

THINGS TO KNOW BEFORE YOU GO

IMPORTANT PRE-DEPARTURE INFORMATION
2019







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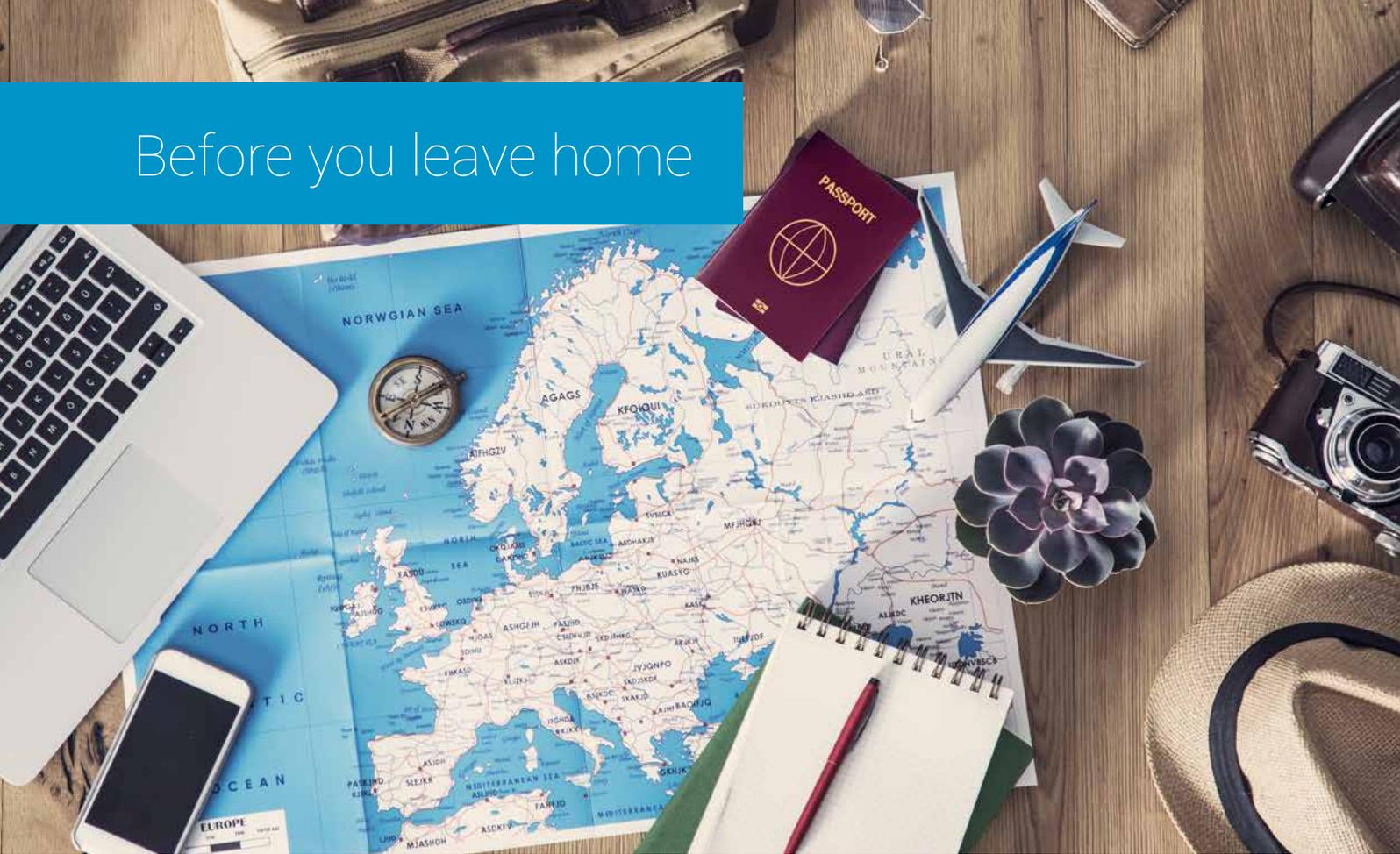
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Before you leave home



TRAVEL DOCUMENTS

All our guests including children and infants must have valid travel documents for the cruise. You will need up to date identification cards or passport and multiple entry Schengen visas, depending on your nationality and itinerary.

We recommend you have at least six months validity past your cruise date, left on your passport. Please note if you are travelling with a national ID card, only citizens from the following countries can use it to enter Turkey.

