

Fred. Olsen Cruises

A-Z guide to
your cruise holiday.



*All you need to know in
preparation for your cruise.*

 Fred. Olsen Cruise Lines



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Accounts

For your convenience a credit system is operated for all on board services, except for foreign currency exchange and 'games of chance'. When a chargeable service is provided, you will be required to present your account card and sign a cashpoint receipt, retaining one copy for your reference.

Your account is open from the time you embark the vessel with your swipe card, which is issued at check-in and which acts as your on board account card. To avoid any necessity to queue in order to settle your account at cruise end, you will be requested to present your credit/debit card at Reception early in the cruise so that a swipe can be taken. You can check the balance of your account at any stage in the cruise and it will then be automatically debited after disembarkation. On Balmoral and Braemar you can view your account on FOi (Interactive TV) by visiting 'Account Review' from the main menu.

The following credit cards are accepted ; American Express , Diners Club, Eurocard, Mastercard and Visa. All credit card payments will attract a 2% surcharge. However, we also accept Visa debit cards without surcharge, but regret we cannot accept ; Maestro, Solo, Electron or travel agent debit cards on board. Neither can we accept any form of pre-paid currency or travellers cheque cards.

For security we strongly advise travellers cheques as the safest form of currency. These can be cashed with no limits. You may also cash personal cheques to the value of your cheque guarantee card - the number of occasions will be dependent upon cruise duration.

The currency used on board is Sterling, which must be the currency used to settle your on board account if paying in cash. We also carry currencies for most of the ports of call we visit – please see [Bureau de Change](#) for more details.

Air-conditioning

All cabins are fully air conditioned, as are all public areas. You will find a temperature control gauge in your cabin, which will allow you to adjust the air temperature to your comfort.

Beauty Salon

All our vessels have fully equipped beauty salons – Atlantis Health and Spa – which is perfect for pampering and special treats. They offer a wide range of services including hairdressing, manicures, massage and spa treatments. Please visit the beauty salons on board to view the full range of treatments available. You would be well advised to book treatments for formal nights as soon as you get on board as these days are normally extremely busy. On the first night of your cruise there will be a Spa Tour with free raffle and refreshments.

On both Balmoral and Braemar information on the available treatments can be viewed on FOi (Interactive TV) by visiting ‘General Information’ from the main menu and selecting ‘Beauty and Health’.

Beds & Bedding

On all our ships your beds will be made up for you by your cabin stewardess whilst you are enjoying your evening meal. Bedding configurations vary across the fleet, so please check your confirmation invoice for details. Many cabins on Braemar, Boudicca and Balmoral can be configured as either a twin or double, and this will be detailed on your confirmation invoice where applicable. If you would like the conversion from twin to double please advise your agent or our Administration Department on 01473 292444.

Bureau de Change

All our vessels operate a bureau de change facility on board, where foreign currency can be purchased or sold. This facility is located at the Reception Desk. All major currencies are stocked based upon the itinerary of the cruise, with no commission charged and with rates comparable to high street banks or bureau de change. You may purchase foreign currency with travellers cheques or cash. Alternatively, you may use your credit card to buy Sterling to then purchase foreign currency for which a charge of 3.5% will be applied. (Please note that owing to local restrictions some currencies cannot be carried).

Cabins

From the moment you step on board our staff will be waiting to welcome you and direct you to your cabin. Your cabin door is opened either by the use of your security swipe card or by the use of a key that will be found just within your open cabin door. A Welcome Pack of useful on board information, and a handy ship guide, will be in your cabin on arrival.

All cabins are provided with complimentary stationery. Each cabin is also equipped with a hair dryer, television and telephone. Many higher grade cabins also feature a fridge - please check at time of booking. In adverse weather conditions port hole covers may need to be closed.

Cabin Service

All our vessels offer complimentary cabin service for breakfast and light snacks, times and availability of each will be detailed in your Welcome Pack on board. All cabins on all ships have complimentary tea/coffee making facilities.

On Balmoral and Braemar you can order breakfast on FOi (Interactive TV) by visiting 'Breakfast Service' from the main menu, or by calling room service.

Bathrobes, subject to availability, can be hired from Reception. A deposit of £35 is charged to your on board account, with £25 refunded when the robe is returned at cruise end.

Card Room

A designated card room is available on board each ship and Bridge tuition is offered on many Black Watch, Balmoral, Boudicca and Braemar cruises by qualified instructors.

Casino

There is a small gaming area on all our vessels where you can try your hand at Blackjack and Roulette. Please note that games of chance may not be charged back to your cabin account.



Children's Facilities

Black Watch has a Games Room which is normally set up for Table Tennis, but is adapted to a Children's Playroom on cruises falling within the main school holiday periods. Balmoral has an Arts and Crafts Room that again will be converted to a Children's facility during the main school holidays.

Please note that facilities are not supervised unless we have qualified children's hosts on board. We regret we cannot provide supervised activities for the under 5's. Parents and/or guardians must always sign their children in and out of this facility.

Babysitting

We regret that we are not able to offer any babysitting service

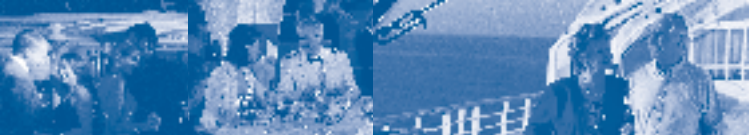
Church Services

After breakfast on Sundays a Christian service with prayers and readings will be held, led by the Cruise Director. During Christmas, Easter and Grand Voyages there will be a Chaplain on board who will lead multi-denominational services.

Cocktail Parties

All Guests will be invited to the Welcome Cocktail Party hosted by the Captain. This party will enable you to meet our staff on board and help you to get to know your fellow guests. A Farewell Party is also held on the penultimate night. Various other cocktail parties may be held throughout the duration of the cruise, for example for members of our Oceans Club.

