

KRC EXPEDITIONS

KRC Expeditions Cruise Companion

IMPORTANT INFORMATION AND HELPFUL HINTS

Important Information

To assist you in preparing for your journey, we have listed below some important information which you may find useful. We encourage you to read all of the following information carefully before your departure. Please note that this information is correct at the time of compilation, however, it is subject to change and is provided as a guide only.

Cruise / Tour information

KRC Expeditions posts all final cruise/tour information on our website between 14 and 30 days prior to your departure. You will receive a link to this information provided that KRC Expeditions has received all your necessary passenger information, and that your booking is paid in full. This information includes your cruise companion, tentative schedule, pre and post tour information (if purchased), instructions, and contact numbers.

Before you go

We recommend registering your travel details with your relevant Government authority. This will assist you or your family in being contacted in the event of an emergency.

In preparation for your journey, please review the following information to ensure that you have all your supporting documentation and monitor the latest travel information.

Guests are required to comply with any governmental requirements to enter or transit through another country at the time of travel. It will remain the responsibility of the guests to ensure they meet all necessary requirements including any necessary visas, proof of vaccinations or other entry requirements should they apply at the time.

We strongly recommend all guests contact their airline prior to departure.

Please monitor the websites below and make sure you are aware of current requirements at the time of travel.

Australia: <https://www.smartraveller.gov.au>

Canada: <https://travel.gc.ca/travelling/advisories>

New Zealand: <https://www.safetravel.govt.nz>

United Kingdom: <https://www.gov.uk/foreign-travel-advice>

United States: <https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html>
Worldwide: <https://www.iatatravelcentre.com/passport-visa-health-travel-document-requirements.htm>

WhatsApp

Download the WhatsApp app on your smartphone or tablet so we can add you to our group when you arrive to share important updates throughout your cruise.

KRC Expeditions Cruises A-Z

We have answered some of the most frequently-asked questions by our guests, so you can quickly get the help and information you need and look forward to an unforgettable journey.

ARRIVALS AND DEPARTURES

Embarkation

Guests are to embark no later than two (2) hours prior to the scheduled sailing time.

Official embarkation and disembarkation information can be found in the “Cruise Schedule” document. All times shown are subject to change without notice. KRC is not responsible for any loss, damages, personal costs, or inconvenience incurred due to such changes. On embarkation day, the ship is cleaned and prepared for your arrival. Most of the ship’s facilities, including your stateroom or suite, will not be available before 3 p.m. We appreciate your understanding and cooperation. Should you arrive at the ship earlier than 3 p.m., you may leave your baggage at the Front Desk and take a walk in the area or relax on the top deck. Please keep your hand baggage with you at all times. Complimentary coffee, water and light snacks will be available for your enjoyment beginning at 4:00 pm. Please note ship services will not be available for guests until 4:00 pm.

Disembarkation

About two (2) evenings before your departure from the ship, your Cruise/Tour Manager will brief all guests about what to expect on the morning of disembarkation and what time to have baggage available for pickup, and will distribute any documentation necessary to make your departure as smooth as possible. All guests must vacate their staterooms and suites no later than 9 am the day of disembarkation so that the staff and crew can prepare for the next group of guests. Breakfast hours are coordinated around airport transfer times, which, in some cases, can be very early in the morning. It is not unusual in some destinations to have airport transfers as early as 4 am. In such cases, we will provide guests with coffee, tea, juices, and pastries from our 24-hour coffee station. Guests will also have packed lunches available for pick-up for your journey home.

Hotel Check-In and Checkout: Most hotels do not allow check-in earlier than 2 p.m. If you arrive at the hotel before 2 p.m., you may need to wait until your room becomes available. Hotel checkout must be no later than 12:00 noon.

TRANSFERS

Transfer & Contact Information

All relevant transfer information will be posted in the TRANSFER & CONTACT INFORMATION link on our webpage once all information from the cruise company has been confirmed.

Airport Arrival and Departure Transfers

On all KRC Cruises a group arrival and departure transfer will be provided. Private transfers are available at an extra cost and are nonrefundable. When you arrive, you will meet your cruise representative at the designated location. If you have booked a private transfer, a representative will be waiting for you outside the customs area. At the end of your trip, you will be transferred to the airport for your flight home. Transfers are only provided on the actual start or end date of the cruise/ tour. Porterage services at the airport are not included with transfers.

There may be a wait period of up to two (2) hours for scheduled group arrival transfers. KRC will not be responsible for late arrivals or missed transfers due to delayed, changed, canceled, or missed flights; for missed cruise/tour extension days; or for extra costs resulting from the aforementioned circumstances.

