

# What you need to know before your cruise

## • TRAVEL DOCUMENTS

### **Identity Card/Passport and Customs' Formalities:**

Your passport should be valid for at least 6 months after the end of your trip. It is your responsibility to obtain all information regarding the various documents required for each country you will be visiting before you embark the cruise ship. Should you arrive from abroad, it is your responsibility to hold all the appropriate documentation to be allowed to enter the country. You should be in possession of a valid Passport or ID card if travelling within the EU. Should visas be required for any part of your cruise please ensure you obtain these in time. Should you require a Schengen visa this should be multi entry.

**IMPORTANT:** Passengers requiring a Schengen visa **MUST** have a multi entry Schengen visa.

### **Cruise documentation:**

All documents given to you by your Travel Agent (cruise tickets/Vouchers, excursions program, insurance policy, conditions of carriage etc.) shall be required for embarkation in addition to your Passport/ID.

### **Luggage & Health Insurance:**

Luggage and Health insurance is an important consideration, since the carrier has limited liability as per the carriers' conditions of carriage.

### **Luggage:**

We strongly recommend the use of security locks for your luggage throughout your journey. Jewellery, medication, travel documents and Passport/ID card should be kept in your hand luggage which should be kept with you at all times. All luggage should be clearly labelled. Do not forget to specify your name and cabin number on the luggage labels.

### **Lost, stolen or damaged luggage:**

The company is not responsible for any loss or damage to your luggage during transit to the vessel. In case of loss or damage, you should immediately advise the carriers involved and your insurance company.

### **Health Requirements:**

Check with your Travel Agent and/or your doctor regarding the health requirements of the countries to be visited. In certain circumstances a "fit to travel" declaration from your physician may be required. Passengers who need assistance and/or have special requests or need special facilities or equipment must notify their Travel Agent at the time of booking.

### **Medication:**

Should you be on prescription medication ensure that you bring an ample supply as some prescription drugs may not be available onboard. If your medication requires cold storage, please inform [paxserv@louisicruises.gr](mailto:paxserv@louisicruises.gr) no later than two weeks prior to departure. It's a good idea to bring a spare pair of spectacles or contact lenses should you need them.

### **Pregnancy:**

For their own health & safety, ladies that will be in their 28th week of pregnancy (or more) during any part of the cruise are not allowed on the cruise. Up to the 27th week of pregnancy, ladies may cruise, but are required to present prior to embarkation a statement from their physician stating that they are fit to travel.

**Infants:** Infants less than 3 months old are not allowed on board for their own health and safety. Should you need a baby cot (for infants above 3 months old) please inform us via your travel agent at least one month before sailing or inform [paxserv@louisicruises.gr](mailto:paxserv@louisicruises.gr). Please note that we do not provide baby formula or food neither do not have a babysitting service onboard.

### **Personal Expenses:**

The currency on board is the Euro. For your convenience the vessels operate a cashless system. Your personal embarkation card allows you to charge to your shipboard account almost everything onboard, including shore excursions, gift shop purchases, wine and bar bills, spa and beauty salon, photos, cabin service, in fact everything except from transactions made at the Casino. Upon embarkation you should contact the Guest Relations desk in order to activate your personal account. We recommend all credit card holders to register their card to settle their account, as this will assist them in a smooth disembarkation (checkout), avoiding delays. We accept American Express, MasterCard and Visa. Debit cards or personal cheques are not accepted. For those passengers not wishing to pay by credit card payment can be made in cash or Travelers' cheques. On the last day of your cruise an itemized invoice with all expenses shall be delivered to your cabin.

Note: All expenses incurred on the last day of your cruise have to be paid in cash.

### **Gratuities:**

For your convenience and as practiced on most ships, your shipboard account will be debited with the customary gratuities for services rendered on board. The suggested amounts are: Euros 8 per person per day for all passengers over 16 years old and Euro 4 per person per day for children and teenagers (6-16 years). Should you wish to adjust the amount or make any change whatsoever to this charge please contact the Guest Relations personnel.

**Diet requirements:** If you have a particular diet requirement please email us at [paxserv@louisicruises.gr](mailto:paxserv@louisicruises.gr) or advise your travel agent to instruct us no later than two weeks prior to departure.