In addition you may wish to host your own private party at a named venue of your choice on board (subject to availability). Personalised invitations can be delivered to your guests' cabins on request. Prices on application.



Daily Times

Each evening a Daily Times newsletter will be placed in your cabin, detailing events and timings for the following day. This will include time zone changes and dress code guidelines.

Dancing

There will be plenty of opportunity to practise and show your dancing skills on board. From ballroom to line dancing and dancing the night away in the disco, there is the variety to suit all tastes and skills. Dance classes are often held throughout the cruise, details of which will be advertised in the Daily Times. Dance hosts are on board all cruises to make sure single Guests are never too long without a dance partner.

Dining

The Maitre d' on board allocates your final table arrangements. Your preferred dining time, early (6.15pm) or main (8.30pm) will be confirmed, subject to availability, at time of booking. When you arrive on board you will find a Restaurant Seating Card in your cabin, which will advise you of your table number and dining time. A buffet breakfast and lunch will also be served in the Palms Cafe on both Braemar and Balmoral, the Braemar Garden Cafe on Black Watch and Secret Garden on Boudicca. Weather permitting food may also be available from outside deck areas.

The main restaurants are:

Black Watch	Glentinar Restaurant
Boudicca	Four Seasons and Tintagel Restaurants
Braemar	Thistle and Grampian Restaurants
Balmoral	Ballindalloch, Avon and Spey Restaurants. <i>Ballindalloch is the main restaurant on Deck 6, whilst the Avon and Spey are more intimate restaurants on Deck 10. Menu and service are identical.</i>

Mealtimes are as flexible as possible - after all you are on holiday. Breakfast is normally served between 7.15 and 10.00am, and lunch between 12.00 and 2.00pm in the main restaurants. A buffet breakfast and lunch will also be served in the Palms cafe

on both Braemar and Balmoral, Braemar Garden Cafe on Black Watch, and weather permitting in the Poolside Cafe and Marquee Bar on Black Watch.

'Open Sitting' evening dining is offered as an informal option in the Braemar Garden Cafe on Black Watch, The Secret Garden on Boudicca, and The Palms Cafe on both Braemar and Balmoral. These informal restaurants operate on a self service basis, but a bar service is available.

Check your Daily Times for opening hours. Please note that all restaurants on board operate a no smoking policy.

Dietary Requirements

We can happily cater for the following diets; diabetic, gluten/wheat free, dairy free/soya, vegetarian, vegan, low fat/cholesterol and low salt. All we ask is that you kindly give us 3-4 weeks advance notice by calling our Administration Department on 01473 292444. For anyone with food allergies/intolerances you will have the opportunity early in the cruise to meet with either the Maitre d' or Executive Chef to discuss any special requests.

Disembarkation

At least 24 hours before the end of your cruise full disembarkation instructions will be placed within your cabin. On arrival into port the vessel has to be cleared by Customs and Immigration Officials before disembarkation can commence. This enables you to have a leisurely breakfast, vacate your cabin, and take a comfortable seat in one of the public lounges before being called forward according to your colour coded disembarkation card.

In general, disembarkation commences at 0800hrs, but please allow up to 2 hours for the entire ship to be cleared. Please plan your onward journey accordingly.

Assistance will be given to those Guests with wheelchairs.

Once leaving the vessel please ensure you collect all your luggage from the baggage reclaim area before continuing your onward journey. As baggage is arranged in the reclaim area according to deck colour it is very important to ensure that your original baggage tags are still affixed to your belongings. Please ensure you take only your belongings. Guests who take luggage belonging to fellow Guests will have to pay any charges incurred in returning luggage to its rightful owner.

Full disembarkation procedures will be placed in all cabins, and for operational reasons may differ slightly from the above.

Disabled Guest Assistance

Fred. Olsen Cruise Lines warmly welcomes any Guests, dependent on the use of wheelchairs for mobility, to all of our vessels. We do however request that they are always accompanied by an able-bodied companion. A limited number of cabins on each ship have been modified to facilitate more comfortable occupation for such Guests. We respectfully require wheelchair users to bring their own wheelchair.

However, on the Braemar, owing to a restricted turning circle when accessing the bathroom, we would not recommend these cabins to wheelchair bound Guests. The number of wheelchairs we can permit on each ship is limited by our Safety Classification Society, as individual crew members are assigned to each cabin occupied by a wheelchair user, who



would be called upon to provide the required assistance in the unlikely event of an emergency at sea.

These are set as follows:

MS Braemar	Permits 4 wheelchairs and has 4 cabins modified for wheelchair use.
MS Black Watch	Permits 6 wheelchairs and has 4 cabins modified for wheelchair use.
MS Boudicca	Permits 6 wheelchairs and has 4 cabins modified for wheelchair use.
MS Balmoral	Permits 12 wheelchairs and has 9 cabins modified for wheelchair use.

Other Guests who prefer to use a wheelchair to assist them in covering significant distances ashore will therefore be restricted from using their wheelchair when the vessel is at sea. Additionally, the number of wheelchairs we can accept for use ashore only, is also capacity controlled.

Motorised wheelchairs/scooters will only be accepted on Black Watch, Boudicca, Braemar and Balmoral when occupying an adapted cabin. On health and safety grounds, chairs weighing in excess of 25kg cannot be carried ashore at any ports of call, other than the start/end point of the cruise, unless they can be easily dismantled.

Regrettably, we cannot guarantee that assistance by qualified persons will be available at other ports of call and unless able to board a vehicle unassisted it will not be possible for wheelchair users to participate in organised shore tours. (Please see page 32 relating to Shore Tours) Owing to the nature of ship to shore tender services, which are utilised at certain ports when at anchor, we regret that it will not be possible to convey any Guests ashore who require more than minimal assistance to board the tender. Safety of our Guests is always of paramount importance.