- Belgium
- Germany
- France
- Italy
- Lichtenstein
- Luxembourg
- Malta
- The Netherlands
- Portugal
- Spain
- Switzerland
- Greece

Please make sure you have all your documentation ready well before your departure date. For further information contact any Schengen country embassy in your region.

If you do not have all the correct paperwork you are likely to be denied entrance/embarkation by the authorities and refunds are not available in the event of documentation being incomplete or invalid.

3 CONTINENTS CRUISE (CELESTYAL CRYSTAL)

In order to participate in this cruise, you must carry a valid passport, valid for at least six months after your trip finishes. No identification cards (IDs) are accepted. Besides the Schengen visa requirement for those nationalities requiring one, you need to check possible visa requirements for Egypt, Israel and Cyprus by contacting the respective local Egyptian, Israeli and Cypriot Embassies/Consulates in your residence country.





At the port

Main embarkation port: Port of Piraeus - Cruise Terminal A, Gate E11. Please consult your eTicket for the applicable check-in hours.

STEP 1: LUGGAGE DROP OFF

IF YOU HAVE BOOKED A SUITE

Once outside the terminal, please proceed to the dedicated area for priority embarkation. A Celestyal Cruises Suite Concierge will be on-hand to welcome you and arrange that your luggage is sent directly to your Suite. Valuables, travelling documents and medication should always be carried in your hand luggage. For security reasons, all pieces of luggage will be subject to X ray safety checks before boarding.

IF YOU HAVE BOOKED A REGULAR STATEROOM

Once outside the terminal, please follow the signs to the luggage drop off area. We will label your luggage with your stateroom number (if not already done) and deliver on board, outside of your stateroom door. Valuables, travelling documents and medication should always be carried in your hand luggage. For security reasons, all pieces of luggage will be subject to X ray safety checks before boarding.

