



# PRE-SAILING INFORMATION



## OCEAN COUNTESS CRUISES

2012



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## Dear Passenger

### Advance Cruise Documentation

It is with great pleasure that we enclose the pre-cruise information pack for your forthcoming cruise aboard *Ocean Countess*. We would be very grateful if you could take the time to look through the enclosed literature. Should anything be incorrect or unclear, please do not hesitate to contact us on **0845 500 5045** and our Cruise Administration staff will be pleased to address any queries.

Within your Pre-Cruise pack, you will find details of the **Shore Excursions** programme that will operate during your cruise. It is strongly recommended that you utilise our pre-reservation service for those tours in which you are particularly interested, as the availability of the excursions for sales on board cannot be guaranteed. However, there is no need to send any money with your Shore Excursion Reservations Form, as settlement is made at the end of your cruise through your shipboard account. A confirmation of all reserved tours is usually sent to you in advance of the sailing with your cruise tickets. For your convenience, we have included within this booklet details of our comprehensive **Special Gift Packages** which offer you the opportunity to pre-book a gift package for your *Ocean Countess* cruise. If your cruise marks a special event, why not celebrate it in style with one of our options and surprise a loved one? Simply complete the enclosed form and return it to our Operations Department with your payment and any message. Alternatively you can call us to discuss your specific requirements and book it over the phone paying by credit or debit card. We will send a confirmation of your special gift package purchases with your cruise tickets, unless of course it is a surprise and you instruct us otherwise!

For your additional guidance, we can inform you that the **Embarkation**



**procedures** at your departure port will be completed in stages over a period of several hours, with particular groups of passengers being allocated a specific timing 'window' when they are scheduled to check-in and complete the various formalities. In order to avoid unnecessary congestion at the Cruise Terminal, and for everyone's comfort, please do not plan to arrive at the port before your allocated check-in time that will be published on your ticket. Assuming that full payment has been received, final embarkation information, baggage labels, the cruise ticket and any remaining documentation will be despatched approximately two weeks prior to sailing.

We thank you for choosing to cruise with Cruise & Maritime Voyages and very much look forward to having the pleasure of your company on board.

Yours sincerely,

**Lloyd Cross**, Operations Director

## Baggage

Whilst there is no restriction on the amount of baggage that you may bring on board for the cruises that depart from and return to the UK, it must all be able to be comfortably stored within your cabin. In order to reduce the risk of accidental damage during baggage handling, please do not overpack your suitcases and also ensure that no one item of baggage weighs more than 23kgs/50lbs. We strongly recommend the use of security locks for all your items of luggage. Jewellery, medication, travel documents and passports should be kept in your hand luggage. All of your baggage should be clearly labelled, and please do not forget to specify your name, address and cabin number on the coloured *Ocean Countess* embarkation luggage labels that will be sent out with your cruise tickets. **Please do not remove the coloured baggage labels once you are aboard as they will be used to identify disembarkation groups at the end of the cruise.** The company is not responsible for any loss or damage to your luggage during transit to or from the ship. In case of loss or damage, you should obtain a loss/damage report from the port and promptly advise your insurance company.

## Cruise Documentation

Please ensure that you keep with you at all times prior to embarkation all the cruise documents given to you by your Travel Agent or Tour Operator including cruise tickets/vouchers, shore excursions programme, insurance policy, receipts, and the conditions of carriage, which are found in your ticket wallet.

## Dietary Requirements

If you, or a member of your party, have a particular dietary requirement, we are able to offer the following dietary options: Gluten-Free, Lactose-Free,

Low Cholesterol, Low Fat, Low Salt and Vegetarian Meals. Pre-packed Kosher meals and other diets may be possible upon request. If not done so at the time of booking, please advise this office of any requirements no later than two weeks prior to departure.