Fly/cruises - it is important for wheelchair users to advise us immediately as to whether they are unable to climb aircraft steps, so that we can ensure suitable airport assistance is available.

Guests arriving with a wheelchair or scooter but, without previously reserving a space, will be denied boarding.



Dress Code

To help you decide what to pack we have put together the following simple guidelines:

During the Day

Daytime dress is casual. Casual shirts, shorts and beachwear are ideal, although we do ask you to adhere to appropriate dress codes in the main restaurants. For going ashore and walking on deck, flat, comfortable shoes are a must. We would also recommend that you take a lightweight jacket or fleece for the evenings.

Don't forget your sun cream, hats and sunglasses, as the power of the sun is magnified at sea.

During the evening there are:

Formal nights – For ladies, this is the opportunity to wear a cocktail or evening dress. For gentlemen, dinner jacket or tuxedos – if you do not have a dinner jacket you may wish to hire one (please see [Dress Suit Hire](#)). Alternatively, a dark suit and tie is acceptable.

Informal nights – (excluding Caribbean fly/cruise programme) Men will be comfortable in a lounge suit or jacket and/or tie. For ladies, anything ranging from tailored trousers to a dress, will be appropriate.

Smart casual – Stylish leisure wear is ideal. Open neck shirts with collars please, for the men; whilst casual separates or a summer dress will be fine for the ladies.

As a guideline there are normally three formal nights on a two week cruise, with the remaining nights split between informal and smart casual. However in the hot temperatures of the Caribbean the guidelines are relaxed to three formal nights with the rest as smart casual nights.

There will also be various theme nights such as 'Nautical', 'International', 'Tropical' and 'Rock 'n' Roll', which you may wish to join in. Dress code guidelines are mentioned in the ship's Daily Times so you can anticipate the tone of the next evening to come. The number of formal, informal and smart casual nights for your particular cruise will be advised in your ticket pack.

Please note that on day of embarkation we always operate a Smart Casual code for dinner as your cabin baggage can take up to 2 hours to be delivered to your cabin.

Dress Suit Hire

For many, hiring or packing a dress suit can be a hassle. But there is a simple solution. Floating Formals allows you to hire suits, which you can pre-book at home by telephone on 0208 952 1497. When you arrive on board your suit will be pressed and waiting for you in your cabin. When the cruise is over, you just leave the garment on board to be collected again from your cabin. Orders can be placed up to 72 hours before sailing and the service is limited to cruises departing and returning to Dover, Portsmouth and Southampton.



Duty Free

Guests should kindly note that due to company policy, only alcohol purchased on our vessels may be consumed on board. Any alcohol brought from ashore will be placed in safe keeping by the ship's security officers and returned at the end of the cruise. However, you may purchase cigarettes, tobacco and alcohol on board to enjoy in your cabin or take home via either our Cabin Shopping Service, or on-board boutique, which give you excellent savings on shoreside prices. Duty Free purchases can normally be made on the last full day of your sailing, subject to itinerary. See [Shopping On Board](#) for more details.

When returning from EU countries there is no limit to the amount of goods you can bring back into the UK (exceptions apply for certain Eastern European countries). However, these must be personally carried and be for your own use - which includes gifts. If you bring back large quantities of alcohol or tobacco, a Customs Officer may ask you about the purposes for which you hold the goods. This particularly applies if you have with you more than the following amounts:

- 800 cigarettes
- 400 cigarillos
- 200 cigars
- 1kg tobacco products (other than above)
- 10 litres of spirits
- 20 litres of fortified wine
- 90 litres of wine
- 110 litres of beer

Please note that it is unlawful to carry in excess of 10,000 Euros in cash between some European Union countries.

Your Customs allowance when returning from non-EU countries is;

Tobacco - either, 200 cigarettes, 250g of tobacco, 50 cigars, or 100 cigarillos.

Alcohol - either, one litre of spirits, or 2 litres of fortified wine or any other alcoholic drink that's less than 22 per cent volume. In addition you are permitted 4 litres of still table wine and 16 litres of beer.

In total £390 worth of all goods including gifts and souvenirs.



Please note on fly/cruises it is the policy of most airlines that Guests can travel with alcohol that is 1-70% proof. Anything above this will be confiscated as considered to be dangerous goods.

Please note that purchase of duty free alcohol is not available on the outbound legs of our charter flights.

Embarkation

Transport to/from your cruise:

At Fred. Olsen Cruise Lines we believe your holiday starts from the moment you leave home and therefore we have negotiated a number of subsidised fares for modes of transport to and from the ship. These include coach and air options.

Working with National Express we offer an exceptional travel deal from any of the 1000+ pick up points on the nationwide network. These connect subject to schedule with a dedicated service to and from London Victoria, direct to and from the cruise terminal, operating only on our departure and arrival dates. (Dover, Portsmouth and Southampton departures/arrivals only)

Before booking call your agent or National Express directly on 08717 818181 (open daily 0800-2000hrs) to check suitable connections for your journey.

Effective from 2011 Fred.Olsen Cruise Lines offers a dedicated regional coach programme 'Portlink'. Please see our latest brochure for full information.

If booking your own domestic or international flights to connect with a Fred. Olsen fly/cruise, please ensure you allow at least 4 to 5 hours connecting time between flights. This is to allow for any flight delays, the need to change terminal, baggage reclaim and check-in for the onward flight. Through check-in from scheduled to charter flights is not permitted.

If you prefer to fly from your local airport, we can take care of this as well by offering both flights and transfers to ensure you get to/from the ship. Please refer to our main brochure for terms and conditions of booking.

Regardless of your mode of transport, please ensure you always allow sufficient time for your onward connection



from scheduled cruise arrival time. Owing to the very nature of sea travel and, despite our best efforts, the vessel's arrival times can be delayed. All UK ports offer car parking in close proximity to the Guest Terminal.

