

Welcome on board!

The following pages contain useful tips and information that we have put together to help you prepare for your trip.

TRAVEL DOCUMENTS

For the Victoria Cruises Line 'GRAND WORLD VOYAGE' cruise, a valid passport is a prerequisite for participation and, depending on the countries concerned, validity for at least 6 months from the date of return home may be required.

We recommend that you take 2-3 photocopies of the personal details page of your passport with you when you disembark.

TRAVEL TO THE PORT OF DEPARTURE

Please be careful when choosing your flights! For departures, we recommend a minimum 1 night stay in the port of departure (up to 2 nights in winter). When choosing your return flight, remember to allow enough time between your port of call and your flight departure..

ALL ABOARD!

When can we board the boat?

Boarding starts 8-12 hours before departure. The applicable time is indicated on the ticket, so please remember to check it.

Punctual arrival is the responsibility of the passenger. If the passenger has not checked in at the check-in desk at least one and a half hours before the departure of the ship, the cruise line has the right to assume that the passenger does not intend to travel. The reservation on behalf of the passenger will be cancelled and a 100% cancellation fee will be charged, i.e. the passenger will not be entitled to a refund.

Where and how do I check in?

After arriving at the port, you must first hand over your luggage to the porters, labelled with a luggage tag. Luggage tags can be requested from the porters who take the luggage. Baggage tags must be filled in according to the sample in the ticket.

Prepare your passport, your cruise ticket with the completed (Guest Clearance Form and Charge Account and Cruise Ticket) or the pre-completed, printed and signed "Set Sail Pass" online, then present your documents to one of the receptionists and you're ready to board. (These documents will be emailed to you prior to departure) Bring your pre-received RFID ID card with you for boarding! The receptionist will validate your card, which will then become your ID card and you will be asked to show it at each boarding. This same card is your CABIN CARD. Please take care of it! The RFID ID card also acts as a form of CREDIT CARD on board, so you will be asked for it when you make purchases or use the paid services on board. You can top up the card with credit at the reception desk or through the OBS system. You must do this at reception the first time!

Passengers' bags will be delivered to the cabin within two hours of boarding by cabin crew.

Safety drill – Muster Drill

In most cases, the mandatory safety drill for all passengers takes place before the departure of the ship (at the latest the following day). The most important information is posted on the inside of the cabin door, including the location of the Muster Station for the cabin and a description of how to use a life jacket.

Languages

Travel documents are sent in English before the cruise. Communication during the cruise and optional activities are also in a foreign language. For these reasons, a minimum knowledge of foreign languages is recommended. English is the official language on board the cruise line's ships.

THE "FLOATING HOME"

Reception (Front Office)

The reception is open 24 hours a day. Here you can check your house bank account, enquire about on-board services, request an alarm clock, etc., just like at a hotel reception, some of these services are also available in the OBS system. Please consult the OBS system on the tablet in your cabin. In addition, receptionists are also responsible for financial transactions, postal services, customs and treasury.

Payment on board

The guest card system introduced on board allows you to pay for your purchases and consumption on board not with cash, but with the Guest Card (RFID ID) you receive upon boarding. The guest card is also your cabin key.

No cash payments on the boats! On board, an account is opened in the name of each passenger. The account must be backed by cash or a valid, embossed credit or debit card, which will be automatically debited from your account. You can request a detailed invoice at any time during the cruise, but you can also access details of all your expenses in the OBS system.

The currency on board Victoria Cruises Line ships is the US dollar, please note.

We accept the following credit and debit cards: VISA, MasterCard, American Express.

To avoid inconveniences (e.g. a sudden shortage of money), we recommend that you have more money in your account than you expect to spend, and that you have a second "spare" card!

The stateroom/suite

In the cabin you will find your personal tablet with multilingual information. Please be sure to review it upon arrival.

Air conditioning in the cabins is adjustable. Hair dryers are available in all cabins. The cabins are equipped with a safe, which is easy to use. Your comfort is ensured by the cabin crew.

Breakfast in the cabin

Breakfast is also served in the cabin on request between 07:00 and 10:00, and an extended continental breakfast is available free of charge. A free 24-hour room service is also available to passengers with a limited choice.

Passengers booking a suite can request that the full menu is served in their cabin.

Electricity

Electrical appliances on board can be operated at 110/220 volts.

