



The ROL Guide to Cruising



Welcome to cruising with ROL Cruise

Over the following pages, we'll address some of the questions you may have before you embark on your cruise.

We hope that these will cover any questions or concerns that you may have, but if not please do not hesitate to contact us on **0800 121 6191** (option 2).



Your Questions, Answered...

Visas

You may require a visa to enter certain countries. ROL Cruise have partnered with CIBTvisas, the global leading provider in passport and visa services. With services ranging from standard tourist visas to eVisas, ETAs and passport renewals, their experienced visa consultants will help you navigate the often stressful process of applying for your visas.

Some visas must be obtained in advance, whilst some can be obtained on board. It is important to check before applying and allow enough time, as some visa's may take longer than others to process. To find out visa requirements for the places you are visiting, please call CIBT visas on **0207 593 6223** and quote ROL, or visit www.cibtvisas.co.uk/ROLcruise. Office hours 9.00-18.00 Mon-Fri. You can also visit www.gov.uk/foreign-travel-advice for further advice.

How can I pay my balance?

Bank Transfer

If paying via bank transfer our account name is **ROL Cruise**, sort code: **20-22-75**, account number: **70083704**. Please ensure that you quote your booking reference when making payment in this way.

Direct Debit

You can spread the cost of your holiday across a number of months in advance of your balance due date. Please call us on **0800 121 6191** (option 2) to set this up.

Cheque

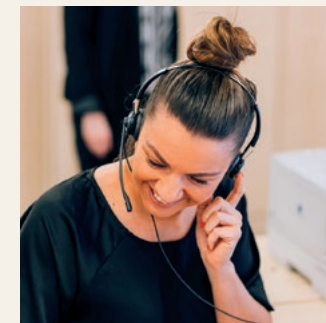
Cheques should be made payable to **ROL Cruise** and posted to **ROL Cruise, Lexden House, London Road, Lexden, Colchester, Essex CO3 4DB** with your booking reference (beginning with QB) written on the reverse. To ensure funds have cleared, we need to receive your cheque 5 working days before your balance due date.

Credit, Debit or Charge Card

Visit www.rolcruise.co.uk/my-rol/login to either register or login to your account and you can settle up easily in your online area.

Alternatively, you can call our Client Services team on **0800 121 6191** (option 2)

Monday to Friday from 9am to 6pm and Saturday from 9am to 5.30pm, where we will be happy to take your payment over the phone.



I hold a UK Passport, do I need anything else?

It is your responsibility to ensure you have the relevant permits to travel. UK passport holders must have a 10 year passport which has six months validity after the date of return, which can not include any additional months that may have been added to the 10 year validity of your passport.

If your passport does not comply with these specifications, you will need to obtain a new passport before travel otherwise this will result in you being denied boarding.

Please ensure you check for the up to date entry requirements for the countries you will be travelling to and the requirements for your return to the UK as these requirements can change frequently.

You can check current requirements by calling the Foreign Office on **0207 008 1500** or the relevant Embassy.



Do I need travel insurance?

Yes, a condition of your booking is that you arrange suitable travel insurance cover for your individual requirements. Insurance must be comprehensive and provide cruise specific cover, including medical cover with a minimum of £2m.

It must provide cover for all countries visited, for emergency evacuations and medical expenses for Covid-19. It must also include repatriation, cancellation and curtailment cover.

We are unable to release your travel tickets unless you have provided us with this important information as cruise lines may not carry uninsured passengers. We recommend that you have travel insurance in place from the time of booking, should anything unexpected happen.

ROL Cruise are pleased to recommend Just Travel Cover, who provide travel insurance for people with pre-existing medical conditions, as well as no age limit cover, a comparison from multiple insurers and specialist cruise cover. Please call **free** on **0800 294 4345** and **quote ROL Cruise**. Office hours 9.00-17.00 Mon-Fri, 9.00-13.00 Sat.

We are confident that Just Travel Cover will be able to find suitable travel insurance for you.

However, if you need any further help or advice please contact us at ROL Cruise on **0800 121 6191** (option 2), where our cruise experts will be able to assist you further.

Do I need to disclose my pre-existing medical conditions?