Should you wish to travel to the port or airport the night before your UK departure our partners 'Superbreak' can offer both hotel and hotel plus car parking arrangements at very attractive rates. Call 0871 700 4395 and quote 'Fred'.

Please allow up to 2 hours for your cabin baggage to be delivered to your individual cabin. Dress code for your first evening is always smart casual.

For more information on all of the above, and details of how to book, please see our main brochure or contact our Administration Department on 01473 742424.

Check-in procedures:

At check-in you will need to produce both your ticket and passport, so ensure you have both readily to hand. All Guests are required to check-in no less than 1 hour before sailing time. Exact details regarding where and when to check-in for your cruise will be advised in your ticket pack.

On arrival at the port you will be directed to the baggage drop-off area where porters will be on hand to take your luggage from you. Baggage without labels will not be accepted. Your baggage will then be taken directly to your cabin after passing through security checks. Wheelchair assistance is available from the port authorities on arrival.

A complimentary shuttle bus service operates between Dover, Southampton and Portsmouth railway stations and the Cruise Terminal during the morning for disembarking Guests and in the afternoon for embarking Guests. Similarly, a complimentary shuttle will also operate between Rosyth and Inverkeithing Railway Station. In Greenock/Rosyth/Liverpool and Newcastle a payable coach transfer will operate between the city centre and port for both embarking and disembarking Guests. Seats on these payable services must be pre-booked as space is limited. Details of pick up/set down points will be detailed on your confirmation invoice/voucher.

At check-in you will be required to present your passport and valid cruise ticket. At this time you will be issued with your ship's pass and boarding card. You may then relax in the Cruise Terminal lounge until embarkation commences. Most cruise terminals offer refreshment, telephone and toilet facilities.

Check-in and embarkation arrangements for fly/cruises will differ from ex UK cruises; full details will be enclosed in your ticket pack.

Security:

We regret that owing to strict security measures, no visitors are allowed on board.

At check-in you will receive a ship's pass which acts as your security pass and on board account card for the full duration of the cruise. Each time you embark or disembark the vessel your card will be swiped to record whether you are on board or ashore. In addition your hand luggage may be subject to either x-ray scanning or a manual search each time you re-join the vessel.

The Merchant Shipping Act prohibits the carrying of certain items on board ship, which include:

- All firearms and ammunition, sporting weapons, replica firearms, and explosives of any kind.
- Knives and other sharp bladed items (including pen knives).
- Flammable substances (petrol, methylated spirit, paint thinners etc).
- Items containing incapacitating substances that could be used to maim or disable, such as gas cylinders, unless they form part of a ladies hairdressing kit.
- Any other item made, adapted or intended for use as an offensive weapon.

Needless to say security for fly/cruises is also extremely tight, and a list of prohibited items will be detailed with your flight tickets.

First Cruise

At Fred. Olsen Cruise Lines, we cater for both seasoned cruisers and those who are new to a holiday at sea. For our Guests who are cruising for the very first time, we like to offer that extra special attention to ensure that your first cruise will be a memorable experience.

After you have booked your first cruise you will, no doubt, have many questions to which you would like answers. We hope that this comprehensive A-Z guide will answer many of your questions about cruising for the first time.

If you have any specific questions, please either contact your travel agent or Fred. Olsen Cruise Lines Administration on 01473 292444.

“New to Cruising”

Available for cruises departing from UK ports, excluding mini-cruises, our “New to Cruising” programme offers a number of activities that will ensure you are taken special care of as soon as you set foot on board a Fred. Olsen ship:

- Guided Ship Tours – Shortly after boarding there will be a chance to have a guided tour of your cruise ship to help familiarise yourself with your new surroundings. You will also be able to ask any questions whilst being shown around.
- “New to Cruising” Get-Together – Early in your cruise, you will be invited to a get together in one of the lounges so that you can meet key ship staff, your fellow first-time cruisers and hear advice about how to get the best out of your cruise.
- “New to Cruising” Representative – Our “New to Cruising” representative will be on hand each day at a nominated time and place to answer any questions and offer advice about any aspect of your cruise.

If you would like to register for our “New to Cruising” programme, simply complete the attached card at the back of this book and post it back to us. Please note that numbers are limited for this programme, and applications will be accepted in date order.



Fitness Centre

All our vessels have a fully-equipped fitness centre offering treadmills, rowing machines, exercise bikes and a variety of free weights. A choice of fitness classes to suit most levels is available throughout the cruise, including yoga, aerobics, stretch & tone and pilates, conducted by fully qualified fitness instructors. A small charge is made for some classes. The minimum age to use the fitness centre is 18 years.

Additionally you may wish to 'smile a mile' (5 times walking around the deck on Black Watch equals 1 mile), swim a few lengths of the pool. Black Watch and Boudicca both feature state of the art SwimEX exercise pools. You can practice your golf swing in the nets on board all our vessels.

After your workout, showers are available. You may then wish to relax in the sauna or steam room (Balmoral offers an infra-red hot room as opposed to a steam/sauna room).

Fly/Cruising

Fred.Olsen Cruise Lines offer an extensive fly/cruise programme, including regional departures, details of which can be found in our main brochure. Should you have any special dietary needs it is important that we be advised at the time of booking. Most diets, with the exception of kosher, can be accommodated by the airlines. If you are in need of assistance at the airport it is important that you provide us with specific requirements for both the airport authorities and airline. This is particularly relevant if you are travelling in your own wheelchair.

FOi - Fred.Olsen Interactive TV

On both Balmoral and Braemar televisions in cabins and public areas offer our own interactive information channel called FOi. This offers pay-per-view movies, cabin account (to view your on board spend), shore excursion information (and the facility to book via FOi), up to date information on activities taking place on the ship during your cruise, wine ordering to your table, future cruise destinations (including promotions), cabin shopping and all general information relating to your cruise and time on board.