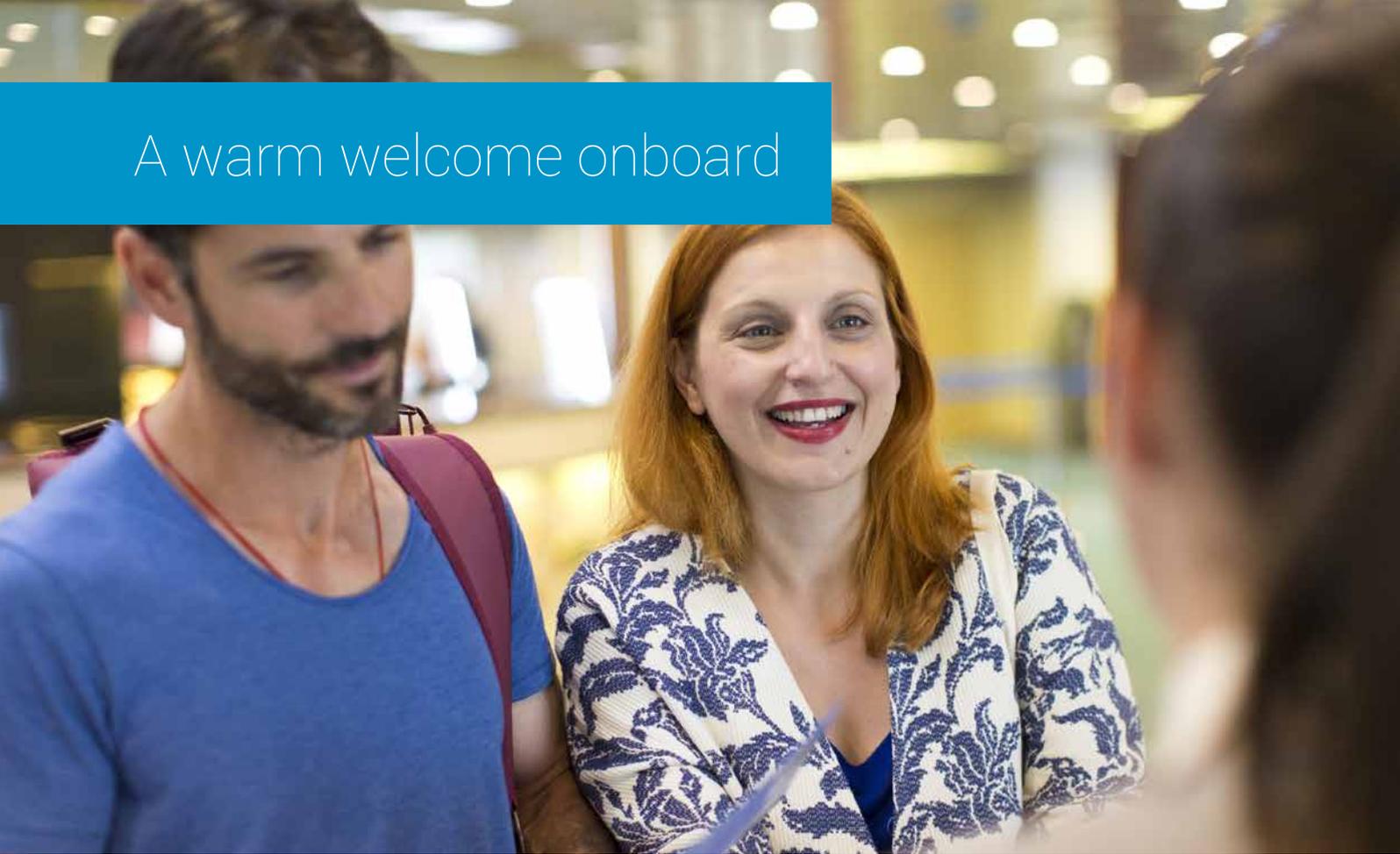
STEP 2: CHECK-IN PROCESS

Once you have dropped your luggage off, please proceed inside the terminal and present your passport and/or ID card (depending on your nationality) and your ticket at check-in. If you do not have your ticket with you because it has not been delivered, please ensure you have your stateroom number with you. During check-in you will receive your personal boarding card, which you will use as a debit and ID card throughout your cruise. You can make all on-board purchases using this card with the exception of the casino. Moreover, you will be asked to activate your on board account by registering your credit card. We accept Visa and Master Cards as well as American Express and debit cards (as long as they are suitable for electronic transactions and they are not Maestro Debit Cards).

For safety reasons and for expediting our embarkation and disembarkation procedures at each port, the Purser's office on board will proceed with formalities in each port of call. Hence your passport or ID card will be kept at the Purser's office until the end of your cruise. At all ports of arrival you are only required to present your personal boarding card if and when it is requested.

Remember, the photographer will be there, so don't miss the opportunity for a memory photo!

A warm welcome onboard



We are all ready to greet you with a very warm Celestyal welcome. Once on board, we invite you to relax in one of our lounges or on the outer decks with a copy of the daily programme until we can advise you that your stateroom is ready. It's an opportunity to take in the atmosphere ahead of your unique cruise experience with us.

YOUR STATEROOM

All our staterooms have a personal attendant and assistant who are there to ensure you have a wonderful stay and everything in your room is perfect in terms of comfort and cleanliness. They will know you by name.

The stateroom steward or stewardess and assistant will also be looking after you and be on hand to answer any questions or help with any request or service you require. This may be anything from the laundry or pressing service to arranging breakfast or a glass of champagne to be enjoyed in the privacy in your stateroom.

All members of our dedicated housekeeping crew will do their utmost to make sure you have every possible comfort, offering a flawless, discreet, cheerful, polite and professional service throughout.

YOUR SUITE CONCIERGE SERVICE*

Your Suite Concierge is there to provide you with an exceptional service, helping with questions and queries, amenities, details of meal times, indeed anything you may wish to know. He or she can assist with unpacking your luggage or arrange for things like the complimentary pressing of clothes. While you relax in the comfort of your suite, your Concierge can organise complimentary room service for breakfast, lunch or dinner from the menu of the day. He or she can also arrange a private celebration, party or other occasion, make all dining room seating arrangements and book shore excursions and beauty salon treatments and appointments. Your wish is their command.

* Suite Concierge Service benefits are applicable to:

Celestyal Crystal: Grand Suite (SG),
Balcony Suite (SB), Suite (S)

Celestyal Olympia: Grand Suite (SG),
Balcony Suite (SB)

Electronic services



SELF-SERVICE KIOSK

On board Celestyal Olympia and Celestyal Crystal, you will find self-service, interactive kiosks with an easy-to-use and intuitive application covering the following features:

- See & print your personal statement
- Book your Shore Excursions
- Buy your WiFi Package

ONBOARD SITE

Our complimentary on-board site offers you quick and convenient access to valuable information on your mobile device. Plan your day's events and activities, book your excursions, access your stateroom account and much more.

