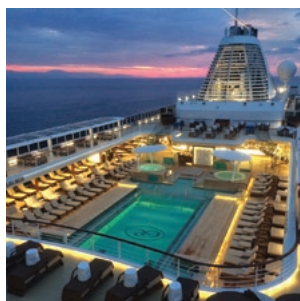




*The ROL
Guide to your
Cruise Holiday*



Thank you for booking 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 you do have any further questions please do not hesitate to contact us on **0800 121 6191** (option 2).

Your Booking Documents

Your Booking Documents will be sent to you within 10-14 days of making your cruise booking. Once received your documents will also be available to view on your MyROL online account. You'll also be able to add your passenger information or pay your balance, plus check your Cruise Miles® balance and much more.

To log-in or create a My ROL online account please visit: www.rolcruise.co.uk/my-rol/login

It is recommended that each member of the travelling party have their own account so they also have access to this information.

Please remember to sign up with the details as per your passport and given at the time of booking.

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.

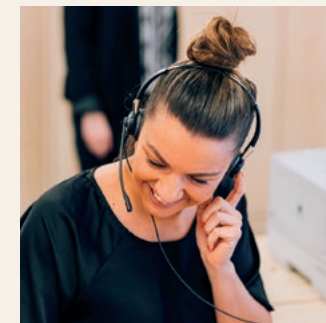
Cheque

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 team on **0800 121 6192** who are available from 8.30am to 8pm, 7 days a week, 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.

GET YOUR TRAVEL INSURANCE WITH JUST TRAVEL COVER

ROL Cruise has partnered with award-winning Travel Insurance provider Just Travel Cover to help you find a great deal on a high-quality Travel Insurance policy.

You can compare prices and cover from a range of insurers online or over the phone and the team at Just Travel Cover will be on hand to help.

Just Travel Cover offer the following services:

- **No Age Limit*** • **Cover For Pre-Existing**
- **Medical Conditions** • **Cruise Cover Available**
- **Covid-19 Cover Available**

*Age limit restrictions may apply depending on length of trip and medical history.

To get a quote you can either **Call 0800 294 4345** or visit **www.justtravelcover.com/ROL**

*Age limit restrictions may apply depending on the length of the trip and medical history. Discount applies to the total premium quoted across all available schemes, and is not available in conjunction with any other offer. Reader Offers Ltd t/a Rol Cruise is an Introducer Appointed Representative of Just Travel Cover, which is a trading style of Just Insurance Agents Ltd and is authorised and regulated by the Financial Conduct Authority.

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 0344 493 2043 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 0344 338 8003 my.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...

You've booked the perfect cruise but now want to add the finishing touches to make your holiday the best it can be. Whether you'd like to arrive in style with a chauffeur transfer, relax before your holiday has even begun with a pre-cruise hotel stay or ensure you're covered for every eventuality with travel insurance, we're here to help.

Relax ahead of your holiday with a pre-cruise hotel stay

For those departing from London Tilbury, we recommend Orsett Hall Hotel and Stifford Hall Hotel. Orsett Hall Hotel is a boutique hotel situated in the beautiful Essex countryside. While at Stifford Hall Hotel, which is located in Thurrock, there are several fantastic accommodation packages that can be booked and tailored to suit your needs.

For those departing from Southampton, we recommend Holiday Inn Winchester. Located on the edge of the beautiful South Downs National Park less than 30 minutes from Southampton's cruise port, Holiday Inn Winchester boasts 131 contemporary bedrooms offering the ultimate comfort prior to your cruise.

To book your pre-cruise stay, please call our Customer Services team on **0800 121 6191** (option 2).



Start your holiday right with Holiday Extras

ROL Cruise has partnered with Holiday Extras, who bring you great value airport hotels, airport parking, airport lounges, airport transfers, port hotels and port parking, to ensure you get the best deal. You can compare prices from a range of brands and book online, using innovative technology and the smartest, fastest and most personal service.

Holiday Extras offers the following services:

- **Airport hotels**
- **Airport parking**
- **Airport lounges**
- **Airport transfers**
- **Port hotels**
- **Port parking**

For an exclusive quote please visit:
www.rolcruise.co.uk/holiday-extras-from-rol-cruise

Chauffeur Transfers

Whether you need an airport or port transfer, your chauffeur will be where you want them, when you want them – courteous, calm and attentive and an expert behind the wheel. To help make sure your journey goes smoothly, Addison Lee's drivers are well-equipped, professional and experienced in getting you to the airport/port and back. Your holiday starts the moment you step out of your front door. There's no worry about flight times changing, train timetables or having to lug your bags on public transport – they'll take care of the whole journey for you.

To add a chauffeur transfer to your cruise booking, please call our Customer Services team on **0800 121 6191** (option 2).