Foreign Exchange Service

Fred.Olsen Cruise Lines has appointed City Forex, a specialist provider of foreign exchange services, as preferred supplier of foreign currency to all our ships. City Forex offer a unique service for our guests: order your foreign currency before your cruise departs and it will be available at Reception at the beginning of your cruise*.

Advantages of this service include;

- Highly competitive rates
- No commission charges
- Remove the worry of postal deliveries or collecting high levels of cash from the High Street.
- No exchange rate worries – your rate is fixed at time of order, not collection.
- Buy back guarantee, commission free – any unused currency can be returned on board at the same rate of purchase.

To order currency for your cruise call 020 7621 0090 or visit www.cityforex.co.uk or email cruiseorders@cityforex.co.uk

Orders must be made at least 3 working days before cruise departure. Telephone orders can be placed with City Forex 0830 – 1800hrs Mon-Fri. Both Credit and Debit cards can be used as payment, however some may attract a charge levied by the card issuer.

** Service may not be available where cruise embarkation is at a port outside the UK*

Gratuities

Gratuities to crew, drivers, guides etc. ashore are not included in the cost of your holiday. We're confident however that you'll wish to reward staff on board for their service, although tipping is entirely at your discretion. As a general rule £2.00 per adult Guest per day for your cabin stewardess and the same amount for your restaurant waiter is always very much appreciated. For your convenience this will automatically be added to your cruise end account. Please however contact Reception on +6 should you wish to vary this amount.

Internet Room/WiFi

There are internet stations on all vessels.

Users can browse the internet and e-mail is available via web-based e-mail accounts. 'Pay as you go' charges apply. Charges are based on the amount of information you download at any one time so for example a website with a large amount of content such as the BBC or similar will cost more to view than a simple webmail provider. All charges are summarised at the end of each session and posted directly to your on board account. For more information, we supply a detailed instructions leaflet on board.

In order to get the most out of this facility there is some key information it is worth noting before joining the ship:

- If you use e-mail, does your provider have a webmail option (not all do)?
- To access a webmail account requires a username or e-mail address and a password. Please ensure you know what these are, as on board staff will not be able to help you with these.
- Please be aware that to access the internet, we use satellite communications and these services cannot produce the same speeds experienced in the home environment. Therefore, please be patient if a site doesn't load immediately.

The computers we use only have browsing facilities; all other options are protected due to frequent tampering. We do not provide other software, such as Microsoft Word or Excel, for the creation of documents to send as attachments.

WiFi

WiFi access is available on all vessels in, and close to, the Library, to provide convenient access for laptop and some other mobile devices. This service is provided on a 'pay as you go' basis and can be purchased in advance from Reception, with charges billed to your on board account.

Immigration

There is no need to pass through Immigration at every port of call you visit during your cruise, as you will have already supplied us with your passport details on your booking form. Immigration officers board the ship when it docks and carry out any relevant checks from the ship's manifest before the ship is 'cleared'. Occasionally, some overseas ports will require you to take your passport ashore. For calls in to St. Petersburg all Guests must carry with them a legible photocopy of the photo page of their passport.

If travelling on a fly/cruise you will need to pass through Immigration Authorities at the airports.

Also see: [Passports](#)

Insurance

It is a condition of carriage that all Guests hold full and valid travel insurance, to include repatriation cover. Any costs incurred owing to repatriation that are un-insured will be at the individual's expense. We strongly recommend you take this out as soon as you book for immediate cover in the event of an unexpected cancellation by you. We are pleased to recommend the services of 24/7 Cruise insurance on 0845 230 3514 or www.247cruiseinsurance.com/fo

If you fail to disclose any pre-existing condition to your insurers it may later invalidate any claim you attempt to make. We ask you to advise us of your insurance details before you travel.

Remember: You must take your insurance documents with you on your cruise.

On UK only, and mini-cruises (max 4 night duration) solely visiting EU ports, an EHIC (European Health Identity Card) is acceptable in lieu of health insurance. You should however still ensure you are adequately covered for all non-health related elements covered by a standard travel insurance policy.



Laundry Services

All our ships provide an excellent Laundry, Dry Cleaning and Pressing Service. A full price list and details will be found in your Welcome Pack waiting for you in your cabin. An additional 25% is charged for same day service.

An ironing room and self service launderette is available on all our ships, where a nominal charge is made for the use of the washing machines.

Library

All our vessels have a well-appointed library on board offering a wide variety of books, including some large print books. There is also a selection of board games for use during your cruise. Audio books are also available, but please remember to bring your own CD player.

Lost Property

On your return home, if you find that you have lost an item of personal property during the cruise, you may be able to trace it by contacting our Customer Services Department on:

Tel: 01473 292303 Fax: 01473 292217

or e-mail: customer.relations@fredolsen.co.uk.

The property will be held at our office in Ipswich for 3 months after the return date of the cruise. Please note that for reasons of hygiene and storage capacity, we are only able to process items of intrinsic value. A nominal figure of £10 is charged to return most items, subject to value and size.

If you lose an item on the ship during your cruise please contact Reception on board.

