



REFLECTIONS

WELCOME ABOARD

Wishing you the warmest welcome aboard the magnificent Crystal River Ship! In order to make this cruise your most memorable journey, please familiarize yourself with some useful information.

IN-SUITE DIGITAL DIRECTORY

Please refer to your In-Suite Digital Directory (iPad) on your nightstand for important information and services, such as Ship's Information and Crystal Adventure booking requests.

DELAYED LUGGAGE SERVICE

If you had any delay receiving your luggage either at the airport or on board, or if luggage has been misdelivered to your Suite, please contact the Reception Desk on Seahorse Deck 2 Midship or press "Reception" on your phone.

SMOKING POLICY REMINDER

Crystal River Cruises kindly asks all guests to observe the non-smoking areas on board which have been created for the comfort and enjoyment of everyone. Smoking is prohibited in all indoor areas of the ship including public rooms, lounges, corridors and restaurants, as well as all Suites. Please note, if smoke is detected in a Suite, a cleaning fee of €250.00 EUR per incident will be billed to your account.

Electronic cigarettes (e-cigarettes) are allowed in the same venues where smoking is permitted. E-cigarettes are not permitted in areas designated as no smoking.

CAN WE BE OF FURTHER ASSISTANCE?

If you have any concerns that we can address during your cruise, please don't wait to let us know. On behalf of all our officers, staff and crew, we are committed to doing everything we can to ensure that this is your most wonderful vacation.

PANORAMIC BALCONY-WINDOW™

Due to Safety and Security please note that all Panoramic Balcony-Windows must be closed during all Lock transits.

Crystal's evening dress code throughout the voyage is
CRYSTAL CASUAL

LADIES CRYSTAL CASUAL

INCLUDES:

A blouse, sweater, dressy slacks, skirt or a dress.

GENTLEMAN'S CRYSTAL CASUAL CAN INCLUDE:

A sport coat, dress shirt, button-down shirt, open collar or collared polo shirt and dress pants or smart trousers (no tie required).

BUTLER SERVICE

Butler service is available in every Suite and provides unpacking and packing upon request and In-Suite room service.

Your Butler can be reached by pressing the "Butler" button on your phone.

IMPORTANT NOTICE:

Emergency Muster for ALL Guests:
A mandatory Emergency Muster for ALL embarking guests will take place today. Your muster station is listed on the inside of your Suite door. Life jackets are provided at the muster station. Please listen for the ship-wide announcement for further instructions.

All bars and lounges are closed during the Emergency Muster.

SAILING THROUGH LOCKS

Please be advised that during the nights Crystal Ship will pass through several locks. This may result in some noise coming from the lock.

INTERNET SERVICE

We are pleased to provide satellite Internet access via Wi-Fi service for our guests. All onboard Internet traffic travels from the River Ship to a satellite before returning back to earth to load web pages. While aboard, there is no local high-speed Internet provider such as you would have at home. We hope you understand that it takes a little more time as web pages travel across the extra miles for you.

IN ADDITION, PLEASE NOTE THE INTERNET AND TV SATELLITE COVERAGE CAN BE INTERRUPTED WHILE WE SAIL THROUGH NARROW LOCKS AND UNDER BRIDGES.

LAUNDRY & PRESSING

Laundry and pressing services are available onboard Crystal Ships. Please contact your Butler or Suite Attendant to pick up your laundry or pressing.

While pressing is complimentary, there is a nominal charge for each item laundered. Please complete the laundry or pressing form(s) provided in your Suite and either leave the items on your bed or contact your Butler or Suite Attendant.

CALLS ON BOARD

As a convenience, your bedside telephone is equipped with the following speed-dial buttons:

Reception: connects you with the Operator at the Reception, 24 hours a day.

Wake Up: connects you with the Operator who will arrange your personalized wake-up call.

Suite Attendant: this button calls your Suite Attendant.

Butler: this button calls your Butler, who can make spa appointments, or any of the other Butler services including Crystal Adventure reservations. Your Butler will contact you to take your In-Suite Room Service order for delivery to your Suite.

Room Service: connects to your Room Service Attendant for In-Suite Room Service orders and delivery.

Emergency: only in the case of an extreme emergency; your call will be answered promptly.

Message: if the message light is flashing, press this button for the voice mail system and follow the recorded instructions.

Calling Another Guest Suite: To call another guest, dial the deck level prefix (Deck 2, 2; Deck 3, 3) followed by the three-digit Suite number.

POSTAL SERVICE

Should you wish to mail postcards or letters, we are happy to do that on your behalf from the Reception. Postage charges for Postcards are €2.00 EUR and for Letters €2.50 EUR

CRYSTAL LIFE SPA

Refresh, relax and revitalize with our exclusive treatments at the Crystal Spa, located on Harmony Deck 1, Midship. Dial "9" to make an appointment.

FITNESS CENTER

Crystal proudly offers an indoor Fitness Room which boasts equipment from TechnoGym including cardio equipment plus an expanded collection of TechnoGym Kinesis™ strength training equipment.

Guests are invited to join us for complimentary fitness classes on Vista Deck 4 or in the Fitness Center throughout the cruise. Please refer to the Daily Activity Sheet delivered each day to your Suite for class times.

WAYS TO SAVE ON YOUR NEXT CRYSTAL EXPERIENCE

Save on your future Crystal experience by starting your next booking while onboard. Please see our **Crystal Society Host** for more information.

FOOD & BEVERAGE NOTICE

In order to maintain our high level of sanitary conditions and in accordance with Crystal Cruises' health regulations, all guests are reminded to wash their hands often and especially before meals.