## Health Requirements

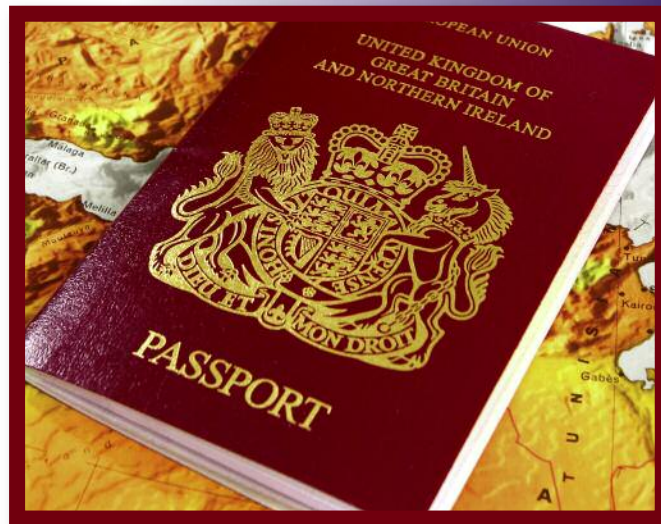
At the time of printing, there are no mandatory vaccinations required for visiting any of the ports of call in the *Ocean Countess* programme. However, as circumstances are very prone to change, please check with your own doctor regarding the health requirements of the countries to be visited on your cruise. All passengers with health problems or physical disabilities are travelling at their own risk or that of their escorts. Please note that Cruise & Maritime Voyages and your insurance company must be advised of any pre-existing medical condition or ongoing treatment and of any change to a passengers' condition, including surgery or hospital visits as an in-patient or an out-patient, **which occurs between the date of booking and the sailing date.** Failure to advise or update any such changes to a passenger's state of health could invalidate any subsequent insurance claim.

## Medication

If you require prescription medication ensure that you bring an ample supply, as some prescription drugs may not be available onboard. It is a good idea to bring a spare pair of spectacles or contact lenses if you use them. If your medication requires cold storage, please inform this office no later than two weeks prior to departure. There is fridge available at reception, which is open 24 hours for cold storage of medication. Please also advise this office should you be bringing on board electrical or other equipment for a medical condition, in order that the ship's Electrical Officer can ensure its safety before operating.

## Passport/Visa Formalities

A passport is essential for all cruises, including the British Isles, Celtic Explorer and Short Break sailings, and British passport holders must have a full ten year passport issued in the UK and ensure that it is valid for at least six months from the date of the end of the cruise. For one night Party Cruises between two UK ports, photo ID only is required. **Certain other nationalities may require a Schengen Visa, which covers travel within the fifteen European and Scandinavian member states, to enable them to visit some of our ports of call. Therefore holders of passports, other than British, should check with the relevant consular authorities of the countries to be visited to ascertain if there are any specific restrictions or visa requirements for their planned itinerary.** It is your responsibility to obtain all information regarding the various documents you will require before you embark. If you are arriving from another country to join your ship you should have all the appropriate documentation to be allowed to enter the United Kingdom. Should you require visas for any part of your cruise make sure you obtain them before embarkation. At the time of printing, no individual visas are required to be obtained in advance for these cruises by British nationals who hold a passport that show that they are a 'British Citizen'. Passengers on the 'Baltic & St. Petersburg' cruises, who only go ashore as participants in the official shore excursion programme, will not be required to obtain individual Russian visas. Please see the separate visa information accompanying the 'Baltic & St. Petersburg' shore excursion documents for cruises C218.



## Pregnancy

You are reminded that expectant mothers who are 28 weeks pregnant or more are not allowed to cruise for their own health & safety. Up to their fifth month of pregnancy, they may cruise but are required to present prior to embarkation a statement from their physician stating that they are fit to travel.

## Travel Insurance

As previously advised, it is **a requirement** that you hold fully comprehensive travel insurance cover for the entire duration of your cruise holiday that includes Personal Luggage insurance. This is an important consideration, since there is a limited liability for loss or damage. A failure to hold an appropriate travel insurance policy may result in you being refused boarding.

## Day Wear

During the day, attitudes are very relaxed and informality is the key. Casual clothing is quite sufficient during the days at sea and for time spent ashore. On certain shore excursions and, particularly, at some religious sites, discretion should be used so as not to cause inadvertent offence with inappropriate clothing. Advice will be given on board in such cases. Tennis shoes or low heeled walking shoes are best for exploring the ports of call. A light jacket or sweater is useful in northern climes and a waterproof coat or jacket is valuable in case of that unexpected rain shower. A hat and sunglasses are always recommended whilst binoculars will be a great asset to your enjoyment whilst at sea and during the excursions.