### **Are you celebrating a Birthday, Anniversary or Honeymoon?**

Email us in advance at [paxserv@louisicruises.gr](mailto:paxserv@louisicruises.gr) or advise your travel agent to instruct us no later than two weeks prior to departure.

### **Bon Voyage Gifts:**

Would you like to send a gift of fruit, flowers or wine? A gift certificate for use in the Beauty salon, Cocktail parties, renewal of wedding

vows, special celebration gifts for your clients, family or friends. Email [paxserv@louisicruises.gr](mailto:paxserv@louisicruises.gr) for full details.

#### **Optional Shore Excursions:**

Designed to offer the very best of a destination, our excursions are guided tours to each destination's most important sites and highlights where possible, time is allowed for shopping and individual interests. We take extra care as to guarantee the best local tour guides and motorcoaches for all our tours. Our cruises feature regular onboard Shore Excursion Briefings on every port of call to be visited, providing useful facts on its history, culture and general characteristics. Our professional Shore Excursion Staff will also advise you on your touring plans. All our shore excursions can be purchased onboard, immediately after embarkation.

#### **Pets:**

For health reasons, pets are not permitted onboard our ships.

#### **Weapons, Sharp Objects, Articles of a Dangerous Nature and Forbidden Substances:**

Ammunition, sharp objects, articles of a dangerous nature and forbidden substances are not permitted onboard any **Louis Cruises** vessel. To do so, shall render the passenger strictly liable to the Carrier for any injury, loss, damage or expense including any fine or penalty.

### • WHAT TO PACK

#### **Day wear:**

During summer casual light-weight resort wear, including light cotton clothing, swimwear and a beach robe are recommended. When in public areas or the restaurants, swimsuits are not allowed. If however you wish to have lunch in your swim attire you can enjoy a buffet meal on deck. Tennis shoes or low heeled walking shoes are best for exploring the ports of call. A light jacket or sweater in case of a cool breeze or that unexpected shower. A hat and sunglasses are always recommended. Binoculars will be a great asset to your enjoyment whilst at sea and during the excursions while we also suggest you have your camera ready at all times. When visiting places of worship, shorts are not allowed and shoulders should be covered.

#### **Evening wear:**

The shipboard daily program will inform you of the evening (after 6.00 p.m.) dress code on board. The majority of evenings onboard are country club casual.

**Dress guidelines:** Casual night - Country club casual clothing; we want you to feel comfortable and relaxed. Formal – Gentlemen we suggest suit & tie and the ladies cocktail dress or pant suit for nights of glamour!

### • ARRIVAL AT THE PORT

**Important reminders!** Do not pack passports, travel documents, prescription medication or valuables. Please check the sailing times and note that you should arrive at the port not later than one hour prior to departure. Allow enough time to reach the vessel. Passengers who are not at the check in 1 hour prior departure are considered as no - show. Allow sufficient time from your flight arrival to transfer to the port.

#### **Embarkation Procedures:**

Embarkation commences three hours before the departure time of the vessel. Passport/ID card, cruise ticket or voucher should be ready to present to the embarkation staff. For security reasons and to allow for fast embarkation/disembarkation at each port of call, the ship's staff collects and holds your Passport/ ID Card for the whole cruise. A receipt will be given to you and should be presented at the designated time when Passports/ID cards will be returned to you prior to disembarkation. At embarkation you will be issued with your own personal embarkation card which acts as your onboard payment card and the security for embarking and disembarking the vessel.

### ON BOARD

#### **Luggage assistance:**

Your luggage will be delivered outside your cabin door. Please allow a maximum of two hours for delivery. 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 guest relations personnel.

#### **Dining Room Reservations:**

Upon embarkation, the Maitre d'Hotel will take your dining room reservation and assign your table. You may have a choice, depending on availability, of main or late sitting. Times vary depending on the itinerary and the actual arrival and departure times at the ports of call but they are always mentioned in the shipboard Daily Program. Breakfast and lunch do not require any reservation; they are free sitting and you are therefore able to choose between the buffet on the open deck (weather permitting) or the restaurant. For dinner, we kindly ask you to respect the opening time of the restaurant and note that the Dining Room closes 15 minutes after commencement of the service. Smoking is not permitted in the Dining Room.

