

Dear passengers,

You are about to embark on a unique adventure that combines the romance and nautical heritage of a traditional clipper ship with the relaxation and sophistication of sailing aboard a modern-day private yacht.

We look forward to welcoming you aboard.

Thank you for choosing Star Clippers.

PREPARING FOR YOUR CRUISE WITH STAR CLIPPERS

MONEY

It is preferable to use an international credit card (Visa, American Express and Mastercard) to make purchases on board Star Clippers ships. Diners club and Discover cards are not accepted. Onboard purchases will be added to your personal invoice and debited in Euros. Your EURO onboard charges will be processed by our accounting department located outside the U.S. or your home country; you might incur foreign transaction fees and/or exchange rate fees from your credit card company. Please check with your credit card provider. Verify the expiration date of credit cards you plan to take with you and make sure they are properly signed. Find out about the services offered by your credit card company, including withdrawing cash abroad. We recommend you bring cash in the local currency of the scheduled ports of call during the trip.

LUGGAGE TAGS

Your Cruise Documents include Star Clippers' luggage tags. Please fill them out with your name. The tags should be attached to your luggage before checking in to facilitate identification and help prevent loss. Placing an identification tag inside your baggage is also a good idea. Make sure all of your bags are closed at all times.

CANCELLATION AND REFUND

Our cancellation and refund policy is clearly indicated in the brochure and can be sent to you by your travel agent. Please read this information carefully. Cancellation requests must be received in writing before departure.

MEDICATION

People who take special prescription medication (insulin for diabetic patients, for example) are requested to provide a letter from their doctor providing the following information:

- Full name of the treating physician
- Ailment treated by the prescription medication, daily dosage, the amount needed during the trip
- Stipulation that the medication is necessary for the welfare of passengers when travelling abroad

It is also recommended that you carry the medication in their original packaging along with the doctor's prescription, as this may be requested when clearing customs or immigration.

We advise you to keep your medication with you in your hand luggage. Passengers requiring special medical care are encouraged to inform Star Clippers in writing prior to departure. The crew will be informed and will be able to assist where needed.



GEAR AND EQUIPMENT CHECK LIST:

- Passport
 - Cruise and airline ticket
 - Address book (for your postcards)
 - Prescription medication
 - Camera
 - Spare batteries and chargers
 - Sunglasses
 - Hat / cap
 - Comfortable walking shoes
 - Jacket or light sweater - Windbreaker
 - Swimsuit
 - Books, magazines
- Keep your airline tickets, passports, visas and all travel documents handy.

PASSPORT

Take care of your passport or visa request (if necessary) early. Please contact your travel agent for more information. Certain countries that you visit may require that your passport be valid for six months after your return date.

Allow sufficient time for having a new passport issued. Check your passport carefully to ensure that all information contained in it is correct and sign it on receipt.

Note: International aviation regulations require that the name on the air ticket must exactly match the name on the passport. During the cruise, the Purser will keep the passports in order to carry out port and immigration formalities at each port visited. Passports are collected upon boarding and are returned to you when you disembark.

PHOTOS

Be prepared to take advantage of exceptional opportunities to take unique photos. On site, ask people for permission to photograph them before getting out your camera.

AIRPORT TO SHIP AND SHIP TO - AIRPORT TRANSFERS

You can purchase your transfers and if necessary, an overnight stay with Star Clippers through your travel agent.

VACCINATIONS

Check with your doctor that you do not need an immunization certificate and that your vaccinations are up to date.

VISITORS

For security reasons, visitors are not allowed on board while in port.



LIFE ON BOARD

ALCOHOL

For security reasons, it is forbidden to bring alcoholic beverages on board for personal consumption. For your pleasure, the ship offers a wide selection of wines and spirits in the dining room or at the bar. The Maître d'Hôtel, wine waiters and bartenders will guide you in your choice. Bottles of alcohol purchased on land will be taken into safekeeping at the gangway of the ship, stored in a secure area, and returned when you disembark. No alcoholic beverages will be served to minors. We reserve the right to refuse to serve alcohol. Thank you for your understanding.

LIBRARY

The library offers reference books, art books and novels in several languages. There is also a selection of board games and comfortable seating so that you can relax and enjoy some quiet time if you so wish.

CABINS

Cabins are all equipped with a TV, DVD player, a satellite phone, a safe, a bathroom (shower), hairdryer, and adequate storage space. Most cabins have twin beds that can be converted to a double bed. The category 1 cabins, and luxury suites also have a mini bar and a bathroom with a bathtub (whirlpool on Royal Clipper only). A steward will ensure the cleanliness and comfort of your cabin.