## Evening Wear

Every day the Daily Programme suggests, as a guide, a mode of dress for that particular evening's events. There are generally two 'formal' or gala nights planned on each cruise of six nights duration or longer when many gentlemen wear a dinner jacket, although a lounge suit is quite acceptable. The ladies on these occasions have a chance to dress up and often opt for evening or cocktail dresses. On evenings proposed as 'informal', a suit or smart jacket and trousers, with or without a tie, for the men is suggested and the ladies have further opportunities to look elegant in cocktail dresses, trouser suits and stylish co-ordinates. A 'casual' recommendation often covers evenings spent in port or when a special event such as a deck party is scheduled. In these cases, the choice of dress is left entirely to you. The planned format for the season, **which has to be considered as subject to change**, is as follows:



Cruise Duration	Formal Nights	Informal Nights	Casual Nights
13 nights	Two	Eight	Three
12 nights	Two	Seven	Three
11 nights	Two	Six	Three
10 nights	Two	Five	Three
9 nights	Two	Four	Three
8 nights	Two	Three	Three
7 nights	Two	Three	Two
6 nights	Two	Two	Two
5 nights	One	Two	Two
4 nights	One	One	Two
3 nights	One	Nil	Two
2 nights	One	Nil	One
1 night	Nil	Nil	One

## Personal Expenses

The currency on board is Pounds Sterling. For your convenience, *Ocean Countess* operates a cashless system. Your personal Cruisecard, which is issued to you at Embarkation, allows you to charge for goods and services onboard, including shore excursions, gift shop purchases, wine and drinks, spa and beauty treatments, photos and cabin service. We recommend all credit and debit card holders to register their card within 48 hours of embarkation in order to settle their account and assist them in a smooth checkout before disembarkation, avoiding possible queues. The credit cards accepted on board are: American Express, MasterCard and Visa. Debit cards accepted are: Visa, Solo and Maestro. In order to avoid potential problems, you are strongly recommended to inform your bank and credit card company **before you travel** that you are taking a cruise aboard *Ocean Countess* and that the shipboard account settlement transaction will be processed under the name of **Global Cruise Lines**. For those passengers not wishing to pay by credit card or debit card, payment can be made by cash or Travellers' Cheques. A 3% transaction fee applies to travellers' cheque payments. At the end of the cruise you will receive, in your cabin, an invoice itemising all your expenses. As the shipboard accounts have to be closed at the end of your last evening on board, all expenses incurred on the morning of your disembarkation must be paid in cash. **Please note that we can not accept personal cheques in settlement of your shipboard account.**

## Gratuities

For your greater convenience, we operate an automatic tipping system whereby an amount of £5.00 per person per night, which will be distributed to the cabin stewards and restaurant personnel, will be debited to your shipboard account. Towards the end of your cruise you of course have the



opportunity to adjust the amount to be charged to your account in order to reflect the level of your satisfaction. This can be done by contacting the Reception Desk towards the end of your cruise.

## Foreign Exchange

The reception staff hold a limited amount of foreign currency and operate a small bureau de change facility to enable you to exchange and re-exchange currency for use in some of the ports of call. However it is advisable, if you know you are going to require a large amount of currency for a specific purchase in a port of call, to obtain your requirements in the UK prior to the cruise.

## Embarkation Procedures

The Embarkation and Check-In procedures take place over a period of several hours before *Ocean Countess's* scheduled sailing times and, for everyone's comfort and convenience in order to avoid possible congestion and unnecessary queues in the Cruise Terminal, you will be given an allocated time to check-in based upon either your cabin location or if you are travelling with a specific group with its own transport. For all cruises in general, check-in will take place between 2 to 4½ hours prior to sailing.

If your Tour Operator is providing you with his own coach transport between your home town (or agreed pick-up point) and the port, we will have advised them of the proposed embarkation time for the group of passengers. Kindly therefore disregard the embarkation time shown on your ticket and adhere to the pick-up/embarkation timings that your Tour Operator has advised you. **You are therefore respectfully requested not to arrive at the Cruise Terminal in advance of your allocated Embarkation Time which is shown in the final documentation that is sent with your tickets approximately two weeks before your cruise.**

Your passport and cruise ticket or voucher should be presented to the embarkation staff and you will be issued with your own personalised *Ocean Countess* Cruisecard which acts as your shipboard payment card and your security pass for embarking and disembarking the vessel in the ports of call. At Check-In and Gangway Security, you will have a photograph taken and the staff will collect and retain your passport for the whole cruise. Your passport will be returned to you prior to your final disembarkation. Should you require your passport during the cruise it will be available from Reception. You will be able to go on board the vessel and start using your Cruisecard immediately but, if you intend settling your shipboard account by credit or debit card, you must register the card with Reception within 48 hours of Embarkation.

Please note that any alcohol and cigarettes purchased ashore will be kept in a safe lock up and returned to you on the night prior to your final disembarkation.

## Luggage Assistance

Please ensure that your luggage is clearly labelled with your name and cabin number. Upon arrival at the Cruise Terminal, you will be met by porters who will collect your cabin baggage. The luggage is then passed through the x-ray security procedures and taken directly to the ship where it is delivered outside your cabin door. Please allow one to two hours for delivery of all items of luggage. If you have not received your luggage within this time period, or if you have not indicated the cabin number on your luggage, please speak with our personnel at Reception.

