



IMPORTANT TRAVEL INFORMATION

Introduction

In addition to our Booking Terms & Conditions, this document provides informative and practical information about your cruise.

Alcohol Policy

The minimum age for purchasing and consuming alcohol on most cruise ships is 21 years of age. Some cruise lines dependent on location will reduce the minimum age requirement to 18 years of age but it cannot be assumed that all cruise line policies are the same. Please check the alcohol policy and minimum age requirements for your cruise with your Travel Counsellor.

Some cruise lines will allow a small quantity of alcohol and/or non alcoholic drinks on board, usually restricted to two bottles per cabin on embarkation for consumption in the cabin only.

Check In & Embarkation

Your cruise line may require you to check in online at least three days prior to the departure of your cruise. If you do not complete online check in you will be required to be at the port at least two hours prior to the sailing time (this could vary between cruise lines).

The boarding time for your ship and sailing date is specified on your itinerary. Please do not arrive before the specified time as the ship will not be ready to board.

You must be checked in and on board your ship no later than 90 - 120 minutes prior to the sailing time shown on your itinerary, otherwise you will not be permitted to sail.

Coach Transfer

If your booking includes a complimentary coach transfer, instructions to confirm arrangements within specific timeframes will be advised on your invoice or please contact your Travel Counsellor.

Credit Card/Money

You will be asked to register a credit card at check-in as most cruise lines run a cash free system. Cruise lines accept all major credit cards; Visa, Visa Debit, MasterCard, American Express & Diners Club. Most cruise lines allow you to settle your account with cash, however please note that a credit card will still need to be registered.

Some cruise lines will be unable to accept Solo, Maestro, Switch and any pre-paid credit cards. Personal cheques and travellers' cheques are also not accepted as are certain currency denominations.

Customers with Reduced Mobility or Disability - Airport Assistance

Should you require any assistance at the airport due to a disability or medical condition, airlines offer this service in co-operation with airport services and you should notify us of your specific requirements at the time of your booking in order for the airline to confirm availability of the assistance requirements.

Customers with Reduced Mobility or Disability - Certified Assistance Dogs

Cruise lines may be able to carry Certified Assistance Dogs for blind, deaf or disabled passengers. Operational restrictions and procedures will apply per country, therefore you should make us aware of your requirements before confirming your booking in order for us to confirm that the cruise line is able to provide the assistance and service you require. Further details can be found on www.gov.uk/pet-travel-travelling-with-assistance-dogs#eu-legislation-concerning-the-rights-of-disabled-persons-or-persons-with-reduced-mobility

Customers with Reduced Mobility or Disability - Mobility Equipment

You should also advise if you intend to take your own mobility aid such as wheelchair, scooter etc. Wheelchairs are carried free of charge in addition to the normal luggage allowance per individual airline. Airlines will require the size, weight and dimensions of your mobility equipment and acceptance of your reservation will be subject to the airline's policy. Please note battery operated equipment is subject to the regulations for carriage of Dangerous Goods. You should take out appropriate insurance against loss and damage of your mobility equipment.

Customers with Reduced Mobility or Disability - Accommodation and Transport Services

It is important that you are satisfied that the overseas services offered to you are suitable for your needs before confirming your holiday. The layout of some of the ships may make it difficult for wheelchair users, therefore it is important that appropriate enquiries are made at the time of your enquiry. For transfer arrangements, you should also advise if you intend to take your own mobility equipment such as wheelchair, scooter etc.

Please note that extra charges may be levied by our suppliers pre-travel or possibly in resort for specially adapted vehicles.

We cannot be held responsible if you fail to tell us about your requirements which could affect your travel plans. You must also promptly advise us if any medical condition or disability which may affect your travel arrangements develops after your booking has been confirmed, in case the arrangements made are no longer suitable. Travel Counsellors will not be held responsible for the unsuitability of any service if full details of requirements are not given at the time of booking or if the medical condition or disability changes after booking.

Dining

Reservations for dining should be made in advance of your trip. Most cruise lines offer a selection of times and dining options. Please note you may be required to share a table with fellow guests.

Dress Code

There will be a dress code policy for your trip which may include formal evenings and will vary dependent on the ship and itinerary.

Emergency Drill

Before sailing, all cruise lines will carry out an emergency safety drill to ensure you are fully aware of all on board safety and emergency procedures.

Gratuities/Service Charges (Tipping)

It is customary to offer tips to members of cruise staff for their good service. You may prefer to prepay your gratuities at the time of booking and this will be shared out amongst dining, stateroom and housekeeping personnel.

Some cruise lines will automatically add a charge per guest per day to your on board account if you have not prepaid your gratuities. A gratuity is also added to beverages, mini bars, spa & salon and on board purchases.

Luggage

Your luggage allowance will vary from cruise line to cruise line but you must also bear in mind the airline luggage restrictions should you be flying to or from your cruise.

Minimum Age For Travel And To Occupy Staterooms

Restrictions exist with most cruise lines for the carriage of children and in particular infants. Therefore it is important that each cruise lines policy for the itinerary you are about to book is fully understood. Family cabins may offer bunk beds or sofa beds for children sharing a cabin. Some cabins can accommodate a travel cot for an infant and further information can be provided for your specific cruise. Use of the ship facilities such as the swimming pools require parental/guardian supervision and children under the age of 16 should be accompanied by an adult whilst on the ship and at a port of call. Passengers under the age of 18 must travel with a parent or companion aged 21 years or above. Some cruise lines at their discretion may allow passengers aged 18 to travel unaccompanied, however enquiries must be made with your Travel Counsellor.

On board Account

On registering your credit card, you will be presented with a cruise account card to use to make any on-board purchases. The purchases will be registered to your account and once you have checked the final statement, you can settle your account either by cash or by the registered credit card.

Port Car Parking

If your booking includes complimentary car parking, instructions to confirm arrangements within specific timeframes before travel will be advised to you on your invoice or please contact your Travel Counsellor

Shore Excursions

Shore excursions are available for you to pre-book before your departure or you can purchase excursions on board. However, please be aware that the excursions are subject to availability and it is advisable that you do book in advance to avoid disappointment should there be no excursion availability once on board. Your Travel Counsellor will be able to highlight the shore excursion booking process relevant to your specific cruise.

Smoking Policy

For your safety smoking is not permitted inside any cabin or on balconies. Each cruise line operates their own smoking policy and will restrict smoking to dedicated smoking areas as well as the use of electronic cigarettes. On occasion smoking policies on-board may be adjusted to comply with the laws of the country the ship is visiting and you will be advised of any changes once on board.

Voltage and Electrical Equipment

The voltage will vary depending upon ship e.g. USA/European or UK vessel therefore please take any necessary adaptors.

Please contact with your Travel Counsellor for more specific information in relation to the cruise line and cruise ship policies.