



CELESTYAL
CRUISES

THINGS TO KNOW BEFORE YOU GO

IMPORTANT PRE-DEPARTURE INFORMATION
2021-2022





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Before you leave home

TRAVEL DOCUMENTS

All our guests, including children and infants, must have valid travel documents for the cruise. You will need up-to-date identification cards or passports and multiple-entry Schengen visas, depending on your nationality and itinerary.

We recommend you travel with a passport that will still be valid at least six months past your cruise date. If you are travelling with a national ID card, please note that you can only enter Turkey as a citizen from one of the following countries:

- Belgium
- Germany
- France
- Italy
- Lichtenstein
- Luxembourg
- Malta
- The Netherlands
- Portugal
- Spain
- Switzerland
- Greece

This travel document information is not exhaustive and only intended as guidance - some terms may be changed by local authorities without our knowledge. We strongly suggest you double check before you travel by contacting the embassies of the countries you will visit during the cruise, to make sure you take the correct documents and visas for your nationality. US, Canadian and most European citizens do not require a visa to travel on our itineraries. Please be informed that if you do not have all the correct paperwork you are likely to be denied entrance/embarkation by the authorities and refunds are not available in the event of documentation being incomplete or invalid.

THREE CONTINENTS CRUISE

In order to participate in this cruise, you must carry a valid passport that will still be valid for at least six months after your trip finishes. No identification cards (IDs) are accepted. As well as the Schengen visa requirement for those nationalities requiring

one, you need to check possible visa requirements for Egypt, Israel and Cyprus. Contact the relevant local Egyptian, Israeli and Cypriot embassies in your country of residence to do so.

TRAVEL INSURANCE

We strongly suggest you purchase travel insurance for the duration of your cruise. Celestyal Cruises works with Allianz Global Assistance, who can offer travel insurance designed for you with your cruise in mind. Allianz Global Assistance is one of the leading names worldwide providing travel insurance and assistance services. This is optional and subject to your own needs.

If you have not applied for your own travel insurance you may contact Allianz Global Assistance at the following details:

24 hour Claims Administration Centre:
+30 210 99 26 926
Email: celestyal@allianz-assistance.gr

WHAT NOT TO PACK

For security reasons, the following items and substances are strictly forbidden on board our ships. Should any of the below be located on you or in any of your luggage. Any items found on guests or in luggage will be held by local authorities, who may proceed with further investigations. These items include:

- Weapons and firearms (including ammunition, knives, dive knives, swords, daggers or any other types of weapons) are not allowed on board under any circumstances
- Realistic replicas of firearms and weapons
- Highly flammable liquids and combustible substances
- Non prescribed controlled substances, illegal drugs, medically prescribed and synthetic marijuana
- Electrical appliances such as hot plates, coffee makers, electric irons, bottle sterilizer and bottle warmers, electric blankets, etc.

Embarkation ports

PORT OF PIRAEUS

Passenger Cruise Terminal A - Gate E 11

PORT OF LAVRIO

Cruise Terminal - Ferry boat domain - Lavrio 19500

Please consult your e ticket for the applicable port and check-in hours to match your departure.

Due to COVID-19 safety measures, a new embarkation procedure is in place (staggered embarkation times, social distancing, masks, etc)

STEP 1: ARRIVAL AT PORT As soon as you reach the terminal, present your COVID-19 certification as applicable (Vaccination certificate, PCR Test, Immunity certificate) as well as your health questionnaire, passport and cruise ticket.

If you have booked a suite, our staff will guide you to the priority embarkation line and a dedicated Celestyal Cruises Suite Concierge will be on hand to welcome you and arrange that your luggage is tagged and sent directly to your suite. Valuables, Travelling documents and medication should always be carried in your hand luggage. For security reasons, all pieces of luggage will be subject to X ray safety checks before boarding. Your luggage will be sanitized before loading on board.

This service is available for stateroom categories as follows:

Celestyal Crystal: SG, SB & S
 Celestyal Olympia: SG and SB
 Celestyal Experience: WSG, SG, S, WS, WSV, and SV

If you have booked a regular stateroom, our staff will guide you to the regular embarkation line and ensure that your luggage has been tagged and is loaded on the conveyor belt for transportation to the vessel as per regular procedure. Valuables, Travelling documents and medication should always be carried in your hand luggage. For security reasons, all pieces of luggage will be subject to X ray safety

checks before boarding. You will be able to recover your luggage in your cabin within a couple of hours. Your luggage will be sanitized before loading on board.

STEP 2: CHECK IN PROCESS (social distances/masks/thermal checks will be observed)

During check in you will receive your personal boarding card (also called embarkation card) which you will use as a key for your stateroom as well as a debit and ID card throughout the cruise. You can make all on-board purchases using this card with the exception of the casino. Registration of your Credit Card will also be necessary in order to activate your on board account enabling you to make any purchases on board and experience spa services, beauty shop, duty free shops etc. We accept Visa and Master Cards as well as American Express and debit cards (as long as they are suitable for electronic transactions and they are not Maestro Debit cards). For those who do not have a valid credit or debit card to register, a cash deposit will be required to be made on embarkation day at the reception deck on board the vessel.

For security reasons and for expediting our embarkation and disembarkation procedures at each port, the Purser's office on board will proceed with formalities on behalf of all guests. For this reason, your passport or ID card may be kept at the Purser's office if the vessel calls at port other than Greek ports. Travelling documents may be required to be presented to the local Authorities in the different countries included in your itinerary. If you travel on the Three Continents Cruise there may be more formalities required, which ask you to comply with additional regulations in each of the countries visited. We appreciate your cooperation in this matter.

A warm welcome onboard



We are all ready to greet you with a very warm Celestyal welcome. Once on board, we invite you to relax in one of our lounges or on the outer decks with a copy of the daily programme until we can advise you that your stateroom is ready. It's an opportunity to take in the atmosphere ahead of your unique cruise experience with us.

YOUR STATEROOM

All our staterooms have a personal attendant and assistant who are there to ensure you have a wonderful stay and everything in your room is perfect in terms of comfort and cleanliness. They will know you by name.

The stateroom steward or stewardess and assistant will also be looking after you and be on hand to answer any questions or help with any request or service you require. This may be anything from the laundry or pressing service to arranging breakfast or a glass of champagne to be enjoyed in the privacy of your stateroom.

All members of our dedicated housekeeping crew will do their utmost to make sure you have every possible comfort, offering a flawless, discreet, cheerful, polite and professional service throughout.