## Important Reminders

You will need to present your cruise ticket and passport to the check-In staff during the Embarkation procedure, so please do not pack these items in your suitcase. It is also prudent to carry essentials such as medication, toiletries, valuables, spectacles or other items that you may need immediately after boarding, as hand baggage. Passengers who are not at the Check-In 30 minutes prior to departure are considered as 'no-shows'. Please check the sailing time and allow sufficient time for your journey to the port taking into consideration possible traffic congestion on the way. Unfortunately *Ocean Countess* cannot delay her sailing time to await late arriving passengers.

## Visitors

Due to security reasons and the comfort of other passengers, it is regretted that visitors are not allowed on board.

## Disembarkation

Upon the vessel's return into port at the end of your cruise, there is normally an interval of approximately 90 minutes, whilst the ship is being cleared by the local authorities and the baggage is being landed, before passengers may disembark. Disembarkation then takes place in stages, over a period of 1½ to 2 hours and full information will be given on board towards the end of the voyage. Please be aware when making onward travel connections that sufficient time is allowed following the ship's scheduled arrival time.

## Restaurant Seating Reservations

If you or your Tour Operator or Travel Agent has notified this office of your Restaurant Seating preferences, the details will have been forwarded in advance to the Maitre d'hôtel. You will therefore find your Restaurant Seating Card with the table assignment for dinner in the Kensington Restaurant in your cabin upon Embarkation. The Maitre d'hôtel will also be available on embarkation day to complete seating reservations and table assignments for those passengers who had not made any advance requests for the Restaurant. The time and location will be shown in the Daily Programme. Breakfast and lunch service in the Kensington Restaurant operates on an open sitting basis unless otherwise programmed aboard.

If you wish on occasions to take meals in a more informal atmosphere, The Boat House on Upper Deck offers a buffet for breakfast and lunch each day.

The usual meal times are shown below but timings can vary depending



on the arrival and departure schedules at the ports of call but they are always detailed in the Daily Programme.

Times	Kensington Restaurant	The Boat House
Breakfast	07.30 to 09.30	07.30 to 10.00
Lunch	12.00 to 13.30	12.00 to 14.00
Dinner Early	17.45	–
Dinner Main	20.00	–

Smoking is not permitted at all in the Kensington Restaurant or in The Boat House during the day. We do respectfully request that swimwear is not worn when you are in the restaurants or, indeed in the public areas inside the ship. If however, when the weather permits, you wish to have lunch in your swim attire you can always enjoy a buffet meal around the pool on Lido Deck.

### Children & Teens

*Ocean Countess* welcomes accompanied children and teenagers however, it should be noted that there are no dedicated recreational facilities for children.

### Daily Programme

Each evening, a daily programme detailing the following day's activities will be delivered to your cabin. This will include excursion departure times, ships arrival and departure times, social activities, meal times, opening hours of the shipboard services, evening dress code and other useful information. Please read it carefully.

### Electric Current

All cabins feature 220v current and have electrical sockets to allow small appliances such as electric shavers, electric rollers and curling tongs to be used. Each cabin is equipped with an integral hair dryer. A UK three pin to European two pin adaptor will be required for 220v appliances and as these adapters are not always available on board, you should ensure that you bring them with you. You must consult Reception before attempting to use any other electrical device in the cabin.

### Fitness Centre

Twenty Twelves is an attractive Fitness Centre located on Lido Deck, which offers a range of equipment and exercise machines. Passengers should take great care when utilising the various pieces of equipment, as participation is entirely at their own risk. There is also a nearby Sauna and in addition, massage rooms are located on the Upper Deck.



### Laundry and Pressing

A laundry and pressing service is available on board. Complete the form found in your cabin, place the clothing in the laundry bag provided and your cabin steward will do the rest. The charges are debited to your shipboard account accordingly.

### Personal Safes

Safety boxes for your valuable items, jewellery, money and documents are available in each cabin on board *Ocean Countess*. The company will not accept liability for any theft or loss of such items which are deposited at your own risk. The company does not accept liability for loss or theft of cameras, video cameras, chargers and other valuable electrical items which are your responsibility at all times.

### Pool Towels

Cabin personnel will provide you with pool towels in your cabin, which will be replaced when needed. You are kindly requested to return the used towels back to your cabin.