WIFI

WiFi Internet access is available at a charge. At times, users joining the on board WiFi network may experience delays or interruptions. Internet connectivity at sea relies on expensive satellite service by operators that specialize in marine communications and cannot be compared to ashore fixed networks in terms of reliability and cost. Consequently, Celestyal Cruises is currently unable to provide complimentary WiFi access. However, our rates have been carefully thought, while taking all aspects into consideration. Celestyal Cruises remains committed in upgrading its guest experience by heavily investing in upgrading its communication infrastructure.

MOBILE CALLS

We always make arrangements so that you are always connected to your loved ones back home. This is why once the ship is 12 nautical miles from shore and your mobile device's roaming service is enabled, this automatically connects to the WMS Network. One of the following shall appear on your screen: cellularatsea, wmsatsea, NOR-18, 901-18.

Please be advised that satellite charges are more expensive than standard local tariffs. There are no additional charges from WMS Network or Celestyal Cruises. For any queries, please contact your provider. Celestyal Cruises bears no responsibility for charges imposed while using the mobile phone satellite service coverage at sea.



Life onboard



CURRENCY

The currency used onboard is Euro. Major currencies can be exchanged at the Reception in limited amounts.

YOUR ONBOARD ACCOUNT

Our vessels have a cashless system and all purchases on board are charged to your stateroom account. Cash can only be used in the casino. If you have not yet registered your credit card on day 1 and you wish to settle your account in cash, you should proceed to the reception and leave a deposit at the beginning of the cruise: we recommend 100 Euros for 3 night and 4 night Cruises and 200 Euros for 7-Night Cruises.

THE DAILY PROGRAM

A copy of the daily programme for the next day will be delivered to your stateroom every evening. Your personal bulletin will outline all the events and activities, arrival and departure times at each port, shore excursion details, dining times and other important information such as the opening times of our shops, gym, spa, hair salon, the disco and the casino. The programme will also offer helpful advice on suggested evening wear and other useful information.

YOUR DINING EXPERIENCE

The Celestyal dining experience will take you on an amazing gastronomic journey to the heart of the wonderful Mediterranean. It includes three full meals a day prepared by our excellent chefs. You can choose from the dining room a la carte menu or enjoy our fine self service buffet. Your breakfast is international with a Greek twist and includes freshly-baked rolls, muffins and Danish pastries.

A deliciously mouthwatering selection of Greek and international dishes is available at lunch and dinner including appetisers, salads, soups and main courses all freshly prepared and followed by international desserts, sweets and cakes, ice cream, fresh fruits and cheeses. Everything is prepared, cooked and served to the very highest standards.

Please let us know if you have any specific dietary requirements and we will do our best to help. Vegan, vegetarian and gluten-free diets are accommodated. Please let your travel agent know or contact our Passenger Services Department at paxserv@celestyalcruises.gr so that our catering team can be advised in advance.

If this is not possible, please inform your ship's assistant Maitre D' of any requests when you embark.

Halal and Kosher meals are available at an extra charge and not later than 30 days before your cruise departs.



ENTERTAINMENT DAY AND NIGHT

When it comes to entertainment, the fun never stops.

There is a packed programme of events and activities every day with something to keep everyone amused whatever your age.

There is traditional and contemporary music, live shows, dancing lessons, exercise classes, language lessons and handicraft, lectures, sporting tournaments (where applicable) and much more. We start early while at sea and continue all day and into the evening. Our nightlife features a whole host of entertainment with both Greek and international themes. We have excellent musicians and you will enjoy the sounds of the bouzouki and popular Greek songs. You can also be the star of the show in the karaoke nights or learn to dance like a Greek - although there is no plate smashing.

If the disco is more your thing, our DJ provides plenty of popular international music. You can be our Dancing Queen or King!

FORMAL EVENING

During our 7 night and 4 night cruises, we host Gala Night and the Captain's Cocktail in honour of our guests, and we ask that you attend in formal dress: a cocktail dress or something smart for the ladies, jacket and tie for the men.

RELAX BY THE POOL

One of the very best places to chill out and relax on board, under the glorious Mediterranean sun

with your favourite cocktail are the pool decks. Just bring a towel from your stateroom and come on up. On the Celestyal Olympia we also have a smaller, shallower pool for younger cruisers. The size and number of pools varied from ship to ship. If you want to keep in shape or simply enjoy a little gentle exercise, please visit our fully equipped gym, towels are provided. And for some super-relaxation, book a massage in the poolside cabana.

