



Fred. Olsen Cruise Lines

PRE-DEPARTURE GUIDE

Liverpool



WE ARE FAMILY-RUN

PROUD TO
SAIL OUR OWN
COURSE

WE DO THINGS THE OLSEN WAY

WE LOOK FORWARD TO WELCOMING YOU ON BOARD

We know you will be excited about your upcoming cruise with us, and we can't wait to welcome you on board.

There's a lot to remember before you travel, so to make your embarkation as smooth as possible, we have put together some useful information on what you need to do before you leave home. This includes details on our check-in and boarding procedures at Liverpool and information on our on-board protocols to help you feel safe and comfortable as you embark on your voyage.

We are really looking forward to sailing with you!

If you have any questions, please contact our friendly Guest Services team on **0800 0355 145**.

BEFORE YOU LEAVE HOME

Book your parking

CPS Cruise and Passenger Services offer parking at the port. Please visit their website www.cruiseparking.co.uk for prices and to book. Alternatively, they can be contacted on **0345 071 3939** or via email at info@cruiseparking.co.uk. They will let you know at the time of booking what documentation will need to be presented when you arrive at Liverpool.

Please check your travel insurance

It's really important that you make sure all guests on your booking have a comprehensive cruise insurance policy in place before embarking on your cruise. You will need to declare any pre-existing medical conditions to your insurance provider, and the policy must cover repatriation, including airlift at sea. Your insurance policy will also need to include both pre-departure and post-departure Covid-19 specific cover, so you're protected in the unlikely event that you test positive for Covid during your cruise and need to disembark.

Let us know if you feel unwell

If, in the three days prior to your cruise, you experience any symptoms of Norovirus (diarrhoea or vomiting) or Influenza (fever or feverishness, cough, runny nose or sore throat), please do not travel to the ship. Instead, contact our helpful Guest Services team and they will help you rearrange your cruise.



PASSPORTS

Remember your passport

All guests (including those sailing around the UK and on mini-cruises) need to have an undamaged passport with at least six months' validity from the date of return.



Important passport information

EU & Schengen Area Countries

The passport validity rules have changed since Brexit. Passports must:

- Be less than 10 years old on the date you enter the country, and;
- Be valid for at least 3 months after the date you leave the country.

You will need to check both the issue date and expiry date in your passport. If you renewed your passport early, the expiry date could have been extended which could affect the requirement for your passport to be less than 10 years old.

Non-EU & Schengen Area Countries

For non-EU countries, the general requirement for passports is that they have at least 6 months validity after the return date of the cruise.

Please contact our Guest Services Team on **0800 0355 145** if you are unsure if your passport meets the requirements for your cruise, or if you require any further information.

PACKING FOR THE JOURNEY

Check what you can bring with you

Although cruising does mean you can bring whatever you need with you, unfortunately, you can't quite bring the kitchen sink! For the comfort and safety of our guests and crew, there are some restrictions on what you can bring on board. This includes alcohol and some electrical appliances, such as kettles and irons. You will have a kettle and tea and coffee-making facilities within your cabin and you can use the laundry on board should you need to. For more information, please visit fredolsencruises.com/faqs

Packing for your cruise

When packing your bags, no doubt you will be thinking about what clothing to bring for your holiday. During the day, our dress code is relaxed, so you can wear what you feel comfortable in. In the evenings, the dress code is smart casual (no shorts), and on cruises of more than five nights, we also have a formal night – your chance to 'dress to impress'. This means cocktail dresses, jackets and ties. If you would prefer a casual dining experience to a formal night, please head to our buffet restaurant on these evenings. The dates of your formal nights will be confirmed in your *Daily Times*, which will be delivered to your cabin each evening.



Remember to pack any prescription medication

If you are taking any prescription medication, we recommend you bring double the amount needed for the duration of your cruise, just as a precautionary measure. Please also bring a printout of your medical summary and any recent test results, which you should be able to obtain from your GP surgery. This will be helpful for our medical team should you become unwell on board.