### Reception

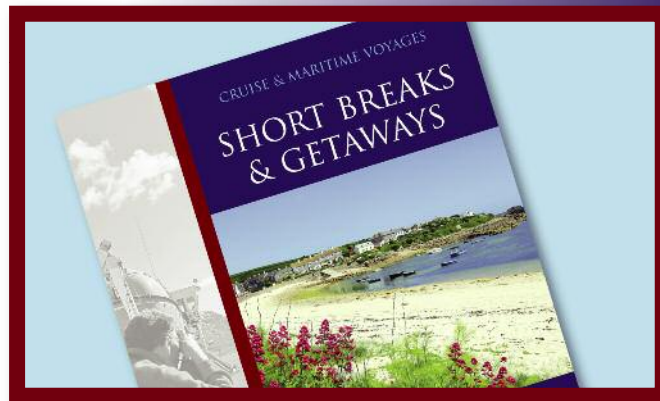
Located in the main foyer of Reception Deck and open 24 hours a day, our personnel in the Reception will be pleased to assist you and answer any questions in respect of the services and amenities aboard *Ocean Countess*.

### Safety on Board

Shortly before the ship sails, or if this is not possible within 24 hours of departure, a full safety drill will be held and this compulsory exercise will give you precise information of what to do and where to muster in the event of an emergency on board as well as important instructions about life jackets and the emergency procedures in place. In the event of adverse weather or sea conditions it is important to take extra care moving around the ship, making use of the handrails and heeding any special instructions given over the P.A. system. In certain conditions, use of the passenger lifts may be suspended for the duration and outside cabins on the lower decks may have protective covers, known as deadlights, placed over their portholes. These covers will therefore exclude natural light from the cabins affected. Such restrictions will be lifted as soon as it is practicable.

### Shore Excursion Programme

A variety of comprehensive shore excursions have been arranged in the various ports of call and the tour schedule for your cruise is enclosed with these documents. In order to ensure a place on the tours of your choice, it



is recommended that you pre-reserve your excursions in advance by using the reservations form that accompanies the shore excursion booklet. There is no need to send any money in advance as the cost will be debited to your shipboard account. Your pre-reserved tour tickets will be delivered to your cabin no later than the day after your embarkation. Availability permitting, shore excursions can also be purchased from the Shore Excursion Office on board, which is located in the main foyer on Reception Deck, and charged to your shipboard account.

### Smoking Policy

All cabins, lounges, restaurant and internal public spaces are designated non-smoking areas. Smoking is however permitted in the following areas of the open decks: on the deck area aft of Hamptons on Promenade Deck and on the starboard side of the Lido Deck by the swimming pool. However, we reserve the right to alter our smoking policy during the cruising season and should national or international maritime legislation be introduced in the coming months that will affect this policy, you will be informed on board accordingly.

### Contact Numbers

You may wish to inform your family, friends or business associates that, whilst on board *Ocean Countess*, you can be contacted via the ship's satellite telephone system on the number below which is picked up in Reception. Calls may then be transferred to your cabin.

Satellite Telephone (dialling from the UK): **00475 140 7424**

### Direct Dialling from the Cabin

You may make international telephone calls directly from your cabin and dialling information is provided in your Cabin Information Pack.

### Mobile Telephones

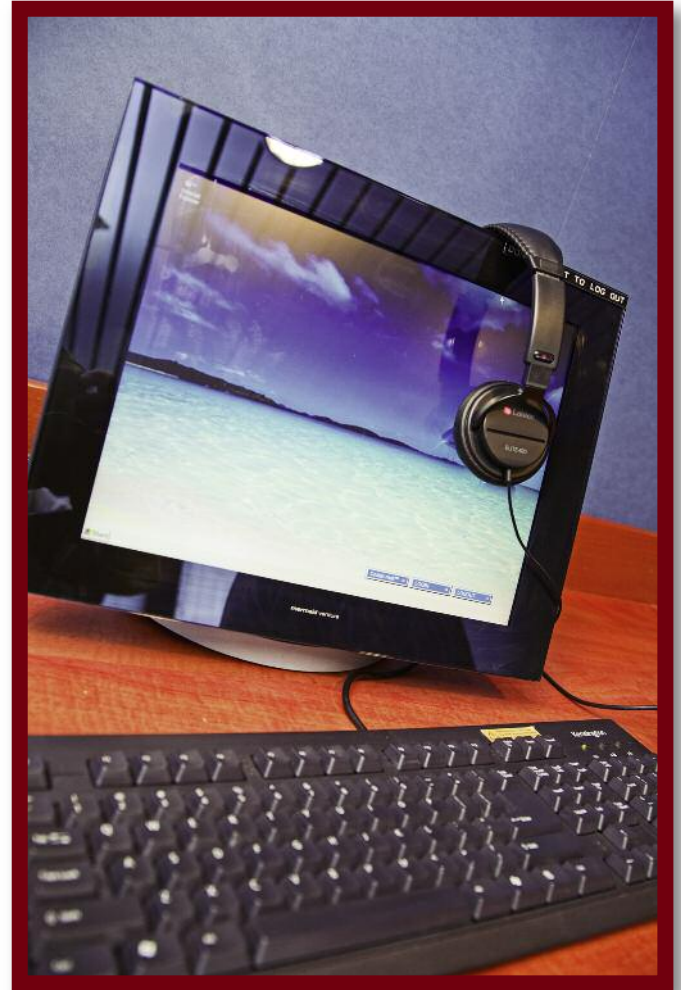
GSM (Global System for Mobile Communications) is available on board *Ocean Countess* so that you can use a mobile phone. However you should be aware that the signal is transmitted, reception permitting, via the ship's satellite link, which increases the cost to you as the subscriber. Please check foreign roaming charges with your own provider before departure.