YOUR SUITE CONCIERGE SERVICE*

Your Suite Concierge is there to provide you with an exceptional service, helping with questions and queries, amenities, details of meal times, indeed anything you may wish to know. He or she can assist with unpacking your luggage or arrange for things like the complimentary pressing of clothes. While you relax in the comfort of your suite, your Concierge can organise complimentary room service for breakfast, lunch or dinner from the menu of the day. He or she can also arrange a private celebration, party or other occasion, make all dining room seating arrangements and book shore excursions and beauty salon treatments and appointments.

* Suite Concierge Service benefits are applicable to:

Celestyal Crystal:

Grand Suite (SG), Balcony Suite (SB), Suite (S)

Celestyal Olympia:

Grand Suite (SG), Balcony Suite (SB)

Celestyal Experience:

Wellness Grand Suite (WSG), Grand Suite (SG), Balcony Suite (S), Wellness Balcony Suite pool view (WS), Wellness Suite With Panoramic Window (WSV), Suite With Panoramic Window (SV)

Electronic services



MOBILE APP

All you need to know about your cruise right at your fingertips. Download our smartphone app free of charge now! Access valuable information about your trip, plan your day's events and activities, book your excursions, access your stateroom account and much more.

Available in the App Store and Google Play Store.

WIFI

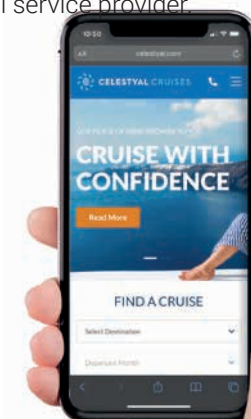
WiFi Internet access is available at a charge. At times, users joining the on board WiFi network may experience delays or interruptions. Internet connectivity at sea relies on expensive satellite service by operators that specialize in marine communications and cannot be compared to ashore fixed networks in terms of reliability and cost. Consequently, Celestyal Cruises is currently unable to provide complimentary WiFi access. However, our rates have been carefully thought through, while taking all aspects into consideration. Celestyal Cruises remains committed in upgrading its guest experience by heavily investing in upgrading its communication infrastructure.

MOBILE CALLS

We always make arrangements so that you are always connected to your loved ones back home. This is why when the vessel is away from shore at a certain distance, a Cellular service is activated onboard, operated by WMS and the ship's Satellite network. If your mobile device's roaming is enabled, you will be connected automatically to one of the below services: 'cellularatsea', 'wmsatsea', 'NOR-18' or '901-18'

Please be advised that Satellite Cellular services are considerably more expensive than local tariffs. Rates are set and determined solely by your cell phone carrier.

Celestyal and WMS have no involvement in the retail rates your carrier charges for cruise ship roaming or the billing process. For more info please contact your local service provider.



Life onboard

CURRENCY

The currency used onboard is Euro. Major currencies can be exchanged for Euros at the Reception in limited amounts.

YOUR ONBOARD ACCOUNT

Our vessels have a cashless system and all purchases on board are charged to your stateroom account. Cash can only be used in the casino. If you have not yet registered your credit card on day 1 and you wish to settle your account in cash, you should proceed to the reception and leave a deposit at the beginning of the cruise; we recommend 100 Euros for 3 night and 4 night Cruises and 200 Euros for 7-Night Cruises.

THE DAILY PROGRAM

A copy of the daily programme for the next day will be delivered to your stateroom every evening. Your personal bulletin will outline all the events and activities, arrival and departure times at each port, shore excursion details, dining times and other important information such as the opening times of our shops, gym, spa, hair salon, the disco and the casino. The programme will also offer helpful advice on suggested evening wear and other useful information.

CELEBRATE THE MOMENT

Whether you want to celebrate a special moment with your loved one or spend quality family time together, you'll find exactly what you need on board. You can pre-book a whole range of services in addition to your inclusive cruise package.

Get your Sparkle On

Nothing compliments happiness like a touch of luxury. From a sparkling wake up to drinking champagne under the stars, we have you covered.

Celebrate your Special Moments

Special occasions are all about the celebration. That's why we offer a wide range of celebration packages onboard so you can create unforgettable memories.

Good Wine, Good Times

We carry the best Greek wines, carefully curated by our experts, to compliment your cruise. Simply pick the wine of your choice from our wine cellars.

For Food and Wine Connoisseurs

Enjoying excellent food and wine should not be a luxury. Our gourmet package has been carefully selected for people with refined taste and passion.

Time to Pamper Yourself

Our revitalizing onboard spa is where all your day-to-day worries are left at the door. Leave yourself in our spa team's expert hands and get ready to unwind.

Bon Voyage Vouchers

Our gift vouchers are the perfect gift for the people you care about. Simply pre buy a 50, 100 or 200€ voucher and let your dear ones be delighted during their cruise.

Private Group Services

Specialty Dining Options (Minimum 10 People)

Private Group Cocktail Parties (Minimum 10 People, 60 Minutes)

Private Group Meetings (Minimum 10 People, 60 Minutes)

Private Group Activities (60 Minutes)

For details and pre-bookings please contact our Passenger Services Department at paxserv@celestial.com

ALL INCLUSIVE EXPERIENCE

The Celestial All-Inclusive Experience offers a combination of outstanding value for money along with the highest standards.

DINING

Onboard, you can enjoy complimentary meals inspired by local cuisine, all freshly prepared for our restaurants. Breakfast can be enjoyed in our main dining room or in Leda casual dining. Lunch and evening meals are available in a choice of restaurants.

SPECIAL AND SALEABLE ITEMS

'Our Chef's Gourmet Selection' Menu

Fancy trying something new or something a bit more exclusive? We have lobster, surf & turf and many other special delights for you to try in our restaurants. (available at a charge).

Specialty Dining

For a unique and memorable dining experience, our specialty menus by Mrs. Diane Kochyllas, our world renowned consultant chef from Ikaria island with wine pairing to enhance your stay onboard. (available at a charge).

Breakfast in Stateroom

You can enjoy a breakfast in bed with our room service. Treat yourself to a Continental or full English breakfast with fresh juices and tea and coffee. This service is chargeable.

Kwik and Easy Menu

Our 24-hour service satisfies cravings quickly and at any time of the day. The menu includes snacks as well as delicious hot meals served in our cozy lounges or in the comfort of your own stateroom. (available at a charge).

DRINKS

Enjoy complimentary house wine, beer, soft drinks, teas, coffees, cocktails and branded spirits while onboard. Premium wines, Champagnes, high end spirits, fresh fruit juice and premium Greek ice cream are also available at a supplement. Menu cards are available throughout the ship's bars and restaurants with details on our All-Inclusive list.

SPECIAL DIETARY ARRANGEMENTS

Please let us know if you have any specific dietary requirements and we will do our best to help. Vegan, vegetarian and gluten-free diets are accommodated. Please let your travel agent know or contact our Passenger Services Department at paxserv@celestial.com so that our catering team can be advised in advance.

