

INFORMATION

Your Cruise

EST.  2011
IMAGINE
CRUISING®
More than just a cruise

Set Sail with Confidence!

Below, you'll find everything you need to make sure your cruise holiday planning is smooth sailing from start to finish. Get ready to embark on an unforgettable journey with all the essential details right at your fingertips.

YOUR
Holiday Experts



Cruise lines' check in

Your cruise line will require some essential information from you to create your passenger profile and issue your ticket ready for departure.

This can be completed through the **Cruise Line Check In**. To log in, use your individual cruise reference number, which can be found on your confirmation invoice under "Cruise."

You will be asked for the following:

- Passport Information
- Insurance Information
- Emergency Contact Information

Other possible requirements:

- To confirm vaccination status
- Health and Safety attestation
- Download cruise line app
- Fill-in health questionnaire 24 hours before departure
- Onboard account card information
- Upload photograph

Enhance your cruise experience by logging in to your booking on the cruise line's website. Easily book and pay for extras like shore excursions, drinks packages or speciality dining. Explore detailed cruise itineraries and deck layouts at your convenience.

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*Experience a voyage
unlike any other*

FAQs

Q: When will I get my cabin number?

A: At the time of booking, you will either have booked a cabin number or booked on what is called a 'guarantee'. This means that you're guaranteed the grade of cabin you have booked, but your cabin number will be determined by the cruise line nearer to departure - this can be anything up to 72 hours prior. Please note: your cruise ticket will not be released until 28 days prior to departure, or until your cabin number has been allocated - whichever is latest.

Q: What is my cruise itinerary?

A: Log into your Manage My Booking profile via our MyImagine hub and you can re-visit your itinerary route. Occasionally cruise lines need to make changes to the itineraries. We will inform you via email if this happens.

Q: What are the dining arrangements on board?

A: At the time of booking, you will have a choice of first or second sitting, however, this is only a request and never guaranteed. First sitting is normally around 6.15pm and second sitting around 8.15pm. Table sizes vary from 2, 4, 6, 8 or 10. When you arrive on board you can speak to the maître d' if you wish to amend your dining arrangements.

Q: When do I book my shore excursions?

A: Shore excursions are bookable online with your relevant cruise line prior to departure. Alternatively, you can book shore excursions on board, though to avoid disappointment we would advise you to pre-book them prior to departure.

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Q: How can I add a celebration package to my cruise?

A: All cruise lines offer celebration packages, though prices and packages vary. You will need to add the package to your booking prior to your departure; please contact our Customer Support Team to add a package. Please note full payment will be required within 17 weeks of departure.

Q: What are the tipping arrangements on board?

A: Tipping practices vary greatly amongst various cruise lines ranging from a required added service charge to no tipping at all. Please check with your sales advisor at the time of booking. Please check with the relevant cruise line or contact our Customer Support Team.

Q: Can I smoke on board?

A: While most cruise ships are largely smoke-free, all the cruise lines provide at least some areas for cigarette, pipe, cigar, and vape/e-cigarette smokers.

Q: Can I get married on board?

A: On some cruise lines you can get married on board. For further information contact our Customer Support Team.

Q: How do I arrange wheelchair or limited mobility assistance at the port?

A: If you require embarkation and disembarkation assistance, this must

be arranged before your departure date. To arrange assistance please contact our Customer Support Team who can take full details of the assistance required and advise the cruise line accordingly.

Q: How do I call home?

A: Most of the major cruise lines have mobile networks on their ships, which will allow you to dial out and receive calls whilst at sea. This can be quite costly so always check with your mobile provider prior to your departure.

Q: How do I exchange money?

A: Most cruise lines have a currency exchange on board so you can exchange small amounts of money including cash and travellers' cheques.

Q: What is the voltage on board?

A: Most cruise lines are equipped with 110 and or 220 volts AC and can handle all normal appliances. Most cabins will be fitted with power sockets suitable for battery chargers and a socket in the bathroom intended for razors, etc.

Q: Will I get seasick?

A: Most modern cruise ships are equipped with stabilisers that eliminate much of the motion that causes seasickness.

Q: What chargeable extras will I have to pay?

A: Your cruise basics will be full board unless stated, although drinks will

be extra, along with any additional purchases that you make.

Q: Are children allowed on board?

A: On most cruise lines, children over the age of 6 months are allowed on board, however children's clubs normally only accept children over 3 years of age.

Q: What activities are available for children on board?

A: Most cruise lines provide supervised children's clubs and activities; some cruise lines also provide a babysitting service.

Q: How do I use the cashless system and purchase items on board?

A: All cruise lines operate a 'cash free' system where you sign for purchases using your cruise card which will be given to you upon embarkation. You will be required to register a debit or credit card; most cruise lines accept all major cards however some are unable to accept switch, maestro, solo, visa electron or pre-paid credit cards. Should you wish to settle your account with cash, you can do so once on board, however a credit card must still be registered when you check-in but will not be debited. If a card is not registered, then your account will need to be kept in credit by placing a cash deposit for you to continue to purchase items on board. This can be topped up at any time during your cruise.

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Q: Can I bring alcohol on board my Cruise Ship?

A: Policies about bringing your own alcohol on board vary however, as a general rule, cruise lines reserve the right to refuse alcohol being carried on board.

Q: What is a tender?

A: A ship's tender is a boat used to transport passengers to and from shore if the cruise ship is too large to dock in the port. You will be notified of any tender service whilst on board and those passengers with limited mobility, or wheelchair users, can usually use the ship's tenders.

Q: I have dietary requirements how do I inform the cruise line?

A: Cruise lines generally cater for any dietary requests such as low fat, low sugar, dairy free, gluten free, wheat free and vegetarian diets. If you have any of these intolerances, other allergies or requirements please inform us immediately.

Q: What is the dress code on board?

A: Formal nights vary depending on the ship. Typically, on a standard seven-night cruise there are two formal nights.

Q: Will my luggage be taken to the ship?

A: Due to airport security and custom checks you will be required to re-claim your luggage at the airport before embarking your cruise line. Once you arrive at the port, terminal

porters will relieve you of your luggage and it will be taken directly to your cabin.

Q: I have medical requirements how can this be arranged with the Cruise Line?

A: If you require oxygen concentrated cylinders, medical sharps or have any medical illness, you must advise your sales advisor at the time of booking so we can inform the cruise line. If you have not already done so or if you develop any new medical requirements between booking and departure, please inform our Customer Support Team immediately.

Q: Can I cruise if I'm pregnant?

A: Cruise lines have different regulations so please inform us immediately so we can advise you accordingly.