### Internet Facilities

Internet connection, at an appropriate charge, is available from the terminals in the Net Centre, located near the Tower Piano Bar on Lido Deck.

### Post

If you wish to send post from a port of call, we kindly ask you to bring it to Reception, at the latest 3 hours before the ship's departure. The mail given to reception is sent ashore with the local port agent for posting. Please note this special service can be a little more expensive on board than posting mail ashore independently. If you wish to send post yourself please be aware that you must use the appropriate local stamps.



### **Duty Free Shop**

Discover the fine selection of items in our duty free shop. The shop, located on the Reception Deck offers a selection of tasteful merchandise including fragrances, cosmetics, fashion wear, liquor & cigarettes and of course, souvenir items. The on board shop is open daily while the ship is at sea. Customs regulations do not allow us to open whilst in port. It should be noted that liquor and cigarettes purchased will be delivered to your cabin on the last day of the cruise.

### **Medical Facilities**

There is a physician available onboard 24 hours a day while at sea and during scheduled hours when the ship is in port. Professional service, care and medication are offered by our ships medical staff, based at the Medical Centre on Main Deck. An appropriate fee is charged for the services and medication and this will be charged to your shipboard account. It should be noted that the NHS does not cover treatment on the ship and there is a scale of charges for medical treatment and surgery visits. Such fees should usually be claimable under your travel insurance policy, less any excess amounts applicable.

### **Photography Services**

All your unforgettable experiences on excursions and on board will be captured by our professional team of photographers. All photos will then be displayed at the Photo Gallery by Hamptons on Promenade Deck. A DVD presentation of your entire cruise will also be available to purchase.

### **Library**

There is a wide selection of fiction, non-fiction, general interest and reference books covering a good range of subject matter available to read



in the attractive Tower Piano Bar on Lido Deck. If you wish to take any book out on loan, our dedicated librarian will be pleased to assist you.

### **Hair & Beauty**

Hair styling for ladies and gentlemen, manicure, pedicure and a variety of relaxing massage therapies are available on board at the Beauty Salon. It is recommended to book your appointments early to avoid disappointment. Meet the experienced personnel for a complimentary consultation to select the services most suited to you.

### Add a little flourish...

...to your cruise by treating yourself to one of our specially designed gifts and packages. Perhaps surprise your loved one with a gift of a beautiful floral display in their cabin on arrival, a selection of fine wines or a relaxing spa treatment. Celebrate a special birthday or just spoil them, or indeed yourself, by ordering an indulgent package of goodies that can be arranged on the dates of your choice throughout the cruise.

Simply complete the enclosed Order Form with your requirements and return it with your payment to the address shown.



### For all occasions, say it with flowers...

Whether you wish to say 'I love you', 'Thank you' or just 'Bon Voyage', a thoughtful gift of fresh flowers delivered to the cabin on arrival speaks a universal language.

## Fresh Flowers

### The Select Arrangement

A medium arrangement of seasonal flowers, beautifully hand-tied and wrapped, delivered in water for prolonged freshness.

### The Grand Display

A large display of seasonal flowers, beautifully hand-tied and wrapped, delivered in water for prolonged freshness.

### The Bon Voyage Basket

A colourful arrangement of seasonal flowers on a sponge base in an attractive basket to brighten anyone's day.