Yes, it is very important to ensure your travel insurers are aware of any pre-existing medical conditions you may have so they can adjust your policy cover accordingly. If you do not disclose this important information at the time of taking travel insurance, you may not be covered for any treatment you may require whilst on holiday.

I have medical requirements – how can this be arranged with the cruise line?

If you are taking any medical or mobility equipment, require any special assistance or facilities, or have dietary requests which were not advised to the booking agent at the time of booking, please contact us on **0800 121 6191** (option 2).

Health and Vaccinations

Depending on your cruise itinerary and ports of call, you may require a vaccination. As regulations change frequently, we advise you contact your local GP or National Health Service and Cruise Line at least 12 weeks prior to travelling to discuss your personal healthcare requirements.



Medication

Make sure to pack enough medication for the duration of your holiday as the cruise line won't be able to replenish anything mid-holiday and it could be expensive to buy on shore. Please also remember to pack your prescription, your cruise line may require this.

Currency

What currency is used on board for billing my account?

APT	Dependent on itinerary
Ambassador Cruise Line	Sterling
American Cruise Lines	US Dollars
Azamara	US Dollars
Celebrity Cruises	US Dollars
Cunard	US Dollars
Emerald Waterways	Euros
Fred. Olsen Cruise Lines	Sterling
Holland America Line	US Dollars
Hurtigruten	Norwegian Krone
MSC	Dependent on itinerary
Norwegian Cruise Line	US Dollars
Oceania Cruises®	US Dollars
P&O Cruises	Sterling
Princess	US Dollars
Regent Seven Seas Cruises®	US Dollars
Royal Caribbean	US Dollars
Saga	Sterling
Scenic	Dependent on itinerary
Seabourn	US Dollars
Silversea	US Dollars
Star Clippers	Euros
Uniworld	Dependent on itinerary



How much money will I need?

It is advisable to ensure you have enough money to cover all eventualities and you may also want to take small amounts of local currencies and/or internationally accepted credit/debit cards.

How do I pay for purchases whilst on board?

You will register a debit/credit card at the start of your cruise which you can use to settle your account before disembarking.

Tips and Gratuities on board – are these included in the cost of my holiday?

Whether tips and gratuities are included is dependent on cruise line. For more information on your chosen cruise line's policy please visit their website.

Thinking of booking a future cruise whilst on board?

Nominate ROL Cruise as your chosen Agent (by quoting our ABTA number: F9255) and you will not only benefit from the cruise lines on board promotion but you will also earn exclusive Cruise Miles®.

Dress Code

Cruise line dress codes can vary enormously, from very casual to black tie. This all depends on your chosen cruise line, please see their website for further information.

Shore Excursions

When can I book my shore excursions?

Shore excursions will vary depending on cruise line booked and they are usually booked online prior to departure. Alternatively, you are able to book shore excursions on board.

Please see below for individual cruise line information.

Cruise Line	Shore Excursion Information
APT 0845 504 0792 www.aptouring.co.uk	Pre-book online or book on board, subject to availability
Ambassador Cruise Line 0808 102 8031 www.ambassadorcruiseline.com	Book online approximately 12 weeks prior to departure. Guests will receive an email once the excursions are available to view and pre-register online via 'My Ambassador Sailing'
American Cruise Lines www.americancruiselines.com	Book on board, subject to availability
Azamara 0844 493 2077 www.azamara.co.uk	Book online or by calling Azamara. Shore excursions must be booked a minimum of 5 days prior to sailing. Some may be available on board but will be subject to availability
Celebrity Cruises 0844 493 6003 www.celebritycruises.com	Book online or by calling Celebrity. Shore excursions must be booked a minimum of 5 days prior to sailing. Some may be available on board but will be subject to availability
Cunard 0843 374 2224 www.cunard.co.uk	Shore excursions will be available to book on 'My Cunard' from approximately one year prior to departure. Shore excursions may also be available once onboard, subject to availability
Emerald Waterways 0808 278 7238 www.emeraldwaterways.co.uk	Book shore excursions online via your trip personaliser no later than 100 days prior to departure. The link is sent within your booking confirmation
Fred. Olsen Cruise Lines 01473 292 444 www.fredolsencruises.com	Fred. Olsen will send you details 4-6 weeks before travel. Shore excursions may be booked on board, subject to availability
Holland America 0844 338 8600 www.hollandamerica.com	Shore excursions can be pre-booked online or booked on board, subject to availability
Hurtigruten 0208 846 2666 www.hurtigruten.com/uk	Information will be sent with your confirmation paperwork. Book your shore excursions by calling our Customer Service Team on 0800 121 6191 (option 2). Shore excursions can also be booked once on board, subject to availability
MSC Cruises 0203 426 3010 www.msccruises.co.uk	Book on board or online, subject to availability