YOUR HEALTH AND WELLBEING

Your health is important to us and it will reassure you to know we have a well equipped medical centre and a doctor on board for all our cruises. If you are feeling unwell or need advice you can make an appointment through reception unless of course it is an emergency. Please note that if you require medical care on board or any medication, your personal account will be charged. You may wish to check with your health insurance company on the cover you have before your cruise and which costs are likely to be included.

If you have any current health issues please inform us in advance of travel by emailing paxserv@celestyalcruises.gr

Depending on the circumstances you may need to let us have a written statement from your doctor that you are fit to travel. We will always do our very best to help with any special arrangements in your stateroom but please advise us well in advance.

SMOKING POLICY

Smoking tobacco, cigars and electronic cigarettes is only permitted in designated areas on open decks.

What to wear



The weather in the Mediterranean is mild and pleasant year-round. If you cruise with us during the warmer part of the year, from May through September, light-coloured cotton clothes will help keep you cool. You should also bring swimsuits, if you plan to swim in our pool or at one of the incredible beaches we'll visit, as well as sunglasses and a hat which, combined with a good sunscreen, will help protect you from the Mediterranean sun. If you intend to use one of the well-equipped gyms on our ships, make sure to bring proper clothes and shoes (but don't worry about a towel, we'll provide it). Air-conditioning is strong on the ship and because of the occasional sea breeze in the afternoon, we suggest that you also pack a light jacket or a windbreaker.

DRESSING FOR OUR SHORE EXCURSIONS

Light-coloured cotton or sports clothes that "breathe" will help keep you cool on our excursions. Make sure that you wear comfortable shoes for all excursions. If you plan to visit the beach you'll need a swimsuit, as well as sunglasses and a hat which, combined with comfortable shoes and a good sunscreen, will help protect you from the brilliant Mediterranean sun. If you will be visiting a religious or pilgrimage site, please dress respectfully in long trousers or a skirt that falls below the knee, and please remember to cover your shoulders.

AFTERNOONS

We do not permit bathing suits or shorts in the restaurants, but we serve a delicious lunch buffet on our pool deck every day, so you can remain poolside without having to change out of your swimwear.

EVENING WEAR

In our restaurants, casinos, lounges and nightclubs, and in the other open spaces on our ships, your attire should be "country club casual" - relaxed, yet elegant - after 6:00 pm.

DRESS UP

On each Celestyal cruise ship calendar you'll find special evening events, including Gala Night, the Captain's Cocktail (both during our 7 night cruises) and our famous Greek Night. For Gala Night and the Captain's Cocktail, please attend in formal dress: a cocktail dress or something smart for the ladies, smart casual for the men. Remember, the photographer will be there for a memory photo. For Greek Night we hope you'll wear blue and white, the colours of the Greek flag. Check your daily program for a schedule of all evening events.



FOOTWEAR

For your safety and comfort on board we suggest sports, flat deck shoes with low heels or sandals. These types of footwear will make it easier for you to navigate the cruise ship decks and stairwells. Please do not walk barefoot on the open decks.

ACCESSORIES

You'll need a hat, sunglasses, a bathing suit, sandals and perhaps a small umbrella. Why not visit our on board shops where you will be able to buy suntan oil, eye protection, bathing suits among other goods? We also recommend you bring a camera (for photos, for video, or for both), and make sure you recharge your batteries before you sail - you won't believe the number of opportunities you'll have to shoot incredible photos and videos.



Settling your onboard account



BALANCE OF YOUR ACCOUNT

Guests who have registered their credit cards at the beginning of the cruise will receive a printed detailed statement of their on board charges, under the stateroom door the day before their disembarkation. Any discrepancies regarding their account statements shall be settled at the Reception desk before their final disembarkation from the ship. Their account will remain open till your final disembarkation.

Guests who have chosen to deposit a cash amount will have to settle their account at the Reception desk the night before the end of the cruise (time will be announced on the daily program). Their account will be closed, and any additional services or purchases should be paid in cash.



Important information



At Celestyal Cruises we work tirelessly so that when cruising with us, you get to live Greece with all of your senses. If you want to maximize your experience and enjoy your travel without too many worries, we strongly suggest that you consider purchasing travel insurance. Celestyal Cruises offers travel insurance packages by Allianz Global Assistance carefully designed for your and with your cruise in mind. Please contact us for more information.