If this is not possible, please inform your ship's assistant Maitre D' of any requests when you embark.

Halal meals are available free of charge. Kosher meals are available upon request at an extra charge and not later than 30 days before your cruise departs.

Celestial dining services are offered on open seating basis. However, due to COVID-19 situation and in order to keep social distance may be required to have two dining seatings, an early and a main one.

Life onboard



ENTERTAINMENT DAY AND NIGHT

When it comes to entertainment, the fun never stops. There is a Gym, Spa, Shops and photo shop onboard.

There is a packed programme of events and activities every day with something to keep everyone amused whatever your age might be.

There is traditional and contemporary music, live shows, dancing lessons, exercise classes, language lessons and handicraft, lectures, sporting tournaments (where applicable) and much more. We start early while at sea and continue all day and into the evening. Our nightlife features a whole host of entertainment with both Greek and international themes. We have excellent musicians and you will enjoy the sounds of the bouzouki and popular Greek songs. You can also be the star of the show in the karaoke nights or learn to dance like a Greek - although there is no plate smashing.

If the disco is more your thing, our DJ provides plenty of popular international music. You can be our Dancing Queen or King!

FORMAL EVENING

During our 7 night and 4 night cruises, we host a Gala Night and the Captain's Cocktail in honour of our guests, and we ask that you attend in formal dress: a cocktail dress or something smart for the ladies, jacket and tie for the men.

RELAX BY THE POOL

One of the very best places to chill out and relax on

board, under the glorious Mediterranean sun with your favourite cocktail are the pool decks. Just bring a pool towel from your stateroom and come on up. On the Celestyal Olympia we also have a smaller, shallower pool for younger cruisers. The size and number of pools varies from ship to ship. If you want to keep in shape or simply enjoy a little gentle exercise, please visit our fully equipped gym, towels are provided. And for some super-relaxation, book a massage in the poolside cabana.

RELAX, KEEP FIT, FEEL SPECIAL

Cruise vacations are for pampering, disconnecting and treating yourself. Our cruise ships feature facilities where you can relax your mind and body in luxurious spas, keep fit in our fully-equipped fitness centres and feel special at our salons.

YOUR HEALTH AND WELLBEING

Your health is important to us and it will reassure you to know we have a well equipped medical centre manned by a doctor and a nurse on board for all our cruises. If you are feeling unwell or need advice you can make an appointment through reception unless of course it is an emergency. Please note that if you require medical care on board or any medication, your personal account will be charged. You may wish to check the level of cover you have with your travel insurance company before you cruise to see which costs are likely to be included.

If you have any current health issues please inform us in advance of travel by emailing paxserv@celestyal.com

Depending on the circumstances you may need to let us have a written statement from your doctor that you are fit to travel. We will always do our very best to help with any special arrangements in your stateroom but please advise us well in advance.

PHOTOGRAPHY

Onboard your Celestyal Cruise you'll find professional photographers who are there to capture your special moments. Whether you're celebrating your honeymoon, anniversary or the holiday of your dreams, our photographers can capture the moments both onboard and onshore with photos and videos. Choose from a variety of packages or purchase individual photos in print, on a DVD album, or downloaded onto a USB stick. And don't forget to buy your souvenir DVD of your cruise experience.

SHOPPING

Our onboard duty-free shops are where you can find everything from souvenirs and clothes to tobacco and spirits. They are well-stocked with everything you might need including daily essentials and special treats. Our friendly shop assistants can help you choose the perfect gift. What's more, our Agora Shop features Greek exclusive and tailor-made products for you, such as olive oil, wine, accessories and jewelry as well as special tastings and presentations.

SMOKING POLICY

Smoking tobacco, cigars and electronic cigarettes is only permitted in designated areas on open decks.

What to wear



The weather in the Mediterranean is mild and pleasant year-round. If you cruise with us during the warmer part of the year, from May through September, light-coloured cotton clothes will help keep you cool. You should also bring swimsuits, if you plan to swim in our pool or at one of the incredible beaches we'll visit, as well as sunglasses and a hat which, combined with a good sunscreen, will help protect you from the Mediterranean sun. If you intend to use one of the well-equipped gyms on our ships, make sure to bring proper clothes and shoes (but don't worry about a towel, we'll provide it). Air-conditioning is strong on the ship and because of the occasional sea breeze in the afternoon, we suggest that you also pack a light jacket or a windbreaker.

DRESSING FOR OUR SHORE EXCURSIONS

Light-coloured cotton or sports clothes that "breathe" will help keep you cool on our excursions. Make sure that you wear comfortable shoes for all excursions. If you plan to visit the beach you'll need a swimsuit, as well as sunglasses and a hat which, combined with comfortable shoes and a good sunscreen, will help protect you from the brilliant Mediterranean sun. If you will be visiting a religious or pilgrimage site, please dress respectfully in long trousers or a skirt that falls below the knee, and please remember to cover your shoulders.

As we sail through autumn and winter, warmer clothing is recommended as temperatures will be cooler. Wind breakers and warm jackets are a good idea.

AFTERNOONS

We do not permit bathing suits or shorts in the restaurants, but we serve a delicious lunch buffet on our pool deck every day, so you can remain poolside without having to change out of your swimwear.

EVENING WEAR

In our restaurants, casinos, lounges and nightclubs, and in the other open spaces on our ships, your attire should be "country club casual" - relaxed, yet elegant - after 6:00 pm.

DRESS UP

On each Celestyal cruise ship calendar you'll find special evening events, including Gala Night, the Captain's Cocktail (both during our 7 night cruises) and our famous Greek Night. For Gala Night and the Captain's Cocktail, please attend in formal dress: a cocktail dress or something smart for the ladies, smart casual for the men. Remember, the

photographer will be there to capture the moment. For Greek Night we would love it if you could wear blue and white, the colours of the Greek flag. Check your daily program for a schedule of all evening events.

FOOTWEAR

For your safety and comfort on board we suggest sports, flat deck shoes with low heels or sandals. These types of footwear will make it easier for you to navigate the cruise ship decks and stairwells. Please do not walk barefoot on the open decks.

ACCESSORIES

You'll need a hat, sunglasses, a bathing suit, sandals and perhaps a small umbrella. Why not visit our on board shops where you will be able to buy suntan oil, eye protection, bathing suits among other goods? We also recommend you bring a camera (for photos, for video, or for both), and make sure you recharge your batteries before you sail - you won't believe the number of opportunities you'll have to shoot incredible photos and videos.



Don't forget, the winter months can get cold, so please bring some suitable clothing!