Guests who have purchased an optional pre- or post-cruise/tour extension or extra nights with Kosher River Cruises hotel stays will be provided transfers as part of the extension or extra nights purchase, as long as Kosher River Cruises has received their flight information no later than 45 days prior to departure.

For all guests making their own flight arrangements, flight information must be given to Kosher River Cruises no later than 45 days prior to departure in order for transfers to be arranged. Your flight arrangements must also be made in accordance with KRC transfer guidelines. For complete details, visit kosherrivercruise.com. If your cruise / tour package does not include transfers (i.e., for flights, KRC recommended transfer time guidelines or if flight details have not been communicated to KRC in time), then please make your way to the ship or hotel as per your itinerary at your own expense.

Private Car Transfers

Private Car Transfers are available on the day of embarkation and disembarkation to/from the airport to your ship for an additional fee. Please see transfer guidelines on the KRC website for details. Please ask your preferred Travel Advisor or KRC for details. In some locations, private

transfers are not available due to the distance between the airport arrival city and the port of embarkation and disembarkation.

Guests With Independent Arrangements

For guests who are making their own way to the ship and who are not using KRC transfer options, we strongly suggest that you check your cruise information packet or call the ship to determine its exact location before proceeding to the dock. The ship's telephone number will be shown on your Cruise Tour Information. Docking assignments can change at the last minute.

AIR TRAVEL ISSUES

Late Flight Arrivals and Missed Flights

If your package includes a Kosher River Cruise arrival transfer and you experience a travel delay of any kind, please follow the guidelines below.

Upon clearing customs in the cruise-only or cruise/tour start city, look for the KRC representative at the designated location listed on your Cruise / Tour Information. If you have booked a private transfer, a representative will be waiting for you outside the customs area. If you cannot find the KRC representative, please contact the ship's reception once in your arrival city. Their contact information is shown in the contact section of your Cruise / Tour Information. If unable to match you up with a scheduled group transfer, the transfer provider will ask you to make your way to the ship or hotel at your own expense. Costs incurred due to missed transfers are the responsibility of the guest, and in most cases, compensation can be obtained from your Travel Protection Plan provider or airline carrier.

If your delay is serious enough that you miss the starting point of your cruise, you will need to get to the next stop on the ship's itinerary at your own expense. Using the ship's phone number shown on your Cruise/Tour Information, please contact the ship for its exact location on your revised date of arrival. The ship's personnel will advise you on the best course of action. KRC is not responsible for missed transfers or additional costs incurred in getting to the next destination due to missed or delayed flights.

Baggage Delays

Baggage delays do unfortunately occur from time to time, especially during peak travel periods. First and foremost, do not leave the baggage area without completing a Lost Baggage Report with your air carrier. This report is essential to the tracking of your claim. If traveling with a companion, we recommend that one (1) person exit the baggage claim area and locate the transfer representative to inform him or her of the situation. This will allow the representative to ensure that transfers are properly provided. Give the air carrier a copy of your travel itinerary and the ship's contact information. Report your lost baggage to the ship's representative and provide your Cruise/Tour Manager with a copy of your Lost Baggage Report. This will assist our staff in helping to locate your baggage as quickly as possible. KRC is not

responsible for loss, theft, or damage to baggage and/or personal belongings. A protection plan covering lost, stolen, or damaged baggage is available through the recommended KRC Travel Protection Plan.

Baggage Allowance & Porterage

The luggage allowance while on tour is one suitcase per person with a maximum size of 76 x 53 x 28cms (30" x 21" x 11") and weight of 23 kilograms (50 lbs). Additional bags beyond the baggage allowance may incur additional charges and are to be settled directly to the Airline or as required. Please check airline luggage requirements directly with your operating airline.

Luggage will be stored under your bed for the duration of your cruise. Please note passengers bringing additional luggage beyond the recommended one piece, may find limited storage in their cabin to store their additional bags.

Luggage handling and porterage of your luggage (as per the luggage allowance above) is included in your KRC Expeditions journey. You may also carry a small backpack or similar hand luggage for the duration of your trip and for shore excursions.

Beverages

Your cruise includes complimentary wine, beer, soft drinks and spirits. Additional drinks outside of these services (top shelf spirits) will be charged to your on-board account.

Complimentary coffees and teas are available at the ship's coffee station 24 hours a day. The lounge also serves specialty coffees and finely-brewed teas on order.

Complimentary beverages are not available during any shore excursion or if there is any alteration to your cruising itinerary that involves third party operators, including hotels and restaurants.

Please refer to your service staff on board for complete details. KRC Expeditions or its cruise partners does adhere to a responsible service of alcohol and does reserve the right to refuse service.