Cruise Line	Shore Excursion Information
Norwegian Cruise Line 0845 201 8907 www.ncl.co.uk	Book online or by telephone in advance or on board subject to availability
Oceania Cruises 0345 505 1920 www.oceaniacruises.com	Pre-book online or book on board, subject to availability
P&O Cruises 0843 373 0111 www.pocruises.com	Book online approximately 365 days in advance. Shore excursions may be available once on board, subject to availability
Princess Cruises 0344 338 8663 www.princess.com	Can be booked online up until 5 days prior to departure. Shore excursions may be available once on board, subject to availability
Regent Seven Seas Cruises® 0238 068 2280 www.rssc.com	Can be reserved online. Concierge guests can reserve shore excursions 365 days prior to sailing and all other guests can reserve up to 300 days prior to sailing
Royal Caribbean 0844 493 4070 www.royalcaribbean.co.uk	Guests may view and purchase available shore excursions once you've reserved a cruise, received your cruise reservation number, and have made at least one payment toward your cruise. Guests can book their excursions via the 'Royal Caribbean Cruise Planner' or by visiting the Shore Excursion desk onboard, subject to availability
Saga 0800 504 505 www.travel.saga.co.uk	Shore excursions are optional and some are at an additional cost. Shore excursion details will be posted out to you approximately 5 days prior to departure
Scenic 0808 271 8269 www.scenic.co.uk	Book shore excursions online via your trip personaliser no later than 100 days prior to departure. The link is sent within your booking confirmation
Seabourn 0843 373 2000 www.seabourn.com	Book online or on board, subject to availability
Silversea 0844 251 0837 www.silversea.com	Shore excursions can be reserved online through mySilversea.com
Star Clippers 0845 200 6145 www.starclippers.co.uk	Shore excursions are dependent on the sailing and can be viewed online
Uniworld 0808 168 9231 www.uniworld.com/uk	Can be booked on board, subject to availability

The Little Extras...

Here at ROL Cruise we want to make your upcoming holiday run as smoothly as possible. With that in mind, we can offer you a whole host of optional holiday extras to help make this happen. With everything from pre-cruise hotel stays to chauffeur transfers, we have it covered...

Airport Hotels & Parking

There are three main parking options you can choose from when pre-booking your Airport Parking:

1. Secure airport parking

You can park your car at the airport or close to the airport depending on your budget. All airport car parks include transfers to the airport and then back to your car park.

2. Meet and greet airport parking

Simply drive to the terminal, meet your driver, let them park your car for you, and the driver will drop your car back at the terminal ready for your return.

3. Airport hotels with parking

Airport hotels with parking deals are the most convenient package and a money-saver too. Have a leisurely journey the day before your flight and enjoy a good night's sleep, a decent breakfast and a relaxed, comfortable start to your holiday.



Chauffeur Transfers

Whether you need an airport or port transfer, we recommend Addison Lee. After serving the UK for the past 45 years, they will be where you want them, when you want them. All of their cars offer 100% carbon neutral journeys with courteous, calm and attentive experts behind the wheel.

Addison Lee have been partnered with ROL Cruise for the last 6 years and offer a superior and trusted service. All ROL Cruise passengers are contacted 24 hours prior to home collection to confirm booking details. They monitor flights 24/7 and service all UK airports and ports.

Port Parking

Whether you are cruising from Southampton, Dover or Liverpool, you have the option to pre-book your port parking.

Port Hotels

We can recommend and book several wonderful hotels located nearby to your departure port, so you can enjoy a relaxing hotel stay before you depart on your cruise.



Whichever option is right for you, here at ROL Cruise we are able to book this service for you. Call 0800 121 6191 (option 2) for further information