Room Service

Room service is available 24 hours a day and can be called if you need anything. You can order drinks and snacks from the Room Service menu by ticking the box on the menu.

International calls

With the on-board satellite telecommunications system, you can call family and friends anywhere in the world from the phone in your cabin (the call costs around USD 8 per minute, charged to your on-board account).

Mobile phones

Also thanks to the satellite telecommunications system, you can use your mobile phone on board if your device is compatible. While in ports, roaming tariffs apply to the location, but at sea you can make calls, receive calls and send SMS at much higher rates. Please check with your home mobile operator before travelling or read the information leaflets on board carefully.

Television and radio, internet

A wealth of TV and radio channels await you on board VCL ships. The "programme guide" in your cabin will tell you what is available. Internet access is available in cabins and public areas of the ships, unlimited and FREE OF CHARGE.

The on-board journal – Cruise NEWS

You can find your daily newsletter on the tablet in your cabin. The newsletter will help you make sure you don't miss a single programme during your cruise. The Newsletter contains a

wealth of general information, from opening times for restaurants and bars, to a list of entertainment options and daily dressing tips.

Smoking

Smoking on board is only allowed in designated areas (these are indicated in the daily newsletter). Cigar and pipe smoking is only allowed in the "Cigar lounge", if there is no such lounge on board, in a designated area. No smoking in the theatre and restaurants.

Smoking is not allowed in the cabins either! If someone smokes in the cabin, the shipping company will automatically charge a cleaning fee of 250.- USD, which will be charged to the passenger's on-board account! Smoking is also prohibited on the balcony of the balcony cabins.

DRESSING TIPS

What clothes to take with you?

Dress code recommendations are included in the daily newsletter.

Here are some general tips:

- Wearing comfortable, loose-fitting shoes with flat heels and comfortable shoes on board is recommended during the day.
- Wear comfortable shoes for shore excursions and bring a hat and sunscreen.
- Pack a change of swimwear so you always have a dry one handy.
- Closed areas of the ship (lobbies, restaurants, theatres, etc.) have centrally controlled air conditioning. Sometimes, on a very hot day, entering from the open deck can make the closed deck feel cool, which is something to take into account when choosing your clothes.
- When visiting museums, mosques and churches, it is advisable (and in many cases compulsory) to dress conservatively and modestly. Ladies should wear trousers or skirts below the knee; shorts and sleeveless tops are not permitted.
- For the evening, we recommend the following outfit:
 - "casual": unless you have a more special programme, a sports top and trousers for gentlemen, trousers/skirt and blouse for ladies
 - "smart casual": for less formal events, ladies should wear a dress or suit, gentlemen a shirt and jacket

- "formal": for gala dinners and casual attire, ladies are encouraged to wear evening dress/costume, gentlemen are encouraged to wear a tie and suit/tuxedo.

MEALS AND DRINKS

Meals

During your meals you will be offered a rich and varied choice of dishes, which will satisfy even the most demanding palate.

Dinner in the Paris Dining Room is served in two courses.

We cannot guarantee that we can accommodate all your seating requirements, but we will do our best to accommodate your wishes.

Dinner times are as follows (times shown may vary depending on itinerary and vessel):

	First planting	Second planting
Dining	18:00-19:00 around	20:00-21:00 around

My Time Dining

Flexible dining in a sit-down restaurant (You can dine on the designated level of the sit-down restaurant at any time between approximately 18:00 and 21:30, but there is no guarantee that you will have the same table and waiters every night.)

You can also make advance reservations for specific dates after booking your cruise on the spot or through the OBS system.

Among the dinners, the Captain's Dinners and Gala Dinners stand out for their solemnity and special atmosphere.

Specialty Restaurants (with reservation)

In addition to the sit-down and buffet restaurants, there are other types and styles of restaurants (à la carte) on board. These special restaurants are available by reservation.

Drinks

At buffet and sit-down meals, grill and snack bars, pizzerias, you can enjoy the following drinks free of charge: coffee, tea, milk, iced water, iced tea, lemonade, soft drinks and certain alcoholic drinks (indicated on the menu)

In restaurants with a surcharge, only iced water is free of charge, all other drinks are subject to a charge. You also have to pay for alcoholic and non-alcoholic drinks consumed in bars.

Bars and cafés

A wide range of refreshments, cocktails and other drinks are available in the ship's bars and cafés.