Customs

Full customs procedures are based on your country of embarkation. Upon embarkation, Guest services will collect your passport and securely store it for the duration of your voyage. You may be required to undergo a customs' check at each port of call dependent upon the local regulations. These checks may include checking of passports or carrying and presenting photo identification when ashore. If photo identification is required while ashore, we suggest utilizing your driving license or similar identification in these instances. Our on-board team will ensure you are fully briefed of any requirements prior to disembarkation.

Daily Program

As part of our ongoing commitment to sustainability, a digital version of your daily program can be located on the TV in your suite. This is also available on TV screens located throughout the public areas. A printed copy will also be placed daily in your cabin.

Our daily activity and entertainment program offers choices for you to enjoy across the impressive array of indoor and outdoor spaces.

Dietary Requirements

Please provide as much detail as possible prior to your cruise departure of any special dietary requirements to the KRC Expeditions Reservations team, or your travel agent.

If you have not advised your dietary requirements prior to departure, please let guest services know as soon as you board. Your required food items may not always be available if we do not have advance notification of your dietary needs.

Dress Code

When you are relaxing on board, the dress code is casual and comfortable. Do not forget your swimsuits for the pool, spa and sauna and exercise attire for the gym.

For evenings, while there are no “formal nights;” the recommended-on board dress code is casual/nice for La Cucina Dining. Suggested attire for women includes dress, skirt or slacks with a sweater or blouse, for men includes trousers / pants, and a collared shirt. A tie and jacket are optional, but not required.

In conclusion this is a very laid-back cruise in a tropical climate. Lite clothes, flip flops etc....

Dining

We operate an open seating service - having a free choice of seating allows you to join friends for dinner as you wish. If you are celebrating a special occasion on board, please advise us prior to your cruise. Guests have the option of indoor or outdoor dining in the main dining room. All meals will be buffets with all mealtimes scheduled around tour departures.

Duty Free Alcohol

Guests are allowed to purchase alcohol ashore and bring it on board, however it is the responsibility of guests to be aware of country regulations, including that of their final destination. If guests wish to consume their duty-free purchases, they will be able to do so inside their suites. Please, if you choose to consume outside of your suite in the public areas, please clear it with our Rav HaMachshir for Kashrut reasons.

Kashrut

Unique to Kosher River Cruises, the entire ship will be kosher and under strict supervision. Absolutely no outside food or drink (that has not been distributed by Kosher River Cruises) will be allowed on board without the consent of the Rav HaMachshir or Mashgiach.

Davening

Davening times and onboard locations will be posted in your daily schedule. On Shabbat we will utilize the main lounge for our shul with separate areas for both men and women.

Religious Items

We will have Tefila services every day; including of course Shabbat. Guests should bring their own Talit, Tefilin and Siddur. We will provide copies of the Torah reading. We will also provide Shabbat candles and bentschers.

Shabbat On Board

In accordance with Halacha, we will be docked or anchored for the duration of Shabbat. Those interested in walking the surrounding area (if docked) may do so either on their own or with our guided Shabbat afternoon walking tour. **Please note:** most of our Shabbat docking stations will have no Eruv.

Special Celebrations

If you are celebrating a birthday, anniversary, or honeymoon during your cruise, we will be happy to honor the event. Please advise the KRC Expeditions office prior to your arrival.

Electricity

On board electricity is 220-volt 60 Hz. Your suite is equipped with international power sockets (multi-sockets) and USB Type-A sockets. Additionally, one 110v 60 Hz United States type power socket is provided in every cabin together with shaver socket.

Emergency Contact Information

We suggest you leave a copy of your itinerary and contact numbers with a friend or family member. If there is an emergency at home and friends or family members must contact you on your journey, we suggest they first attempt to reach you directly by contacting the yacht or hotel. The yacht's phone operates on satellite reception. Please note that there may be limited reception when cruising through remote areas.

Emerald Azzurra Contact Information

US Satellite phone number: +1 954 526 7254 Email: gs.emeraldazzurra@emeraldcrucises.com

Emerald Sakara Contact Information

US Satellite phone number: +1 954 399 7836 Email: gs.emeraldsakara@emeraldcruiises.com

Guest Services

Guest services is available from 7am - 12 midnight.

Hairdryers

There is a hairdryer in every guest suite.

Hotel Check-In

For most hotels 3 pm is check-in time. If you arrive prior to this, the hotel may not have your room available.

Internet and Wi-Fi

Complimentary Internet facilities are available, and Wi-Fi is accessible throughout the yacht to utilize your personal electronic devices. We cannot guarantee the availability or quality of the internet connections as this may vary according to destination, weather, or unfavorable terrain. Some sites also may not be accessible due to Emerald Cruises firewall/company protection.