Settling your onboard account



BALANCE OF YOUR ACCOUNT

Guests who have registered their credit cards at the beginning of the cruise will receive a printed detailed statement of their on board charges, under the stateroom door the day before their disembarkation. Any discrepancies regarding their account statements shall be settled at the Reception desk before their final disembarkation from the ship. Their account will remain open till their final disembarkation.

Guests who have chosen to deposit a cash amount will have to settle their account at the Reception desk the night before the end of the cruise (time will be announced in the disembarkation letter. Their account will be closed, and any additional services or purchases should be paid in cash.



Important information



MEDICAL TREATMENT

If you are using a specific medicine or other drug treatment please remember to bring along a sufficient supply for your cruise. It may not be available from our medical centre. If your medication needs refrigeration, again please notify us in advance. If relevant, please make sure you have a spare pair of glasses or contact lenses.

Medical treatment is at extra cost. For medical fees (consultation and medicines) please refer to the medical centre.

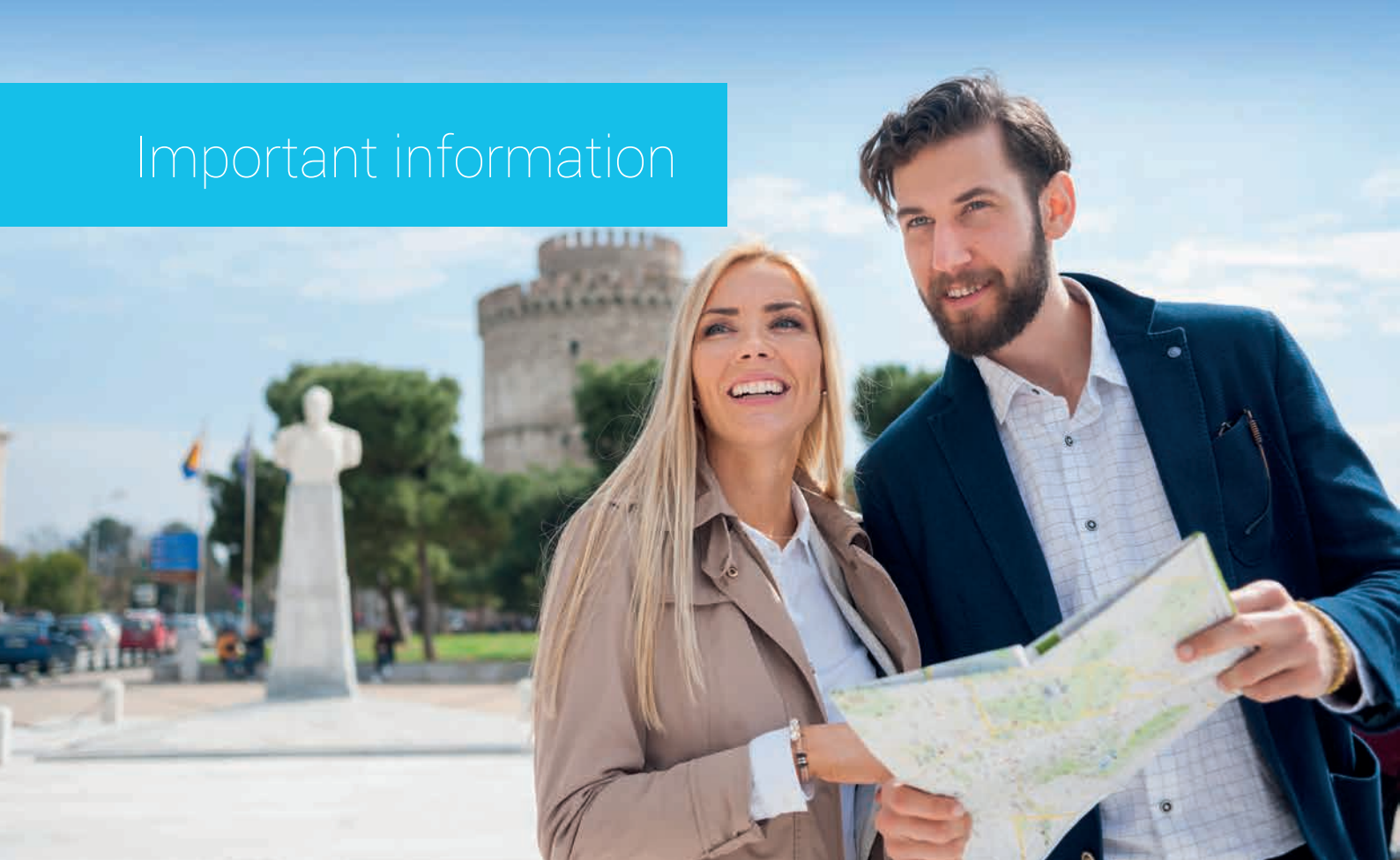
PREGNANCY AND INFANTS

For their own health and safety, ladies may travel up to their 24th week of pregnancy, provided that they are holders of a written certification for travelling ability issued by their gynaecologist. We recommend that pregnant women who have not yet completed the 12th week of their pregnancy by the date of the cruise to consult their gynaecologist.

For their own health and safety, infants under 3 months old are not permitted on board. If you require a baby cot, please advise our Reservations department at the time of reservation, as a number of stateroom categories cannot hold baby cots. We must advise you that we do not carry baby food on board, nor do we provide a babysitting service. For more questions about travelling with your baby, please call our Passenger Service Department at (+30) 216 400 9821 or by email at paxserv@celestyal.com.

Note: In case of a medical condition, please contact us well in advance since not all cases can be supported.

Important information



SHORE EXCURSION GUIDELINES

As we're all in this together, it's up to each of us to be responsible explorers onshore.

Please take the time to absorb these guidelines, then get ready for adventure.



ARRIVAL

Be at the meeting point on your ticket 10 minutes early if possible to avoid delays.



SANITISER

Regular use makes for peace of mind.



FACE MASKS

We all wear a mask at all times, whether guide or guest.



SOCIAL DISTANCING

We give each other our own space, keeping a safe distance of 1.5 metres.



RADIO GUIDES

Use your Whisper radio guide to stay connected with us at all times.



GUIDES

Listen out for important instructions as well as great stories.



TRANSPORT

Please keep to our seating arrangements. Capacity is based on local rules.



EXTRA CLEANING

We'll be keeping surfaces extra clean and disinfecting transport for you.



FEELING UNWELL

We're here for you. Please let us know if you feel unwell or show flu-like symptoms.