PERSONAL ACCOUNT

At the time of boarding, a personal account will be automatically opened in your name so you can pay your expenditure on board. For added convenience, the Purser will take an imprint of your credit card. All expenses incurred on board can then be debited from your card. American Express, Master Card, Visa are accepted on board. Discover and Diners Club cards are not accepted. If you wish to pay your expenses in cash, you will be asked to pay a deposit of 300 Euros in cash.

LANGUAGES

Daily programmes, announcements and menus are available in three languages: English, German and French, but English remains the main language on board. All our excursions are led by English-speaking guides.

ELECTRICAL

Each cabin is equipped with 110V/60HZ flat plug aboard Star Clipper and Star Flyer, and one European plug is available below the dressing table. A hairdryer is available in every bathroom and on the dressing table. Limited access to a 220V plug is available in certain areas of the ships (please contact the Hotel Manager). Cabins on board the Royal Clipper are equipped with 220V European plugs.

Adapters can be borrowed from the Purser's Office in exchange for a deposit.

SHORE EXCURSIONS

The information below is a summary of important reminders about the excursions offered on board. Information meetings giving a detailed overview of each trip are organized by the Cruise Director. We recommend that you attend.

Important note: Star Clippers' liability is limited to the ship itself. Star Clippers may sell tickets for shore excursions or arrange other services for its clients from independent contractors. However, it cannot under any circumstances be held liable for loss, damage, injury or death resulting from services provided on land or any other service provided or offered in addition to the cruise. Star Clippers reserves the right to edit, cancel, or modify the itinerary of each tour programme as necessary. Tour schedules vary depending on time of arrival and departure at ports of call.



Excursion programme: consists of day or half day trips that allow you to discover the main attractions of each port within the expected duration of the call. Access to some monuments may be restricted or impossible during national or regional holidays.

Reservation and payment: for excursions may be reserved on board ship on a “first come, first served” basis. No registrations or cancellations will be accepted after the closing date announced on board by the Cruise Director. Excursions are paid for at the end of cruise.

Prices: The price for excursions is subject to change in case of unexpected increase in the cost of providing land services and exchange rate fluctuations.

Cancellations: Excursions may be cancelled without penalty before the closing date announced on board by the Cruise Director. After closing date, a 100% fee will be charged for cancellation made within 24 hours prior to the call. No refunds will be possible for passengers who only participate in a portion of the excursion.

Only a limited number of participants allowed: It is possible that the number of participants will be limited on certain excursions in certain ports due to a limited capacity in terms of transportation, guides and logistics. Excursions will not take place unless a minimum number of participants is reached.

Bus Tours: Coaches used for excursions are air-conditioned whenever possible. Star Clippers select the best vehicles available in each port of call. However, their quality can vary considerably from one port to another depending on local standards and availability.

Tour guides: Our representative in each port selects the best local tour guides. You will find knowledgeable tour guides at most destinations. However the quality of the tour guides is likely to be lower in certain ports, simply because tourism there is less developed. All our excursions are led by English-speaking guides. A second language may be used, depending on the number of non-English-speaking passengers. However, in some ports or geographical areas it may be difficult or impossible to have other language than English.

Tips during excursions: This is left to your discretion. However, a small gratuity is a nice way to thank someone for the quality of his or her work.

Dress Code: The dress code for all excursions is casual. In certain countries, or when visiting religious sites, classic, modest clothing may be required. We recommend that you leave your valuables and jewellery on the ship during visits ashore. Jewellery may well attract unwanted attention. Remember to protect yourself from the sun, wear appropriate walking shoes, and carry a bottle of water.

Mealtimes on board: Mealtimes are programmed and adapted according to the hours of port calls, departure and return times from excursions.

CHANGE OF ITINERARY

Star Clippers tries its best at all times to improve the itineraries offered and reserves the right to modify them, due to improvements or unforeseen conditions beyond our control or specific to the countries visited. This applies to both programmes on land as well as to the cruise itinerary.

VALUABLES

Your cabin has a proper safe where you can deposit your valuables while cruising.

LOST AND FOUND

All items found on board are deposited in the Purser's office. When leaving the ship, make sure you leave nothing in the drawers, trunks, or closets in your cabin. Star Clippers is not liable for articles left behind.



SWIMMING POOLS

Our ships have two or three swimming pools located on the Sun Deck. When the weather permits, they are filled with sea water.