### The Fine Romance Bouquet

Half a dozen red roses, arranged with fragrant lilies and accompanying blooms and foliage, presented in an elegant gift box for your loved one.

Please note that all fresh flowers orders will be delivered, together with a gift tag bearing your personal message, to the recipient's cabin on embarkation day. **The final date to order any of the fresh flower selections is one week prior to sailing date.**

### Sail away with style...

Mark a special occasion with one of our celebration packages. They are just the thing if you want to really push the boat out!

## The Admiral's Selection

**Piccolo Bottle of Champagne & Fruits**

**Bottle of Beaujolais Villages Red Wine & Cheese**

**Bottle of Pinot Grigio White Wine & Keta Caviar Canapés**

**Two Mini Grand Marnier & Petit Fours**

**Chocolate Fruits**

**Selection of Canapés**

**Selection of Vegetable Sticks with Dip**

A smaller version of the Admiral's Selection, that is perhaps more appropriate for the single guest, is also available and features half bottles of Navarra Red and Navarra Blanc wines in place of the Beaujolais Villages and the Pinot Grigio.



## The Captain's Collection

**Bottle of Henkel Trocken Sparkling Wine & Fruits**

**Bottle of Pinot Grigio White Wine & Cheese**

**Bottle of Sancerre White Wine & Salmon Canapés**

**Two Mini Grand Marnier & Petit Fours**

**Chocolate Fruits**

**Selection of Canapés**

**Selection of Vegetable Sticks with Dip**

A smaller version of the Captain's Collection, that is perhaps more appropriate for the single guest, is also available and features half bottles of Navarra Red and Navarra Blanc wines in place of the Pinot Grigio and the Sancerre.

A gift voucher will be delivered to the recipient's cabin informing them that they are the beneficiary of the appropriate package and will invite them to contact Reception. The staff there will be pleased to make the necessary arrangements for the delivery of the various items of their package on dates of the recipient's choice during the cruise. **Please note that the final date to order the Admiral's Selection or the Captain's Collection package is one week prior to sailing date.**

### It was a very good year...

Make that birthday into an occasion to remember or just enjoy having some fine wines to enjoy at your leisure.

## The Celebration Package

**A Formal Night Dinner for Two at the Captain's Table**

**A Cocktail in the Tower Piano Bar for Two**

**A Champagne Breakfast**

**A £50 gift voucher for the boutique**

**A Portrait Photograph**

## Chocolate Fruit & Wine Delight

**A presentation of Strawberries & Grapes dipped in luscious chocolate accompanied by a bottle of Montepulciano D'Ambruzzo Red Wine**



## The Wine Package

**Two Bottles of Pinot Grigio White Wine**

**Two Bottles of Montepulciano D'Ambruzzo Red Wine**

**One Bottle of Bardolino Chiaretto Rosé Wine**

**Ten Bottles of Mineral Water**

A smaller version of the Wine Package, which is perhaps more appropriate for the single guest, is also available. It features one bottle of Bardolino Chiaretto Rosé Wine, two half bottles each of Navarra Red and Navarra Blanc wines, in place of the Pinot Grigio and Montepulciano, and five bottles of mineral water.

## Individual Bottles of Wine

A small selection of wines can be purchased as individual gift bottles. These include a champagne, reds, whites and a rosé and full details can be obtained by telephoning Passenger Services on **01322 623740** or emailing [paxservices@cruiwandmaritime.com](mailto:paxservices@cruiwandmaritime.com)

A gift voucher will be delivered to the recipient's cabin informing them that they are the beneficiary of the appropriate package and will invite them to contact Reception. The staff there will be pleased to make the necessary arrangements for the fulfilment of the various items of the Birthday Package on dates of the recipient's choice during the cruise. Similarly, the Reception staff will be able to arrange the delivery of the Wine Package bottles on a date to suit the beneficiary. **Please note that the final date to order a Celebration Package, the Chocolate, Fruit & Wine Delight, a Wine Package or Bottle of Wine is one week prior to sailing date.**

### Simply relax and enjoy...

Everyone deserves to be pampered once in a while, so relax in the tranquil surroundings of the lovely Jade Wellness Centre and let our expert therapists soothe your cares away.