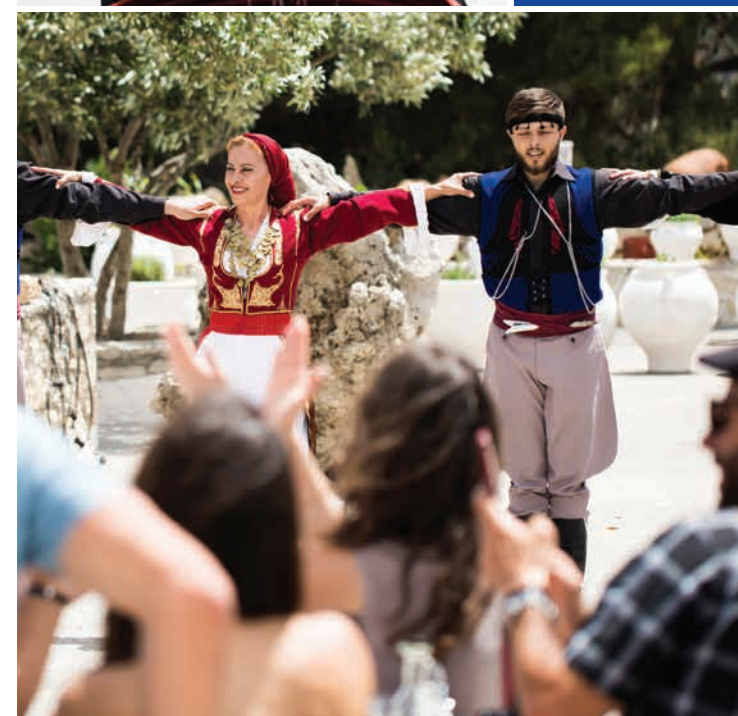
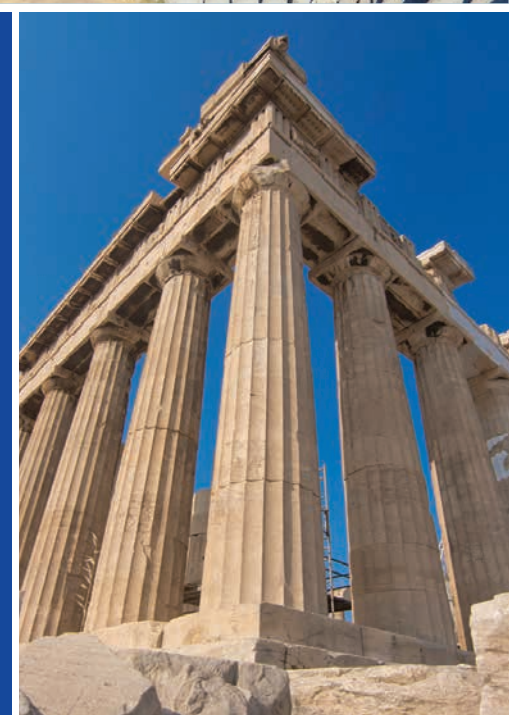


ADVANCED BOOKING

Why not book your excursions online. Reduce queues and contact.



We have a wide range of excursions available at all our fantastic destinations - please visit celestial.com for details



Important information



GUESTS WITH DISABILITIES OR IMPAIRED MOBILITY

If you have a mobility impairment, at the time of booking we kindly request that you provide us with full and detailed information in connection to your disability. If we believe there might be a safety issue for you or for your travelling companion, Celestyal Cruises reserves the right to advise that the guest with health or mobility impairments must have the assistance of a person who will be responsible for and take charge of all of this guest's needs and requirements. If you or your travelling companion requires personal, individual care or supervision, this must be organized by you or your travelling companion at your cost. No Celestyal Cruises ship or staff or crew member can provide specific care or supervision to anyone, nor can we provide any form of medical care for a physical or psychiatric condition.

If you or the person with whom you are sharing your stateroom requires a special seat or a special seating arrangement during meals, etc., please notify us in advance. If you or the person with whom you are sharing your stateroom must use any special medical equipment during your cruise, you must notify us before you book your cruise, so we can be certain we are in a position to ensure the safe transportation and storage of this equipment (with the condition that it fits in your stateroom). This also applies to those travelling with a specially-trained guide or aid dog. If you are travelling with a guide

dog, kindly note that all documentation must be sent to our Passenger Service Department by email at paxserv@celestyal.com at the time of booking, to ensure that there will be no issues in any of the ports visited.

We have a limited number of staterooms suitable for people with disabilities or whose mobility is impaired, and not all areas of our ships are accessible to these guests or equipped for them. Given these restrictions, bookings for such guests are dependent upon the availability of suitable on-board lodging. If Celestyal Cruises deems it necessary, the assistance of a fully able person capable of catering to the guest for the duration of the selected cruise may be requested to escort the guest with mobility restrictions. All costs are to be supported by the guest. Guests in wheelchairs must bring their own wheelchairs, of normal size, if they book a cruise with us. Celestyal Cruises only carries wheelchairs for emergencies on its vessels.

Celestyal Cruises is not required or obliged to organize alternative activities on board or on shore for guests with disabilities or whose mobility is impaired, nor do we bear responsibility for the partial or complete inability of these guests to participate in advertised activities or on shore excursions during the cruise.

We will do our best, always, to accommodate, satisfy and support the demands, needs and wishes of our guests, be they medical, dietary or otherwise. Celestyal Cruises reserves the right, however, to refuse to book or board a person with a disability or whose mobility is impaired if we believe, in the case of this person, that we cannot ensure safe transportation and a safe stay on board.

Note: It is to be noted that guests travelling with a wheelchair may not be able to disembark in any of the ports where tender boat service is in use for safety reasons. Our itineraries include at least one or two tendering ports therefore we suggest that you contact the Passenger Services office at paxserv@celestyal.com for any clarification needed.

TIME TO SAY GOODBYE

When your ship has docked, disembarkation will begin only once the local port officials have given clearance and after all luggage has been offloaded. Disembarkation will take place in small groups in order to avoid congestion in the terminal and to respect social distancing. We advise that you should allow around two hours for leaving the vessel. In the meantime you can relax onboard. Travelling time between the port of Piraeus and the port of Lavrio to Athens Airport will depend on means of transportation and the time of day, but we recommend allowing a minimum of one and a half hours. If you have a short ship-to-airplane transfer, please contact the reception desk on board for further assistance. You can also contact our Passenger Service department at paxserv@celestyal.com



Frequently asked questions



At Celestyal Cruises, our highest priorities are compliance, environmental protection and the health, safety and well-being of our guests, crew and the communities we visit. We know cruising in times of Covid-19 and beyond will require adjustments in our regular procedures. Therefore, upon ongoing consultation with local, national and international government and health bodies, epidemiologist, as well as the industry collective association CLIA, we continue to implement new measures to ensure that you can cruise with us with peace of mind and confidence. We would like to highlight just some of the newest and most important measures that we will be implementing, in addition to any further protocols that may be recommended between now and the cruise departure date.