For instance, to dial Suite #320, dial 3320. For Suite #210, dial 2210. If you need directory assistance, please call Reception at extension 9.

Shoreside Calls: Calls to shore are placed through a dedicated maritime satellite system. The charge for this service is **€2.50 EUR** per minute, charged to your shipboard account. Please note that billing begins within 60 seconds of the start of dialing the number (including answering machines and wrong numbers). To call the U.S. and Canada press 0, then 001, Area Code, and the phone number.

Please note, guests are unable to make collect or person-to-person calls, or call “toll-free” (800, 888, etc.) numbers from your Suite. “Toll-free” numbers can sometimes be connected, but you will be billed the regular €2.50 EUR per minute charge for these calls.

GLOBAL INSPIRED CUISINE WITH LOCAL INGREDIENTS

Bistro is the perfect spot to enjoy a casual dinner on selected evenings during the cruise.

We are excited about our new foray into Global Street Food, a concept that allows guests the opportunity to explore unique international flavors with local ingredients without even leaving the ship.

“When you dine ... you are traveling through the world’s markets with your palate” Global Cuisine comfort food is inspired by cuisines from around the world and local markets. Global market cuisine strikes a balance between comfort food and innovative, creative tastes.

OUR GLOBAL INSPIRED FOOD SELECTIONS INCLUDE

Almo Beef Tartar, Lemon Marinated Alpine Salmon and Pulled Pork Sliders just to name a few. We invite you to relax and enjoy a delicious meal.

Reservations are recommended for evening dining in Bistro and can be made in advance by dialing Reception anytime or with the Restaurant Manager in the Waterside during opening hours.

ONBOARD PLUMBING

Although our toilet system on board is quite strong (you will notice by the flush), it is also very sensitive. In order to avoid clogging the system – which may cause the entire system to shut down – we ask that you please refrain from placing objects other than tissue (i.e. razors, sanitary items, hand towels, pantyhose, etc.) in the toilet.

THE VINTAGE ROOM

A unique concept in wining and dining.

Located forward by the Palm Court, The Vintage Room was created to promote wine education and the vast range of fine wine selections offered onboard.

In addition to occasional daytime wine tastings and discussions, guests may experience a variety of wine “themed” lunches and dinners during the cruise.

By special arrangement with the Sommelier, private parties of up to 10 can be arranged for an exclusive Vintage Room lunch or dinner. Executive Chef pairs a selection of special culinary creations along with specially selected wines. During the meal, our expert Sommelier shares his knowledge and explains the unique properties of the vintages with the various food courses presented.

If you wish to enjoy Vintage Room experience, please contact our Restaurant Manager or Sommelier who are happy to assist you.

BARS & LOUNGES

Children under the age of 18 years old must be accompanied by a parent or legal guardian when attending public bars on board Crystal Ship.

Guests must be at least 18 years old to be served wine and beer, and at least 21 years old to be served spirits.

WATERSIDE RESTAURANT

Waterside, Crystal’s main restaurant, serves breakfast, lunch and dinner and is inspired by the latest innovations in food science and the local places we visit.

NEEDLE CONTAINERS

Guests who need to self-administer injections for health purposes should contact their Suite Attendant for a sharps container. For your convenience and safety, she/he will deliver a container to your Suite to ensure the safe disposal of the used syringes and needles.

REDEEMING SHIPBOARD SPENDING CREDITS

Guests sailing with us often receive a shipboard spending credit or onboard gifts (chocolates, wine, etc.) from their travel agents, from one of our Crystal Cruises travel partners such as American Express and Leading Hotels of the World, or through the Crystal Society Rewards Program. These credits are intended to enhance your cruise experience, giving you the opportunity to enjoy additional shipboard amenities and services. You may also, sometimes, receive a shipboard spending credit directly to your shipboard account from friends, family members or your travel agent as a special “bon voyage” present.

SHIPBOARD SPENDING CREDITS

Shipboard spending credits may be applied towards any onboard purchase or service normally charged to your shipboard account. These include: Vintage Room Experience, Crystal Adventures, laundry and spa treatments. Shipboard spending credits may not be applied towards, future cruise bookings or Suite upgrades. Further, any credits not used during your cruise cannot be exchanged for cash or “held” on your account for a future cruise (with the exception of back-to-back sailings). Any unused shipboard spending credits expire at the conclusion of your voyage.

ONBOARD GIFTS

Gifts you receive from our travel partners during your cruise, such as chocolate and wine, may not be redeemed for cash. However, should you choose to return any of these gifts, the equivalent retail value will be applied to your onboard account as a shipboard spending credit, subject to the same provisions described above. Gifts from the Crystal Society may not be redeemed for cash or credit.

GUEST IDENTIFICATION / KEY CARD

At check-in you were issued your Guest Identification/Key Card. Please be sure to carry this card with you at all times. It is necessary to have it readily available at the gangway every time you leave and return to the ship as it will be scanned by Crystal’s security system.

Your Key Card must also be presented upon request when booking spa services, or when ordering beverages from the Connoisseur List in the bars and lounges in order to ensure correct posting to your shipboard account.

LOST AND FOUND

All inquiries regarding lost or found items should be directed to the Reception, Seahorse Deck 2.

SUNDRY ITEMS

Forgot something? Please note that various sundry items are available upon request with our compliments.

ENVIRONMENTALLY-FRIENDLY TOTE BAGS

Upon arrival in your Suite, you may have noticed a new Crystal Cruises white cotton bag placed in your closet. We are pleased to present this tote bag for you to use throughout the cruise. If you wish, you may even take the bag home with you, compliments of Crystal Cruises.