## The Pamper Package

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**Bottle of Champagne with Shrimp Cocktail for Two**

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**A Formal Night Dinner for Two at the Captain's Table**

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**Indian Head Massage (30 mins)**

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**A Luxury SPA Manicure (approx 30-45 mins)**

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## The Wellness Package

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**An Aroma Massage Therapy (45 mins)**

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**A Luxury SPA Manicure (approx 30-45 mins)**

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**A Shampoo, Blow Dry and Trim at the Hair Salon**

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A gift voucher will be delivered to the recipient's cabin informing them that they are the beneficiary of the appropriate package and will invite them to contact Reception. The staff there will be pleased to make the necessary arrangements for the fulfilment of the various items of the Pamper Package on dates of the recipient's choice during the cruise. Similarly, the Reception staff will be able to arrange the appointments of the Wellness Package on dates to suit the beneficiary. **Please note that the final date to order a Pamper or Wellness Package is one week prior to sailing date.**

### **Drinking Water**

The water from the taps in your cabins is chlorinated but drinkable. If you prefer, bottled water is available in your cabin or from any of the ships bars at an appropriate charge.

### **Entertainment on board**

You are cordially invited to sit back and enjoy our varied entertainment programmes. Evening highlights include production shows from our talented team of professional entertainers and live acts in the Holyrood Show Lounge, and elsewhere music and dance feature prominently. Other onboard entertainment includes quizzes and interest lectures along with various games and activities. Full details will be found in your daily programme.

### **Hand Sanitisers**

We pride ourselves on our happy and healthy ship, so in the interest of yourselves and all fellow guests we kindly ask that you adhere to our hand sanitiser policy. When boarding the vessel, after visiting the toilet, before meal times and whenever possible we ask that you use a little of the hand sanitiser liquid, from the dispensers which are located all around the ship.

### **Religious Service**

On Sundays at sea we offer an interdenominational church service.

### **Swimming Pool**

The swimming pool and whirlpools are situated on Lido Deck. The pools are filled with sea water which is chlorinated and treated. We kindly ask you to take a shower before entering the pools. Please note that due to local customs regulations, the pools are not allowed to be filled during port days. For health and safety reasons they are emptied each evening and in the case of adverse weather conditions. It is advisable not to spend longer

than 15 minutes in the whirlpools per day. Please be aware that excessive exposure to the chlorinated waters of the swimming pool and whirlpools can discolour or damage swimwear made of certain fabrics.

### **Tea and Coffee Station**

Tea and coffee is available from the refreshment station in the Boat House between the hours of 06:30 and 22:00 every day. Outside of these times, you may purchase hot drinks and a range of speciality coffees from any of the ship's bars.

### **Tendering Ashore**

At some ports it is not possible for the vessel to berth at the pier alongside. In such cases the vessel will be at anchor and passengers wishing to go ashore independently or on an excursion will be taken and brought back by our own or local tender boats. In order to avoid any accidents we kindly ask you to listen to the announcements made on board and ask you not to hurry when disembarking. Please pay close attention to instructions given to you aboard the tender.

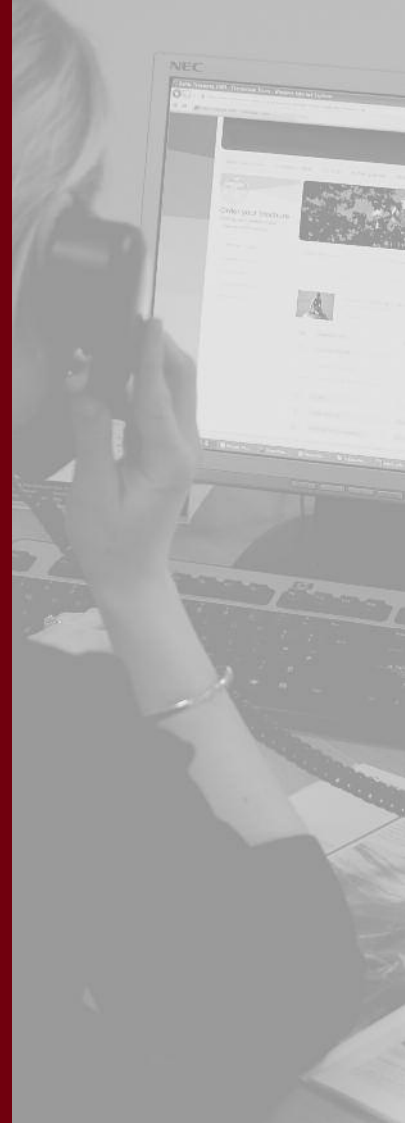
### **The Boat House**

The Boat House is a semi-enclosed area aft on Upper Deck where, weather permitting, buffet breakfasts, lunches are served as an alternative to the Kensington Restaurant.

### **Time changes**

All time changes, which involve the ships clocks moving forward or back are announced in due time through the Daily Programme and a reminder card is placed in your cabin on the evening of the change.





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