GENERAL INFORMATION & BOARDING DAY PREPAREDNESS

1. Who is eligible to book a cruise with Celestyal Cruises?

Guests of all nationalities and residencies are eligible to book. Guests are responsible for ensuring full compliance with required health measures to enter the country of embarkation.

2. Are there any additional documents for traveling due to COVID-19?

Travel requirements are fast evolving and vary depending on the port and country of embarkation. Be sure to contact the appropriate Embassy/

Consulate of the embarkation country, your travel agent or refer to Celestyal Cruises website at [Celestyal.com](https://www.celestyal.com) in order to receive updated information.

At this time, we expect each guest will need to provide the following:

EMBARKATION REQUIREMENTS

- ✓ Negative PCR test not older than 72 hours before embarkation for all guests aged 6 years and older **including guests who have been vaccinated.**
- ✓ Fully completed Celestyal Cruises Health Questionnaire, not earlier than 24 hours before embarkation.
- ✓ In addition to the typical travel documents, (passport or I.D. if applicable), a multi-entry Schengen visa may be required depending on your country of origin.

COUNTRY REQUIREMENTS

- ✓ For updated requirements on COVID-19, please check with the consulate of the country of embarkation.
- ✓ We suggest using the following website to search the latest travel requirements and country protocols: <https://apply.joinsherpa.com/travel-restrictions>.

3. Under which circumstances related to COVID-19 would a guest be denied boarding?

Boarding may be denied in the following instances:

- ✓ A positive PCR test result for COVID-19
- ✓ Prior to boarding, or at any time during the voyage, failure to comply with our safety and health policies, and COVID-19 protocols.
- ✓ Failure to provide documents as listed in item 2.
- ✓ Failure to provide truthful answers to our health questionnaire.
- ✓ Symptoms consistent with COVID-19.

4. Do I need a COVID-19 Vaccine to cruise? What documents count as proof of vaccination? How far in advance do I need to get my vaccine?

Vaccination is **not** a mandatory requirement for participating in the cruise.

Irrespective of vaccination or immunity status, a negative PCR test taken 72 hours prior to embarkation is mandatory for **all** guests.

However, guests with proof of full vaccination (final dose at least 14 days before sailing date) are reminded to declare this on the Health Questionnaire.

5. Are there any health restrictions or pre-existing condition limitations, due to COVID-19, for cruise guests?

Guests suffering from severe or chronic conditions must consult their physician before taking a cruise or making travel arrangements.

6. What happens to paid cruise fare if a guest tests positive for COVID-19 before the cruise and unable to join?

Guests travelling together in the same stateroom will be offered a full refund subject to proof of a positive COVID test certificate. For other guests in the same travelling party, a 100% future cruise credit will be offered if they choose not to continue to travel.

7. Will a COVID-19 waiver or other legal agreement be required prior to boarding the ship?

In addition to our booking terms or cruise ticket contract, which all guests must accept - guests will be required to acknowledge the risks associated with pathogen transmission during their voyage and on tours or other shoreside experiences at our destinations, as well as agree to follow all of our health and safety policies at all times. Failure to agree to our terms and conditions or accept the requisite health acknowledgments will result in a denial of boarding, and the guest's inability to participate in tours and shoreside experiences.

8. What costs are covered if a guest tests positive for COVID-19 during the cruise?

Charges related to COVID-19 testing onboard, ship isolation and COVID related medical treatment on board, will be provided free of charge.

Any other costs will be at the guest's expense including shoreside and it is for this reason that we strongly recommend travel insurance for each guest that covers COVID as well as medical cover, cancellation and curtailment of holiday for the full duration of your trip and not just the cruise.

If a guest who follows our protocols tests positive during their cruise and is required to quarantine on board, is removed from the ship mid-cruise or denied re-boarding as a result, the impacted guest (and those occupying the same stateroom or deemed to be within close contact) will receive a prorated refund for the portion of cruise fare not used. Any required land-based quarantine for that guest (and their immediate travel companions, travelling in the same stateroom or those deemed to be in close contact) will be arranged by Celestyal with appropriate state sponsored and appointed quarantine hotels and/or medical facilities, the cost of which will be borne by the Greek state as per their current policy. Any additional cost incurred by the guests for safe travel home or for cancellation of other travel components impacted will be incurred by the guest and for this reason we strongly recommend travel insurance to cover this possibility.

9. If guests are spending a few days in Greece before the cruise and their PCR test has expired, does Celestyal have an agreement with a local medical centre for a new PCR test? Who bears the cost?

Yes, Celestyal has secured an agreement with a local medical centre for internationally accredited PCR testing to be carried out at a cost of 45.00 Euros per guest - this cost will be at guest's personal expense and payable directly to the clinic.

Contact details for medical centre appointments as follows:

Crossborder Med Care
Call center: +30 210 700 1000
info@crossbordermedcare.com
Website: www.crossbordermedcare.com

10. Are self-tests accepted to board?

Self-administered rapid tests will not be accepted to board the ships, only full PCR tests with internationally accredited certification. To clarify, the 72-hour test validity period starts from the moment the test is taken and not from the result notification.

11. Upon return to the main port at the end of the cruise, what are the arrangements available for guests who may need to have a PCR test in order to fly home and what are the costs?

PCR testing will be available at the main disembarkation ports for those guests requiring a PCR test to accommodate either onward travel or return to their home country. The cost will be 45.00 Euro per person and will be borne by the guest. Results will then be emailed or texted directly to the guest by the clinic within 8 hours.

For guests that have time sensitive travel arrangements upon disembarkation, PCR testing will be available onboard the ship at a cost of 100.00 Euro per person. A dedicated testing facility has been set-up and tests will be administered by our trained and expanded onboard medical team. Appointments will be required and can be scheduled by calling the onboard Guest Information Desk.

12. Where can the updated Guest Health, Safety and Conduct Policy and the Refusal to Transport Policy be located?

<https://celestial.com/us/conditions-of-carriage>
<https://celestial.com/us/covid-19-health-protocols>

13. What is the definition of a traveling party?

The term “traveling party” can include guests traveling in the same stateroom or reservation, as well as guests we determine to be legally or socially related or proximate in any way, at any time prior to or during the voyage, for any duration of time.

14. After reading the new health policies and procedures, a guest is no longer interested in cruising. What are their options?

We’re sorry to hear that this is the case. With our flexible booking policy, a FREE cancellation is permitted up to 90 days prior to departure. As an added element of flexibility, you have the freedom to adjust your sailing date up to 30 days before your scheduled departure, subject to availability and any applicable fare difference.