#### **Valuables:**

Safety boxes for your valuable items, jewellery, money and documents are available on board all our ships either in the cabin or at the Purser's Office. There is a nominal charge. The company is not responsible for any theft or loss of any items not kept in the safety boxes. The company does not accept responsibility for loss or theft of cameras, video cameras, chargers and other valuable electrical items which are your responsibility at all times. Our liability is limited by the Athens Convention as per the carriers' conditions of carriage.

#### **Alcohol Policy:**

Alcoholic beverages purchased from our onboard shops or ashore are not for consumption onboard.

### • FOR YOUR INFORMATION

#### **Daily Program:**

Each evening, a program detailing the following day's activities will be delivered to your cabin. This will include arrival and departure times, excursion departure times, social activities, meal times, opening hours of the onboard services, evening dress code and other useful

information. Please read it carefully.

**Guest Relations Office:**

Our onboard personnel will be pleased to help you and answer all your questions. The Guest Relations Office is open 24 hours a day.

**Electric Current:**

The current on board our vessels varies between: 110v AC or 220v AC. Please remember to bring a universal transformer as sockets often vary from your standard sockets at home. Check our website for each ships particulars [www.louiscruises.com](http://www.louiscruises.com)

**Smoking policy:**

Smoking is prohibited in all areas except one designated lounge and the casino where applicable and also the open decks. Passengers are requested not to smoke in their cabins.

**Laundry and pressing:**

A laundry and pressing service is available on board our vessels. Complete the form, place the clothing in the laundry bag provided your cabin steward will do the rest. Your onboard account will be charged accordingly.

**Pool towels:** Cabin personnel will provide you with sufficient towels for your party in your cabin, which will be replaced when needed. Passengers are kindly requested to return the used towels back to their cabins. Should you fail to do so, your onboard account will be charged automatically with the amount of 20 Euros per piece.

**Visitors:** Due to security reasons and the comfort of other passengers, visitors are not allowed onboard.

• **SHIPBOARD SERVICES**

**Duty Free & Travel Value shops:**

Discover the fine selection of items in our Duty Free & Travel Value shops. The shops offer a selection of tasteful merchandise including fragrances, cosmetics, fashion wear, liquor, cigarettes and of course many Louis branded souvenir items. The onboard shops are open daily while the ship is at sea. Customs regulations do not allow us to open whilst in port.

**Photography Services:** Your most memorable experiences on board and during excursions may be photographed by our professional team of photographers. All photos will then be displayed at the vessels' Photo Gallery.

**Casino:**

During your cruise, you may try your luck with Slot Machines, or select the tables Roulette, Black Jack and Bingo! Minimum age 18 years. Note: Your shipboard account cannot be used in the Casino.

**Internet Facilities:**

All vessels offer internet facilities, the use of which is charged to your shipboard account.

**Medical Facilities:**

A physician is available onboard 24 hours a day while at sea and during scheduled hours when the vessel is in port. Professional service, care and medication is offered by our ships' physicians. A customary fee is charged for the services and medication; this can be charged to your shipboard account.

**Beauty salon:**

Hair, manicure, pedicure and a variety of relaxing massage techniques are available onboard. Meet our experienced personnel for a complimentary consultation to select the services most suited to you and make sure to book your appointments early to avoid disappointment

**STAY IN TOUCH COMMUNICATION**

Mobile telephones: Please note that when your mobile phones are out of shore side network limits, their signal is transmitted via the vessels' satellite which increases the cost to you, the subscriber.

**ORIENT QUEEN**

FAX: 00870 764906838  
TELEPHONE: 0046 855803616/7/8

**CORAL**

FAX: 00870 764363783  
TELEPHONE: 0046 855803626/7

**LOUIS CRISTAL**

FAX: 0046 852503624  
TELEPHONE: 0046 855803621/2/3

**LOUIS MAJESTY**

FAX: 0019 546723510  
TELEPHONE: 0019 546723509/11

**CALYPSO**

FAX: 0046 852509070  
TELEPHONE: 0046855803606/7/8/9

**Louis Cruises** reserves the right to change any policy without prior notification when and if necessary.