Lost Baggage

If having returned home you discover that you have not collected all your baggage following disembarkation you should contact the following numbers:



ON DAY OF RETURN: (PRIOR TO 1400HRS)

Our Port Agent

Dover	Tel: 023 80873111 The Baggage Handling Company
Southampton	Tel: 023 80873111 The Baggage Handling Company
Greenock	Tel: 07718 580899
Rosyth	Tel: 07711 152651
Liverpool	Tel: 07718 580912
Newcastle	Tel: 07770 825546
Portsmouth	Tel: 023 80873111 The Baggage Handling Company

AFTER DAY OF RETURN:

Customer Services Department

Ipswich	Tel: 01473 292303 Fax: 01473 292217 E-mail: customer.relations@fredolsen.co.uk
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Please note that in such circumstances it is the responsibility of the individual to cover the cost of carriage. Should you have taken another guest's baggage in error you will also be responsible for the cost of carriage involved in returning it to the rightful owner. **Please check carefully that you have collected the correct baggage, before leaving the baggage reclaim area and commencing your onward journey**

Luggage Allowance

Your luggage allowance will vary depending on the type of cruise you have booked. If you are sailing from a UK port 200lbs (90kgs) of luggage is allowed. On fly/cruises, however, your allowance will be subject to the conditions imposed by the air carrier and will vary from airline to airline. On scheduled air services, the free baggage allowance in economy class is normally 20kgs with one piece of hand luggage at 5kg. On a Fred. Olsen operated charter flight the baggage allowance is more generous at 25kgs and one piece of hand luggage at 5kg. Full details will be on your booking confirmation and your flight tickets. (subject to change at any time)

Once on board, empty suitcases can be stored under the beds in the cabin or in lockers. If you require further storage space, particularly on long cruises on Balmoral, Black Watch, and Boudicca please speak to your cabin stewardess who will arrange this where possible. Storage space on Braemar is limited.

For safety and security, breakable items, valuables, jewellery and medicines should be packed in your hand luggage, not in your suitcases and kept with you at ALL times.

Please note that under health and safety guidelines coach operators limit the weight of each suitcase to 20kg. On National Express services you are limited to two suitcases per Guest, weighing a maximum of 20kg per piece. Conveyance of any further baggage above this limit is subject to space on the day and at an excess rate payable directly to the driver.

Medical Centre

For your peace of mind, all our ships have a medical centre offering primary care with a doctor and/or nurse on permanent call. They can easily be called from the phone in your cabin, if needed in an emergency.

The medical centres operate outside the British and European health services and charges are levied for consultations, prescriptions and cabin visits. A scale of charges is displayed in the medical centre and charges incurred will be billed to your on board account. Sharp boxes are available upon request.

If you are taking medication, please remember to bring adequate amounts to last the duration of the cruise.

A copy of any regular prescription would also be useful in the event of a medical emergency. Please note some medications permitted in the UK may be banned overseas, please consult your GP.

Any serious pre-existing medical condition that could adversely effect your cruise must be brought to the attention of our Medical Department in writing well in advance of departure.

Money

See [Accounts](#)

Nautical Terms

If you are not familiar with certain nautical terms, you may find the following list of commonly-used words helpful:

Aft	Behind or near the back of the ship
Ahead	Something in front of the ship's bow
Astern	Something behind the ship
Berth	A ship's place to dock; or, a Guest's bed
Bow	The front end of the ship
Bulkhead	A wall or upright partition separating a ship's compartments
Chart	A nautical map used for navigating the ship
Course	Measured in degrees, the direction in which the ship is headed
Debark	To leave a ship
Draught	The depth of water needed to float a ship; the measurement from a ship's waterline to the lowest point of its keel
Embark	To go on board a ship
Flagstaff	The pole at the stern of the ship from which the flag of the ship's country of registry is flown
Forward	Towards or at the front of the ship
Galley	The ship's kitchen
Hull	The framework of the ship
Keel	The main structural member of a vessel extending along the centre of the bottom; the lateral area beneath the hull
Knot	A unit of ship's speed, one nautical mile (approx. 1.15 land miles) per hour
Latitude	Distance north or south of the Equator
Leeward	Toward the side of the ship that is sheltered from the wind



Longitude	Distance east or west of the Meridian of Greenwich
Manifest	List of ship's Guests and crew
Midship	The middle of the ship
Muster	To assemble Guests and/or crew on the ship
Pilot	Person licensed to navigate ships into or out of harbours, or difficult waters
Port	The left-hand side of the ship (when facing forward), signified by a red light on the side of the ship
Stabilisers	Operated by gyroscope, retractable finlike devices below the waterline that extend from a ship's hull to reduce roll and provide stability
Starboard	The right side of a ship (when facing forward), signified by a green light on the side of the ship
Stern	The rear of a ship
Tender	A vessel attending a larger one; used to ferry Guests to and from shore at ports of call
Waterline	The line along which the surface of water touches a ship's hull
Windward	On the side of the ship, from which the wind is blowing

Oceans Club

Oceans is the loyalty club of Fred. Olsen Cruise Lines. Guests will automatically be enrolled free of charge on completion of their first cruise, and accrue Cruise Points for each night spent on board*. You can then take advantage of various benefits, and the more Cruise Points you accrue, the more benefits you receive!

There are three levels of membership:

Blue (1-30 cruise points), Silver (31-100 cruise points) and Gold (101+ cruise points), with members being automatically upgraded to the next level on completion of the appropriate cruise. A membership pack will be provided, giving full details of the club.



On check-in at UK ports, Gold members will receive their Gold priority boarding cards and will be embarked as soon as the vessel is ready to receive Guests. In both Dover and Southampton the boarding card will also enable Gold members to claim complimentary refreshments (excluding alcohol) while they wait to embark.

Once on board, a notice will be placed in the Daily Times to advise Gold and Silver members when and where the Oceans Cocktail Party will be held.

Conditions do apply, so for further information, please contact the Oceans Administrator on 01473 746160 or email oceans@fredolsen.co.uk. Information can also be found at www.FredOlsenCruises.co.uk. (*Eligibility for membership is dependent upon having cruised with Fred. Olsen Cruise Lines within the last five years.)

Passports

It is a condition of carriage that all Guests must hold a full and valid passport, the validity of which is dependent upon the destinations visited. Some ports of call will require at least 6 months after your return to the UK. European ID cards will be accepted for visits to EC countries.

It is your responsibility to ensure you hold a valid passport. If you need to renew your passport please allow at least one month for your application to be processed, and more during peak holiday periods.

Since you will be denied boarding if unable to present your passport at check-in, please ensure your passport is kept in your hand baggage.