15. Given the close proximity of summer season, will the final payment due date be adjusted?

At this time, the final payment deadline will remain unchanged at 30 days prior to sailing date.

EMBARKATION TERMINAL EXPERIENCE

16. Can a guest join the ship at a future port-of-call if they are denied boarding?

If boarding was denied due to reasons stated in item 3, guests cannot board.

17. Will a separate check-in and lounge area be available for Suite guests?

A separate check-in flow in the terminals will remain available for Suite guests. Port terminal lounge facility is not available.

18. How long will it take to board the ship, when taking the new processes and protocols into consideration?

With current capacity restrictions and staggered arrival times, we don’t anticipate that the embarkation process will take any longer than is typically required.

19. Are there any new luggage recommendations or restrictions?

Luggage will continue to be dropped off and picked up at the port terminal as usual. Prior to loading onboard the ship, all luggage will be sanitized. This procedure does not affect the guests. Please ensure that your luggage is clearly labelled and bears the luggage tags provided by the company.

20. What if a guest is not feeling well in the days leading up to their cruise?

If feeling ill leading up to the cruise departure date, it’s recommended that the guest does not travel, and, in turn, contact us or their travel agency to re-schedule.

21. Can I get off the ship on my own, if I have been vaccinated or if I have a negative PCR test?

At this time, to ensure the best experience possible and compliance with local health protocols for the protection of our guests, crew and local communities we recommend guests join ship sanctioned shore excursions.

Ship sanctioned shore excursions operate within a managed program with the full implementation of Celestial’s and local health protocols, including frequent sanitation of coaches, ensuring both drivers and tour guides are COVID tested.

Alternatively, you can choose to go ashore by yourselves but must ensure adherence to the prevailing local health protocols at all times, such as social distancing and mask wearing..

Escorted walks will not be formalized shore excursions and no story telling or guiding will be offered – they simply offer an opportunity to enjoy the destination ensuring local protocols are adhered to. They will be available to book onboard the ship at a nominal cost of 10.00 Euro per person. To book these walks, as well as shore excursions, we strongly recommend guests call the onboard Shore Excursions Desk to reserve instead of visiting the desk to support onboard social distancing measures.

The shore excursions and escorted walks are continually updated to take into consideration the prevailing conditions in each port of call. As vaccinations globally continue to increase in momentum and the situation gradually improves, further updates are anticipated to be provided by the authorities, which may allow for further independent options as protocols are adjusted accordingly.

22. Will the crew be vaccinated?

All crew members will have a negative PCR test before departing from their home country to join the vessel. A second PCR test will be carried out before their embarkation on board. After their embarkation they will stay in isolation for 7-days and at the end of the 7-day isolation a third PCR test will be carried out. In addition, efforts are under way for the vaccination of all crew members.

23. Disembarkation procedure in the intermediate ports of call and specifically in Santorini (Tendering, cable car capacity)

Specific protocols will be set in place and all information will be available as soon as they are finalized. However Santorini follows the health protocols as required by the national public health authority.

24. What am I expected to do to comply with Celestial Cruises Safety Protocols against COVID-19?

- ✓ Strictly follow the requirements for face coverings in all public spaces except when in staterooms, seated for dining or for drinks in bars and outside decks.
- ✓ Responsibly observe physical distancing to 1.5 meters from fellow travellers in port terminals, on board the ship and during shore excursions or escorted walks.
- ✓ Follow the instructions of our crew and limitations in regard to guest numbers in elevators, shops and other gathering areas.
- ✓ Avoid queuing where possible. Call reception and shore excursions rather than queuing up. Refer to your daily program for possible shop delivery to your stateroom.
- ✓ Wash your hands often with soap and warm water for at least 20 seconds. This is especially important upon returning to the ship from a shore excursion.
- ✓ Avoid touching hand-rails, doorknobs and shaking hands.
- ✓ Disinfect your hands regularly. Hand sanitation stations will be provided for you in high traffic areas around the ship.

Daily thermal checks are a requirement onboard. Non-touch proximity thermal kiosks will be located for walk-by screening in public areas.

ABOUT TRAVEL INSURANCE

25. Do I have to have travel insurance to take the cruise?

COVID-19 medical, cancellation and travel insurance is strongly recommended for both your cruise and entire trip, from the time you leave home until the

time you return, either bought from Celestial Cruises or another insurance provider.

26. If I have insurance from another provider, how can I check that the insurance covers COVID-19 risks?

Guests should both contact their insurance provider, as well as ensure they are fully familiar with their policy coverage ahead of travel commencing. If you have bought your policy from Celestial Cruises, please consult either your travel agent or Celestial Cruises for clarification of coverage. We have a number of policy options available offering various levels of coverage.

27. Do I need to carry a copy of my insurance policy on the cruise?

Yes, it’s always recommended to carry with you in either digital or hard copy format your travel insurance in case of requirement to make a claim.

28. What will happen if I do not have the insurance documentation with me. Will I be able to embark?

We strongly recommend that you carry those documents with you in the eventuality that you are asked to present these or have to make a claim. That said, as travel insurance is strongly recommended and not mandatory, you will not be required to present proof in order to embark your cruise.

ON BOARD EXPERIENCE

- Celestial vessels are equipped with upgraded technologies to eliminate cross contamination as indicated by the Protocols of EU Healthy Gateways/Ship Sanitation (Equivalent to CDC).
- Ventilation system using 100% outside fresh air, with no air recirculation
- HEPA filtration systems used for ventilation in key areas such as medical centers and dedicated isolation rooms.
- ATMOS disinfection in ventilation systems of all public areas.

30. What are the Celestial Cruises’ enhanced medical measures?

A team of suitably trained medical staff have been added to the existing qualified doctors and nurses on board who have experience in caring for a broad range of medical conditions.

Enhanced shipboard medical centre with critical care capabilities and modified for infection control best practices.

Ongoing training and education of shipboard medical staff in the latest clinical care practices for managing COVID-19.

COVID-19 PCR testing capabilities on board, allowing for effective and fast response.

31. What are the Celestyal Cruises enhanced sanitation measures?

- Frequent disinfection methods using approved disinfectants effective against coronavirus and other germs.
- All areas sanitized multiple times a day with cleaning and disinfection protocols developed in coordination with the European and Hellenic CDC.
- Extensive sanitization of transfer and shore excursion coaches and port terminals.
- COVID-19 signage will be reminding guests to keep masks on in all public areas and corridors except when eating or drinking and to maintain social distancing.
- COVID-19 signage will remind guests about proper hand washing and frequent hand sanitizing
- Sanitizer dispensers will be available in key areas of the vessels like stairways and elevators, outside public toilets, shops, bars, theatres, reception, restaurant and kid's zone.
- Mandatory daily thermal checking for guests and crew.
- Public areas and venue capacities are rearranged and reduced to aid social distancing of 1.5m between guests.
- Signed and designated path to ensure one way IN/OUT traffic flow to prevent guests from crossing paths and to aid social distancing.