Special diets

If you have special dietary requirements (food allergies, diet, etc.), it is advisable to register them at the time of booking and to inform the reception at the beginning of the cruise.

Vegetarian and diabetic dishes are also available daily in the buffet and the seated restaurant.

Ethical on-board pricing policy at Victoria Cruises

On VCL ships, the prices for services are the same as on land, unlike on board almost all ocean-going cruise lines, where they are often up to ten times the usual price!

SERVICES

Shore excursions

The company offers a wide range of shore excursions for passengers in the ports of call.

At the Explorations Desk, you can obtain all the necessary information and register for the excursion of your choice. The cost of the excursion will simply be charged to your account on board. Of course, excursions are not compulsory: our passengers can also tailor-make their own programme, including an individual shore excursion. Please note that some excursions are subject to a minimum number of participants, and if the group does not reach the minimum number, the excursion will be cancelled. However, some tours have a limited number of participants, so we recommend that you register for selected tours as soon as possible after the tour has been advertised. For some tours (mainly diving), only passengers who present the appropriate documents proving their qualifications are allowed to go.

The excursions can be booked on board the vessel through the OBS system or at the reception.

Fitness & beauty

The ships' fitness rooms are equipped with the latest machines for those who want to exercise. We should also mention the on-board running track, sauna, jacuzzi and swimming pools - all a way to get active. A list of fitness room opening hours and daily sports programmes ("Ship Shape") is available in the daily newsletter (OBS system).

Beauty treatments (hairstyling, cosmetics, etc.) are all paid services - see the OBS system menu for more information.

Sunbathing, sun beds on board

There are sun loungers everywhere on the open decks - free of charge, of course. Beach towels are also provided by the ship's company, and towels are available on the sun terraces.

Be careful when sunbathing! The sea breeze will make you feel less scorching in the sun. Protect your skin with sunscreen.

Library, internet café

The ships have a well-stocked library (with books in various languages), as well as board games such as chess, back-gammon, cards, literacy games, etc. The library or a separate internet café (VCL Online) also houses a computer park with internet access. (Internet access is free of charge.)

Theatre - international shows

The evenings are enriched by variety shows and other entertaining performances by international artists, dance troupes, singers, etc.

Casino

If you like to play, try your luck on board! There are casinos on all ships, offering a variety of games (twenty-one, roulette, slot machines, etc.). Check the daily newsletter for the exact casino opening times. Guests under 21 are not allowed to visit the casino.

The use of cameras/video cameras in the casino is strictly prohibited.

Currency exchange

A limited amount of currency (mainly in US dollars) can be exchanged on board. Other local currencies can be exchanged ashore at the port of call. (Note that most debit and credit cards are accepted at the port of call, but it is advisable to have some local currency on board for small expenses such as soft drinks, postcards, small souvenirs, although euros and dollars are accepted at most ports). Currency exchange is available at reception. Acceptable currencies: USD, EUR, GBP

Cleaning service

The cleaning service is available 24 hours a day. The list of cabin services includes the number of free laundry services at your disposal. But there is also a self-service laundry on each floor, equipped with everything you need, and free of charge.

Medical care, medicines

Essential medicines can be purchased on board. The ships have an equipped health centre with two qualified doctors, a dentist and three nurses to ensure that patients are well looked after. Basic medical care is free, but it is advisable to take out travel insurance before departure. Passengers suffering from seasickness will receive free tablets to treat their symptoms.

Pregnant mothers (before the 24th week) and passengers with cardiovascular, diabetes or other chronic medical conditions will be asked for a medical certificate. The medical certificate, in English, must state that the passenger's state of health is such that it is safe for him/her to travel on the cruise and must state what permanent medication he/she is taking. The English medical certificate must be sent to our office after final registration, but no later than 30 days before departure!