MEDICAL TREATMENT

If you are using a specific medicine or other drug treatment please remember to bring along a sufficient supply for your cruise. It may not be available from our medical centre. If your medication needs refrigeration, again please notify us in advance. If relevant, please make sure you have a spare pair of glasses or contact lenses.

PREGNANCY AND INFANTS

For their own health and safety, ladies may travel up to their 24th week of pregnancy, provided that they are holders of a written certification for travelling ability issued by their gynaecologist. We recommend that pregnant women who have not yet completed the 12th week of their pregnancy by the date of the cruise to consult their gynaecologist.

For their own health and safety, infants under 3 months old are not permitted on board. If you require a baby cot, please advise our Customer Service Department at the time of reservation, as a number of categories cannot hold baby cots. We must advise you that we do not carry baby food on board, nor do we provide a babysitting service. For more questions about travelling with your baby, please call our Passenger Service Department at (+30) 216 400 9821 or by email at paxserv@celestyalcruises.gr.

Note: In case of a medical condition, please contact us well in advance since not all cases can be supported.

Important information



GUESTS WITH DISABILITIES OR IMPAIRED MOBILITY

If you are physically challenged or your mobility is impaired, at the time of booking we kindly request that you provide us with full and detailed information in connection to your disability. If we believe there might be a safety issue for you or for your travelling companion, Celestyal Cruises reserves the right to advise that the guest with health or mobility problems must have the assistance of a person who will be responsible for and take charge of all of this guest's needs and requirements. If you or your travelling companion requires personal, individual care or supervision, this must be organized by you or your travelling companion at your cost. No Celestyal Cruises ship or staff or crew member can provide specific care or supervision to anyone, nor can we provide any form of medical care for a physical or psychiatric condition.

If you or the person with whom you are sharing your stateroom requires a special seat or a special seating arrangement during meals, etc., please notify us in advance. If you or the person with whom you are sharing your stateroom must use any special medical equipment during your cruise, you must notify us before you book your cruise, so we can be certain we are in a position to ensure the safe transportation and storage of this equipment (with the condition that it fits in your stateroom). This also applies to those travelling with a specially-trained guide or aid dog. If you are travelling with a guide

dog, kindly note that all documentation must be sent to our Passenger Service Department by email at paxserv@celestyalcruises.gr at the time of booking, to ensure that there will be no issues in either port visited.

We have a limited number of staterooms suitable for people with disabilities or whose mobility is impaired, and not all areas of our ships are accessible to these guests or equipped for them. Given these restrictions, bookings for such guests are dependent upon the availability of suitable on-board lodging. If Celestyal Cruises deems it necessary, the assistance of a fully able person capable of catering to the guest for the duration of the selected cruise may be requested to escort the guest with mobility restrictions. All costs are to be supported by the guest. Guests in wheelchairs must bring their own wheelchairs, of normal size, if they book a cruise with us. Celestyal Cruises only carries wheelchairs for emergencies on its vessels.

Celestyal Cruises is not required or obliged to organize alternative activities on board or on shore for guests with disabilities or whose mobility is impaired, nor do we bear responsibility for the partial or complete inability of these guests to participate in advertised activities or on shore excursions during the cruise.



We will do our best, always, to accommodate, satisfy and support the demands, needs and wishes of our guests, be they medical, dietary or otherwise. Celestyal Cruises reserves the right, however, to refuse to book or board a person with a disability or whose mobility is impaired if we believe, in the case of this person, that we cannot ensure safe transportation and a safe stay on board.

Note: It is to be noted that guests travelling with a wheelchair may not be able to disembark in any of the ports where tender boat service is in use, for safety reasons. Our itineraries include at least one or two tendering ports therefore we suggest that you contact Passenger services office at paxserv@celestyalcruises.gr for any clarification needed.

TIME TO SAY GOODBYE

When your ship has docked, disembarkation begins once the local port officials give clearance and after all luggage has been offloaded. We advise that you allow around one and a half hours for leaving the vessel. In the meantime you can relax onboard.

Travelling time between the port of Piraeus and Athens Airport will depend on means of transportation and the time of day, but we recommend allowing a minimum of one and a half hours.





SHIP CONTACT NUMBERS

For any emergency during your cruise while ashore,
you can contact our ships at the following numbers:

Celestyal Olympia: ++870 322 900 020

Celestyal Crystal: ++1 954 672 6798 or 1 954 672 6799