Please also see: [Visas](#)

Phoning Home

All of our ships are now equipped with an advanced roaming network on board. This network will allow you to make as well as receive calls and texts on your mobile phone while you are at sea.

This service will be available for use when the ship is at sea and out of range of the normal land-based providers.

All charges will be conveniently billed to you by your service provider.

How the Service Works

- The service switches on and off automatically, detecting when the ship is in international waters and without coverage from a land-based provider.

Service Requirements

- The majority of UK and international operators can access the mobile network on board your Fred. Olsen ship. However, not all prepaid phones are supported at this time.
- Simply enable International Roaming by contacting your service provider before you leave for your holiday. Once on board the ship, switch on your phone and it will automatically register with the network.
- To make a call just dial the number as you normally would when abroad, making sure to include the country code, omitting the leading zero from the area code, followed by the number.

The on-board mobile phone service is provided by Maritime Communications Partners AS.

Maritime Communications Partners AS and your mobile phone operator are not affiliates of Fred. Olsen Cruise Lines and are solely responsible for the services, charges and customer service support provided to you. The information given in this guide is for reference only and is subject to change.

On Black Watch, Boudicca, Braemar and Balmoral there are telephones in cabins from which you are able to call home. Dialling codes and instructions for use are detailed in your cabin. All telephone calls made from the ship are via satellite.

An alternative and more economical method of calling home would be to purchase a phone card locally in the ports of call and use public landlines ashore.

Photographs / DVDs

Our resident photographers will be on hand throughout your cruise to help capture those special moments. Their photographs are processed on a daily basis and will be displayed for you to purchase if you wish. Our photographers can also assist you with the processing of your own digital images, in addition to selling other photographic items. It is also possible for your own camera films to be processed during the cruise, although we are unable to process Advantix films. Camera film is available to buy in the ship's shop. All charges will be billed back to your on board account.

It is also now possible to obtain a DVD of your cruise from our on board photographers. This DVD will be shot during your chosen cruise.

Port Talks / Lecturers

On most cruises, we have either a knowledgeable Port Lecturer on board or an experienced member of our tours staff who will give talks on the forthcoming ports of call throughout the cruise. This will enable you to gain an insight into the history and geography of the port of call and find out what the main attractions and local services are, giving you a chance to plan ahead.

All ships have an infra-red Induction Loop in The Neptune Lounge to assist those guests with hearing difficulties.



Post / Postcards

If you wish to send postcards home during the cruise please hand them to Reception on board who will give them to our local port agent for posting in the next port of call. A small charge will be levied to cover postage costs. Obviously, the more remote the port, the longer the postcard will take to reach home! **Delivery of mail cannot be guaranteed.**

Safety Deposit Boxes

Safety deposit boxes are available at Reception on Black Watch to safeguard valuables and important papers. There is a £5 deposit for these on Black Watch which is refunded at the end of the cruise. In addition to these, there is a lockable drawer in each cabin on Black Watch. Boudicca, Braemar and Balmoral have lockable safes in each cabin.

Sea.tv

Televisions in cabins and in public areas on Black Watch and Boudicca offers our own information channel called Sea.tv, which gives details of ports of call, special promotions, and general shipboard activities.

Shopping On Board

The on board boutiques offer a wide range of items from luxury items including jewellery, glassware and perfumes to elegant eveningwear and casual day clothes. The shop on board stocks essential items such as camera film, sun cream, toiletries and other on board necessities, as well as souvenirs and cruise mementoes. The shops will be closed in some ports due to customs regulations.

You may purchase alcohol and cigarettes via our Cabin Shopping Service to consume throughout the cruise. An order form and price list will be found in your cabin - simply complete and hand it to Reception and your order will be delivered to your cabin.

Duty free can also be purchased to take home towards the very end of your cruise (subject to itinerary).



Shore Tours / Going Ashore

Usually the ship will berth in the port's harbour and a gangway will be positioned so you may come and go from the ship as you please. In smaller ports the ship may be at anchor when we will provide tender boats to take you ashore. These tenders will run frequently to and from the ship and there is no charge for this service

When a tender service is in operation Guests may have to negotiate up to a maximum of 25 steps to/from the tender platform. We regret that on health and safety grounds Guests confined to a wheelchair or unable to negotiate the steps will not be able to go ashore.

We offer a choice of shore tours in nearly every port of call. Most shore tours are accompanied by experienced and knowledgeable tour guides and are an excellent way of exploring the main attractions of each port of call. As these tours are very popular we strongly recommend that you pre-book in advance of your cruise to avoid disappointment, although they may also be booked on board at the Shore Tours Desk. Please note that tours are subject to minimum and maximum participating numbers and to local weather conditions. Guests on Balmoral and Braemar can preview and book tours available during their cruise, by visiting FOi (Interactive TV) under the 'Shore Tours' menu.

A full colour programme, including booking form, detailing all our tours will be despatched directly to you between 4 and 6 weeks weeks prior to sailing.

For disabled Guests we regrettably cannot guarantee that assistance by qualified persons will be available at all ports of call. Unless able to board a vehicle unassisted it will not usually be possible for wheelchair users to participate in organised shore tours. Please ask our Shore Tour Department about independent tours with adapted vehicles.

Regrettably, on health and safety grounds it is not possible to convey any Guests ashore via a tender service if confined to a wheelchair. Similarly, it is only possible to convey collapsible wheelchairs on a tender where the user needs the minimum of assistance to board and alight the tender. This will be at the discretion of our security staff on the day.

Going Ashore Independently:

Your cruise fare is fully inclusive of port taxes and charges, so as soon as the ship is cleared by customs and immigration in each port you are free to get on and off the ship as many times as you wish. When the ship is berthed some distance from the centre of town a shuttle bus service is often provided to assist with your visit and save you money on taxi fares. All day tickets (for which a small charge is made) can be bought from Reception. Shuttle buses do not operate in ports where we feel it is easy/more economical for Guests to use independent transport such as taxis, or when we are prohibited from running a service – this is particularly the case in the Caribbean.