ADDITIONAL ASSISTANCE

Let us know if you require assistance

Please check that all guests on your booking can use a stepped gangway or stairs and move around the vessel safely. If anyone in your party uses mobility aids, such as wheelchairs and scooters, please let us know as soon as possible as there is a limited number we are permitted to carry on board, and they will need to be prebooked in advance. We will also need to know before you travel if anyone in your party requires the use of supplementary oxygen. If you wish to check the availability of wheelchair and scooter spaces on your cruise, please contact Guest Services. On arrival at the port, please bring your wheelchair or scooter to check in.

Tell us about any allergies or dietary requirements

We know that you will be looking forward to the wonderful food on board. Our expert chefs work hard to cater to all and offer a tasty selection of vegetarian and vegan options. Just let us know of any allergies or dietary requirements in advance of your cruise via our Guest Services team. Guests with food allergies or intolerances will also have the opportunity to speak to the *Maître d'* or Executive Chef once on board. Check your *Daily Times* for more information.





ARRIVING IN LIVERPOOL

We have made some changes to our check-in procedures to help keep everyone safe, so if you have sailed with us before, things will look a little different when you arrive for your cruise.

Please arrive at your allocated time

We are staggering our arrival times to minimise the number of people in the cruise terminal at once to make your experience more enjoyable. You have been allocated an arrival time based on the colour of your luggage labels. Details of your check-in time can be found online at fredolsencruises.com/check-in. Your luggage label colour also lets our team know which time you have been allocated so they can assist you when you arrive. To avoid being asked to return later on, please help our teams at the port and be sure to arrive within your allocated time slot.

Arriving by car

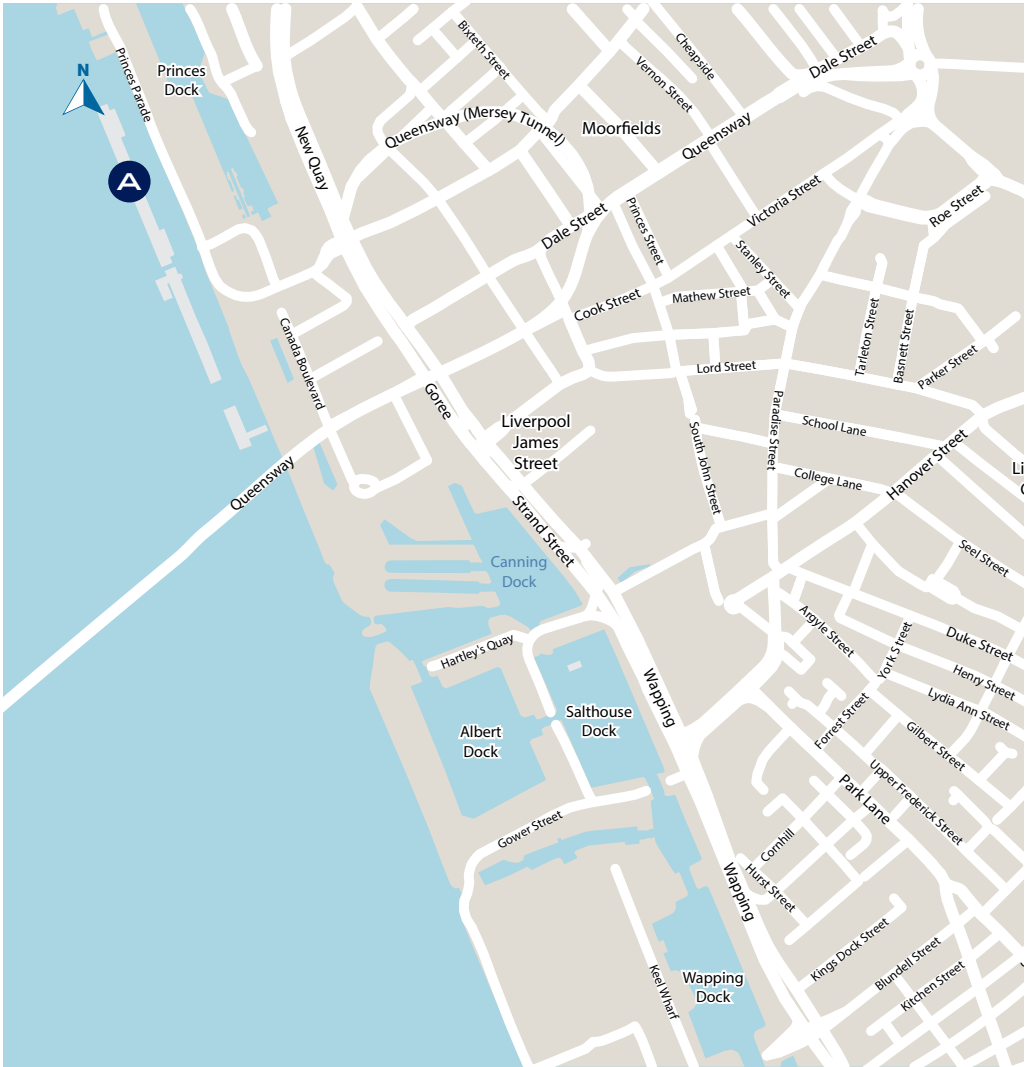
On the day of your cruise, please drive directly to the CPS car park. This can be found at **Q-Park Liverpool ONE, 35 Strand Street, Liverpool, L1 8LT**. You will be met by a CPS representative, who will check your car in before being directed to the baggage drop-off area. You will be transported from the car park by shuttle bus to Liverpool Cruise Terminal for check-in.