GRATUITIES

Gratuities on the ship are not included in the cruise fare and are at your discretion. We suggest €10 per day and per person which will be divided between cabin stewards and dining room waiters. You can pay these gratuities at the end of the cruise by credit card, indicating the amount you wish to give (a form will be placed in your cabin) or in cash placed in an envelope, deposited in the box near the Purser's Office.

PROGRAMME OF THE DAY

The Daily Programme shows the list of activities planned for the next day. It is distributed in your cabin each evening, for the following day.

DINING ROOM

Your breakfast, lunch and dinner will be served in a pleasant environment. No reservations are required, and the choice of seating is yours. The Head Waiter will be happy to help you at all times. Mealtimes are listed in the Daily Programme and may vary depending on the times of call and activities planned. Generally sports and leisurewear are worn onboard. In the evenings, however, shorts are not accepted in the Dining Room. Gentlemen are requested to wear shirts with collar and sleeves.

SAFETY

It is essential that you observe certain simple safety rules while on board:

- Use ashtrays for cigarette butts and used matches. Please do not throw cigars or cigarettes overboard, they can be blown back onto the ship and could cause a fire. It is forbidden to smoke in your cabin and inside the ship.
- Never run on board the ship, walk carefully, especially if the decks are wet or slippery.
- We ask women to avoid high/pointed heel shoes as they can damage the teak decks.
- It is forbidden for unaccompanied children to run or play on the decks, in corridors and stairwells as well as near the pool.

IN CASE OF ROUGH SEAS:

Avoid going out on to the decks

- Hold on to handrails in stairways and corridors
- Doors must be closed in case of heavy seas. Use the handles and never hold a door by its frame as a sudden movement of the ship could cause it to close on your hand.
- Make sure your bags are secure in your cabin and if necessary, call your steward.
- Secure any objects in the bathroom and on your dressing table that could fall.

SAFETY - FIRE

Although the construction of the vessel has required the use of modern materials that are fire retardant and fireproof, fire remains a concern. Thank you for respecting the following rules.

- Do not smoke inside the cabins
- Do not throw cigarette butts overboard
- Do not light candles or other objects of this type
- It is forbidden to iron clothes in the cabin

LAUNDRY SERVICE

Star Clippers offers a laundry service (note: there is no dry cleaning service on board).



MEDICAL SERVICES

Medical services are provided by a doctor during long distance crossings and by trained nurses from the Star Clippers' staff on other cruises. All of the ship's officers are also able to administer first aid. When the ship conducts coastal navigation, it is always near a hospital on land, and can deal with the possibility of a passenger requiring hospital care. Passengers requiring special medication are advised to take their prescriptions along with them. The nurse only provides very basic medicine, which is sold without prescription.

SLOOP SHOP

The ship's store offers a wide variety of items and Star Clippers' unique range of clothing. The shop is open every day (except on embarkation day) from 8:30 a.m. to 9:00 p.m. and depending on the times of call and customs regulations.

SHUTTLE SERVICE

When the ship is at anchor, you will be disembarked by tenders or zodiacs, which requires good physical condition. Sometimes the disembarkation involves a wet landing. We recommend that you bring appropriate footwear (for example plastic sandals).

WATER SPORTS

The sports team oversees all water activities. These activities are available to all passengers and include snorkelling, water skiing, windsurfing, dinghy sailing, kayaking and stand-up paddle (if permitted by the local authorities and according to local conditions). All water sports are free of charge. During the boarding formalities, you will be asked to sign a waiver for all sports.

STABILIZERS

Our ships are fully stabilized and have bilge keels to minimize the movement of the ship and prevent any unpleasant sensations or discomfort that may be caused by such movement.

PHONE AND EMAIL

Each cabin is equipped with direct dial telephone so you can make calls to anywhere in the world. Calls are charged to your onboard account. Please note that calls made via satellite are extremely expensive. If a caller wishes to contact you by telephone on board, they should contact the Star Clippers' office who will forward the call to the ship. If you want to purchase Internet data on your personal device, open your browser window and the ship's internet login portal will load. You can receive emails on board our three ships via the Purser.

Star Clipper: scpax@star-clipper.net

Star Flyer: sfpax@star-flyer.net

Royal Clipper: rcpax@royalclipper.net

These emails will be printed and delivered to your cabin for a nominal charge.

In an emergency, contact your travel agency under the phone number provided to you or the Star Clippers' office at the number listed in your documentation. In case you are unable to reach anyone at that number, Star Clippers has a 24-hour emergency telephone number: +1 305-773-3541.