32. Will buffet service be available?

All self-service buffets will be accessible from one side only and will be pre-plated and service assisted. The buffet will be temporarily converted to waiter service restaurants.

33. Can I join a table with another fellow traveller?

To maintain social distancing, Celestyal Cruises has reduced the restaurant and buffet capacity having rearranged the seating. We may be able to accommodate certain requests, but our efforts will concentrate on seating guests belonging to the same travelling party together.

34. Will room service be available?

Room service will still be available for your convenience with contactless delivery.

35. Will any venues or experiences be closed during my cruise?

Most venues on board will be open with adjusted measures to comply with social distancing and other COVID-19 related protocols. Please follow relevant signage and guidance from the ship's crew.

36. Spa and pools, will they be in use?

Whirlpool spas will either be single occupancy or

shared by people in the same travelling party. For pools there will be one person per 4 sq. m. of water surface. In the spa and beauty parlor, guests and staff are required to always wear a mask. Facial treatments where a mask is not possible, will not be offered. Due to the proximity of guests, saunas and steam rooms will operate strictly on a reservation system. The use of these areas with other guests not being in the same traveling party is not allowed.

37. Will the kids zone be operated?

Kid's zone will be operated with reduced guest numbers at any given time, ensuring physical distancing of 1.5 meters. If needed Celestyal Cruises will operate outdoor children's play areas only.

38. Is the use of masks compulsory on board during the cruise?

On board: The use of masks is mandatory in all indoor areas of the vessel except when in the stateroom, in the dining room when seated for meals and in bars when seated for drinks. It is not mandatory in outdoor areas of the ship except when social distancing cannot be maintained.

Off the ship: The use of masks is mandatory in tenders, during shore excursions to ensure compliance with local protocols.

39. What are the number of participants on a shore excursion coach? How will the excursions be operated?

- The capacity of the shore excursion coaches is regulated by the country of visit. Celestyal at this time will cap the capacity at 60% of each coach. This is subject to change, based upon prevailing health authority guidance at the time of your cruise.
- All Celestyal excursion partners are committed to conducting business in an ethical and responsible way, ensuring the highest health and sanitisation protocols are always upheld.
- Disembarkation and all excursions will be carried out in staggered groups sizes, avoiding congestion and crowding.
- Shore excursion information will be shared on the monitors throughout the ship.
- Social distancing will be strictly implemented during our onboard shore excursion briefings.
- Responsible physical distancing in the port terminals, on board the ship and during shore excursions will be managed through reduced capacity, staggered activity times and closely managed group sizes.

- At this time, only ship sanctioned shore excursions that fully comply with both Celestyal's and local health protocols will be permitted. Should conditions allow at the time of the cruise, this protocol may be adjusted to allow for additional options.

MEDICAL CARE ON BOARD

40. What do I do if I feel unwell during the cruise with COVID like symptoms?

If a guest feels unwell, they should immediately call the Guest Information Desk from their stateroom so they can be evaluated by medical staff through an in-stateroom visit. If required, COVID-19 tests can be conducted onboard, allowing for prompt, accurate onsite results, alongside a multitude of other evaluative tests/measures. This is one-of-many enhanced capabilities of our medical facility where more doctors and nurses have been added, equipment upgraded, and a dedicated Controlled Care Centre to help contain infectious guests or crew while care is administered, away from general medical areas.

41. What is the response plan for a positive COVID-19 test on board?

The response plan includes isolation of the affected individual, quarantining of the close contacts, informing the health authorities at the destination port, extensive COVID testing of the affected, evacuation to a shore side facility and co-operation with the local health authorities.

42. If a guest is moved to isolation, what care and amenities will be available?

Medical follow up and care required for the individuals isolated as COVID-19 positive cases will be offered and service will be given by dedicated, trained and suitably equipped staff.

43. How is the medical centre equipped to handle a possible COVID-19 case?

Our medical centres have been enhanced with additional medical staff and emergency care equipment (such as ventilators or critical care capable beds).

44. What is the cost for onboard medical care and testing for COVID-19 related concern?

On board COVID-19 evaluation and testing that is performed as a recommendation of the onboard medical team is free of charge, as well as COVID-19 related medical treatment provided while on board.

GROUP BUSINESS & ONBOARD EVENTS

45. Can group leaders or other members of a group request early boarding?

Currently, early boarding is not available to provide sufficient time for ship sanitization between sailings.

46. Are groups able to bring materials and equipment onboard for use during the cruise?

Yes. Any materials will need to be sanitize the same way all luggage will be sanitize prior to loading on board. The company should be informed in advance in order to plan as necessary.

47. Can accommodations be made at the port terminal to support the check-in process for an entire group?

Due to social distancing and COVID protocols, all guests will have to follow a specific embarkation procedure. A whole group will not be able to proceed in any different way. Staggered arrival at the port terminal will be advised in advance and all group leaders will need to ensure that given timings are strictly respected.

48. Are hospitality / registration desks still permitted?

Onboard hospitality/registration desks are not permitted. In the eventuality of such request on board the group leader will need to speak with our cruise director who will try to provide assistance depending on requests and always aiming to follow the COVID-19 measures.

49. Will groups be allowed to bring outside gifts or goods for stateroom deliveries?

Yes. Outside gifts/goods brought onboard must be sealed properly in a plastic bag which can be sanitized prior to delivery. No outside food products will be accepted.

50. Can dining seating be arranged for groups guests?

Relevant request should be addressed to Celestyal group desk in advance of the cruise. The Maitre D. will do their best to accommodate the request within a section of the restaurant and confirmation will be given upon embarkation.

51. Are the onboard conference centres still accessible to host group meetings and events?

Yes, all such requests must be made in advance to Celestyal's group desk. Group meetings will be confirmed subject to availability. Additional sanitization measures will be introduced, including the appropriate social distancing in these venues.

52. What are the cleaning protocols for borrowed equipment such as presentation clickers, pointers, microphones, etc.?

AV equipment will be sanitized between meetings. Sanitation wipes will be provided for instances where an item(s) is passed from one speaker to the next. Borrowing shipboard equipment requires preapproval and applicable technical fees may apply.



CELESTYAL
CRUISES

SHIP CONTACT NUMBERS

For any emergency during your cruise while ashore,
you can contact our ships at the following numbers:

Celestyal Olympia: ++1 954 5384236 or 1 954 538 4319

Celestyal Crystal: ++1 954 672 6798 or 1 954 672 6799

Celestyal Experience: ++1 954 672 6797