Certain ports of call, such as Civitavecchia for Rome, or Leixoes for Oporto, are visited specifically to facilitate our shore tour programme, so independent transport may not be readily available.

Please note the ship cannot wait as a consequence of the late return of any independent tours/transport you may have booked.

Single Travellers

Our single guests never need be alone on board as we have the reputation of operating the friendliest cruise ships afloat. Fred.Olsen Cruise Lines staff will be waiting to greet you from the moment you arrive at the port and special activities will be arranged throughout the cruise to give you the opportunity to meet with fellow single travellers if you wish. Dance hosts will be on hand on all cruises to make sure our single guests never go too long without a dance partner in the evenings.

Smoking Policy

Fred.Olsen Cruise Lines now operate a strict ‘no- smoking’ policy in all inside areas. Smoking will only be permitted on cabin balconies and on designated open deck areas.

Special Occasions

If you are celebrating a special anniversary or birthday whilst on board we would like to help you celebrate to make the occasion even more memorable. Please let us know if you are celebrating

your Silver, Pearl, Ruby, Golden, Emerald or Diamond anniversary either six months before, during or after your cruise and we will provide a fantastic package with our compliments. All we ask is that you provide us with a copy of your marriage certificate prior to departure. Similarly a honeymoon on board is a unique time and we will mark the occasion in style. If it's your birthday during the cruise we will help you celebrate with a special celebration cake presented at dinner.

In addition to this we offer a choice of special packages which may be purchased in advance:

- **Anniversary Celebration** – Flowers or chocolates in cabin on arrival, champagne and canapés served on your special day, anniversary gift, celebration cake and souvenir photograph.
- **Birthday Celebration** – Champagne breakfast served in your cabin, birthday gift and card, celebration cake at dinner and souvenir photograph.
- **Welcome Aboard** – Floral bouquet, champagne and canapés, chocolates and a fruit basket – all placed in your cabin on arrival.

For more information on any of the packages detailed above please see our main brochure or call Reservations or the Administration Department on 01473 292444.

Swimming Pools

All vessels have outdoor swimming pool/s which are filled with seawater and heated to approximately 30°C (86°) and Jacuzzis which are approximately 34°C (93°F). Weather permitting the pools are kept open from 8am – 8pm. Towels for use around the pool and on the sun deck are available in your cabins. For hygiene purposes all pools and jacuzzis are treated with the appropriate chlorine based chemicals. Black Watch and Boudicca also now feature state of the art SwimEX exercise pools.

Tenders

See: [Shore Tours / Going Ashore](#)



Tickets / Documentation

Providing you have supplied us with all mandatory information, as requested on the Guest Information Form, you can expect to receive your final tickets at least 21 days prior to departure. Advice of an email address will expedite this process.

Vaccinations

Depending on the ports of call of your chosen cruise, you may require certain vaccinations. If a mandatory requirement you will be advised at time of booking and/or detailed on your confirmation invoice. However, due to ever-changing health regulations, we suggest that you contact your local GP approximately 12 weeks prior to departure for the most up-to-date information. Further information can be obtained from the Medical Advisory Service for Travellers Abroad (MASTA) www.masta.org. It's also worth remembering that in some foreign countries general standards of hygiene, care and safety may differ from those in the UK. So, when visiting ashore, 'common sense' is the watchword, especially when choosing drinks or sampling the local cuisine.

Visas

Passport, visa and health requirements can change at any time. It is your own responsibility to ensure that you check with a professionally qualified source and comply with such requirements. UK passport holders will need visas for certain Fred. Olsen cruises and this will be advised to you at time of booking or when the requirement arises.

It is the responsibility of all non-British passport holders to ensure that they are in possession of a valid passport and where necessary entry visas or permits for their chosen cruise. If you are unsure as to whether you are required to obtain such documents you must contact the relevant Embassy or Consulate. Failure to comply with this request may result in refusal of carriage or the imposition of individual fines by the local immigration authorities.



Please note: When going ashore independently in certain ports of call (i.e. St Petersburg, Russia) it may be necessary for you to arrange a visitor's visa. Please see your confirmation invoice for further details of how to do this. In St Petersburg, when participating in shore excursions arranged by Fred. Olsen Cruise Lines, all passport holders will be covered on a group visa.

Vistas

To further enhance your enjoyment of your holiday at sea, a special collection of themed cruises has been designed with your interests in mind, and is open to all guests. Themes including (but not limited to) Music, Dance, Painting, Antiques, Wine Appreciation, Wildlife, Photography, and Gardens have been arranged on specially selected cruise departures. To find out if your cruise features one of these themes, or for further details, contact our Reservations Department on 01473 742424, or visit our website www.fredolsencruises-vistas.co.uk

Voltage On Board

All ships feature dual voltage - 110* volts requiring a US style fat 2-pin plug, and 220 volts requiring a continental round 2-pin plug (both have a 60 volt cycle)

*Shaver point only on Boudicca.

To ensure your electrical appliances are safe to use please check with Reception. Adapters can be hired on board or can be purchased at the on board shop. **Travel irons are strictly prohibited.**

Wine List

We offer an excellent range of wines on board at exceptionally good prices on all vessels. You may order your wine for dinner in advance by filling in the order slip available outside the main restaurant. Alternatively your table waiters will be on hand in the restaurant to help you choose. Guests on both Braemar and Balmoral are now able to order wine to their table via FOi (Interactive TV), under the section 'Wine Selection' menu.





www.fredolsencruises.co.uk

Fred. Olsen House, White House Road, Ipswich, Suffolk IP1 5LL

Tel: Administration/Reservations: 01473 742 424

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