Arriving by train

Guests travelling by train should alight at Liverpool Lime Street. Liverpool Cruise Terminal is around a 25-minute walk or a 10-minute drive from the train station. Those wishing to arrive by taxi can contact local company Computer Cab (Liverpool) on **0151 298 2222** or email bookings@comcab-liverpool.co.uk. Other taxi companies are also available locally and there is a taxi rank outside the train station.

Arriving by other transport

When you arrive at the port, please proceed directly to the Cruise Terminal drop-off area. Porters will take your luggage for you and have it delivered to your cabin. You can then proceed through to the check in area.



Where to begin check-in:

- A** **Liverpool Cruise Terminal**
Gate 2 Princes Parade
Liverpool
Merseyside
L3 1DL

BEFORE YOU SAIL

Checking in

When you check in you will need to present your passport and will also need to register a credit or debit card to open your on board account. To keep things simple, all purchases you make during your cruise will be added to your account.

Please note: you will need to bring your debit or credit card with you as we are unable to accept Apple or Google Pay or Amex to open your account.



Safety video

Before your ship sets sail, you will need to watch a safety video which will be shown on the TV inside your cabin. There will be an important safety notice on the back of your cabin door telling you where your designated assembly point is on board. You will need to proceed here to check in with a crew member before your ship sets sail. Our on board safety officer will be more than happy to answer any questions you may have. They can be contacted through Guest Services.

YOUR CHECKLIST

Before you travel

- Make sure you have adequate cruise cover on your travel insurance

- Booking your parking or organise your travel arrangements to the port

- Let us know if you have any allergies or dietary requirements

- Let us know if you require any assistance

- Check that your passport is valid for the destinations you will be visiting on your cruise

Don't forget to pack

- Your passport – even if you are on a UK cruise

- A credit or debit card to open your on board account

If you have any questions or require any further information, our friendly Guest Services team can be contacted on:

0800 0355 145

OPENING HOURS

Monday – Saturday, 9am – 5pm



Fred.Olsen Cruise Lines

We look forward to
welcoming you on board