Some more general information:

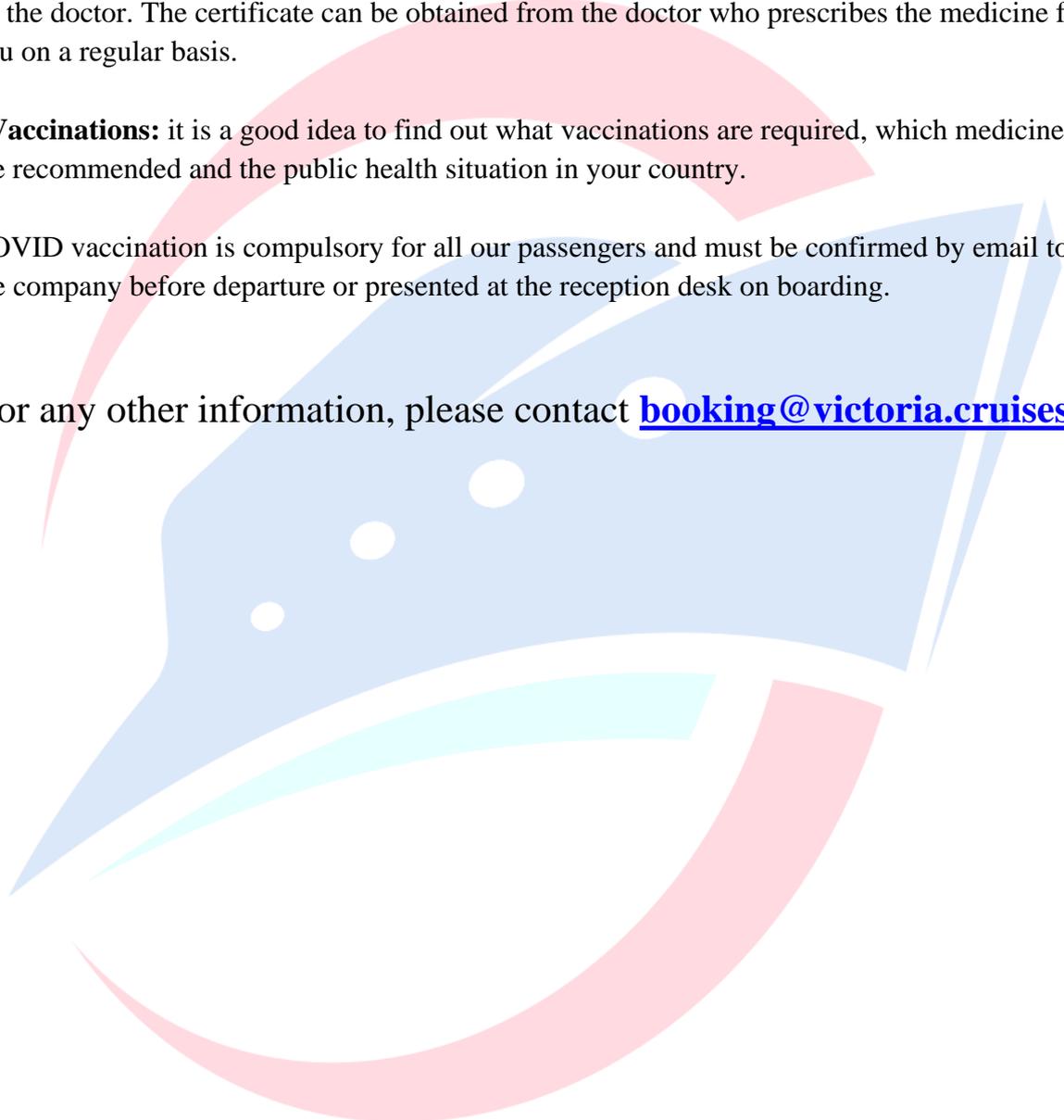
- **Health, accident and baggage insurance:** before travelling abroad, we recommend that you take out comprehensive travel and accident insurance. In some countries, valid travel insurance is a condition for entry into the country.

- **Exports of medicines:** Medicines taken regularly may include antidepressants, sleeping pills, tranquillisers, mood enhancers, mood elevators, narcotics and cancer painkillers, for which a certificate is required at the border crossing point, containing details of the doctor who is treating the patient, details of the patient's identity, the name of the medicine taken regularly, the active ingredient, the strength of the medicine and the daily dosage prescribed by the doctor. The certificate can be obtained from the doctor who prescribes the medicine for you on a regular basis.

- **Vaccinations:** it is a good idea to find out what vaccinations are required, which medicines are recommended and the public health situation in your country.

COVID vaccination is compulsory for all our passengers and must be confirmed by email to the company before departure or presented at the reception desk on boarding.

For any other information, please contact booking@victoria.cruises .



VICTORIA CRUISES LINE