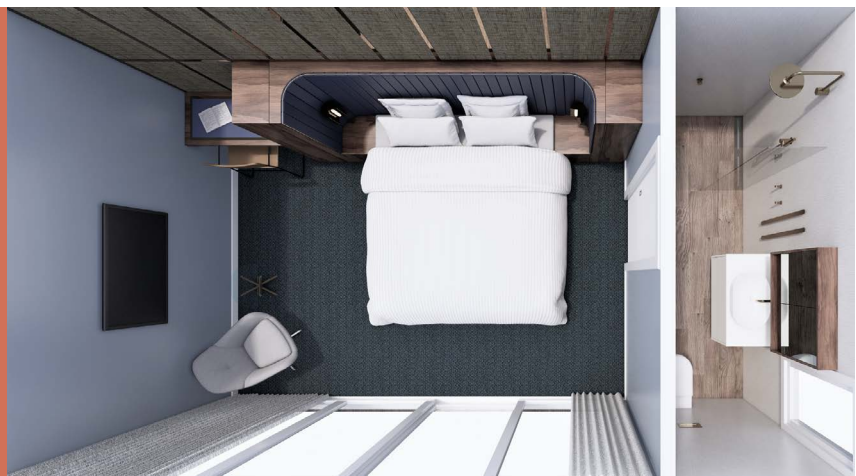
7 Night itinerary - Full Clean and change of bed linen and towels on day 5

Individually controlled airconditioning / heating

WIFI available in the Stateroom

Entertainment system

King Suite (Overhead)



ACCESSIBLE STATEROOM

ROOM 109

Located on Deck 1

Maximum 2 guests

Fully compliant cabin with a larger bathroom to our Staterooms

Will look and feel exactly like all our cabins and suites

Queen Bed height - Wheelchair seat equivalent

Larger Bathroom accessible by wheelchair

Roll in shower

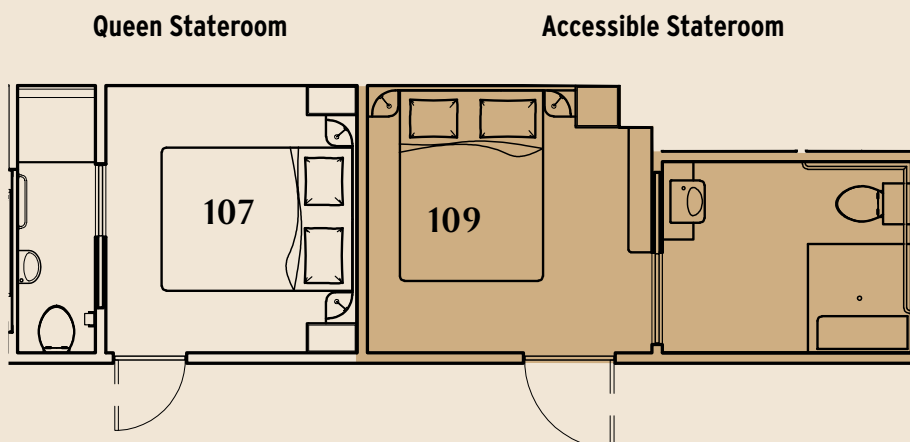
Handrails in Shower and bathroom

Two 240 volt power points are provided

A USB outlet is provided at each bedside

PLEASE NOTE: -

WHILST WE PROVIDE AN ACCESSIBLE CABIN, OUR ITINERARIES ARE NOT SUITABLE FOR WHEELCHAIR CONFINED GUESTS DUE TO THE TERRAIN WITH ONSHORE ACTIVITIES AND TOURS ALONG WITH MANOUVERABILITY AROUND THE VESSEL.



Accessible Stateroom v. Queen Stateroom size comparison

RANDELL DINING ROOM

**ELEGANT 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 - buffet style & 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

Randell Dining Room comes alive in the evening as the sun sets to a candle-lit restaurant

Tables of either single, couples or a group - free seat dining



GROUPS AND CHARTER

**WE WELCOME GROUPS AND
CHARTERS FOR ENQUIRIES,
PLEASE CONTACT:**

Sales, Trade and Marketing Contact:

Natalie Freeman
E: natalie.freeman@mrps.com.au
M: +61 407 536 971

Or alternatively visit our website
<https://www.murrayriverpaddlesteamers.com.au>
click on 'General Info' then 'Trade Agent Resources' for our
Groups and Charter Terms and Conditions.



HOPWOOD LOUNGE & BAR

**AN ELEGANT “CLUB” FEEL
LOUNGE OFFERING AN INVITING
SPACE WITH COZY SEATING**

Located on Deck 1

Open 12noon to late

Full Length Picturesque windows opening on to a large balcony with outdoor recliners

Full bar offering beer, wine, spirits, apertifs and cocktails

24hr snacks available, cookies, fruit included

Self service coffee station



KEY SELLING POINTS

First luxury boat to sail in the Southern Hemisphere, launching June 2025

Only luxury fully accommodated wood fired paddlesteamer in the world

Brand new boat

Niche

Small group - Maximum 38 passengers

Fusing heritage charm with contemporary elegance

Premium Luxury

No blackout dates

Guaranteed departures

2.5 hours from Melbourne CBD by car

2.0 hours from Melbourne Airport by car

Internal lift for access to Staterooms, Suites and Hopwood Lounge and Bar



IMPORTANT INFORMATION

Our demographic is age 50+

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 staterooms 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 (there is no refund on this option if self
driving)

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

We provide a secure car parking facility at
\$25 per day, per vehicle which can be added to the
booking

240 volt power outlets in staterooms and suites

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

If your client would like to book a private space
onboard for a meeting/presentation,
please contact our office on:

E: info@mrps.com.au

T: +61 3 5482 5244

We also offer day trips on PS Canberra and Murray
Explorer which is a wonderful add on to a pre or
post stay in Echuca. For further information see our
website:

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



MELPFUL 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:

- Digital brochure
 - Agent Booking Portal
 - Social Media tiles
 - Dropbox of photos
 - 3/4/7 night itinerary flyers
 - Group T&C's
 - Charter T&C's
 - And more!
-

Our office:

Murray River Paddlesteamers

57 Murray Esplanade, Echuca, Victoria, 3564
Australia

Reservations:

E: info@mrps.com.au

T: +61 3 5482 5244

Sales, Trade and Marketing Contact:

Natalie Freeman

E: natalie.freeman@mrps.com.au

M: +61 407 536 971