Language

The official language spoken on board is English. All officers, staff and crew as well as local guides and regional specialists speak fluent English. All announcements and lectures will be presented in English.

Laundry

The self-service guest laundry is located on the observation deck. Laundry services are available at an additional charge. There is no dry-cleaning service available.

In addition, guests in our Owner's Suite will have four items and guests in our Terrace and Yacht Suites will have two items laundered daily included.

Medical Service

For your peace of mind, our luxury yacht is equipped with a medical center offering primary care, always staffed by a doctor on call. All medical services will be charged to your on-board account. Sharps boxes are available on request. If you are taking medication, please pack an ample supply of any medicine you are taking (allowing for any travel delays to outbound flights that might keep you away from home for longer), copies of prescriptions and the telephone/fax number of your doctor. Strict drug laws in some countries require that any medication taken on doctor's orders be carried in its original container showing the prescription label. Always keep your medication in your hand luggage. We recommend that you carry a letter from your doctor

stating what medication you require for customs and immigration purposes. You must advise us prior to finalizing your booking of any pre-existing medical conditions that might increase your risk of requiring medical attention, affecting the normal conduct of the cruise and / or the enjoyment of other cruise guests.

Cruising conditions can be unpredictable and rough waters may be encountered at any time. If you suffer from sea sickness, please consult your Medical Practitioner prior to your cruise and always carry the recommended preventative medications. Our resident medical team is available to assist you with additional medication and services if required, with any relevant charges posted to your on-board account.

Physical Limitations

KRC trips are exciting, relatively active vacations. While there will be plenty of time to relax, there will also be much to see and do. Your included excursions generally require an extensive amount of walking, as well as navigating numerous steps. During shore excursions, guests with physical limitations may have difficulty accessing some sites. Please note many of our excursions will require access via the ship's Zodiac motorboats and arrive onshore directly via beach and/or dock landings. Please consult with your cruise director to make sure you will be able to partake of that day's adventure. A full description of the scheduled excursions will take place at each evening's port talks.

In addition, our vessels, while spacious and elegant, are not in compliance with the Americans with Disabilities Act. KRC and their cruise partners, at its sole discretion, reserves the right to refuse passage or to require a current passenger to end his or her trip if the passenger's state of health or physical condition may affect his or her own health, safety, and enjoyment, or that of other passengers.

Use of mobility devices such as wheelchairs, walkers, scooters, etc., is not recommended for travel, and such devices cannot be readily obtained in the region.

On-board Accounts

Please present a credit card when you embark and an on-board account will be opened for you. Discretionary purchases will be charged to your on-board account. The final bill can be settled in cash or by credit card at the end of the cruise. The currency on board is US Dollars.

The only incidentals you need to budget for are top shelf beverages, treatments in the Spa, purchases from the on-board boutique and laundry services to your suite.

Passport and Visa Requirements

As with any international travel, guests are required to hold a passport valid for six months beyond the conclusion of the journey. It is the sole responsibility of each guest to have a valid passport and necessary visas, as well as to comply with entry, health or other requirements of

the countries visited. Emerald Cruises and/or employees and agents are not responsible for passport, visa requirements, entry, health, or other requirements of the countries visited or for any loss sustained by failure to comply with laws, regulations, orders and/or requirements of countries visited.

Guests who do not have the correct visa or other documentation necessary to enter a country may be prevented from boarding.

Once you are on board your passport will be scanned on check-in, and depending on the destination may be kept in the ship's safe, as it is a requirement of international authorities that passports be available for inspection at any time. In some ports, you will be required to carry your passport with you onshore.

Prohibited Items

Under no circumstances may dangerous items (including but not limited to explosives, firearms, combustible, or illegal substances) be taken aboard the vessel.

Certain items that generate heat or produce an open flame are not permitted on board. This includes clothing irons, hotplates, candles, incense, and any other item that may create a fire hazard. Curling irons and hair dryers are allowed and may require a converter.

Illegal drugs or other illegal substances including but not limited to medical marijuana are not allowed on board or may be utilized during the guests' stay, including during transfers to and from ships, inside terminals and during shore excursions. Illegal drugs or substances will be confiscated, and appropriate action taken, which may include removal from the ship and involvement of appropriate authorities. In addition, foreign governments at your luxury yacht ports of call have strict laws that address drug possession. Guests found in violation of such laws are subject to arrest and prosecution by the foreign jurisdiction.

Weapons, explosives, or other items that present a risk of harm to persons or property, are not permitted on board. They will be taken by Ship's Security and appropriate action taken. Guests are not allowed to bring their own scuba gear on board such as oxygen tanks, diving knives, spears, etc.

Safety Drill

Safety during your cruise is our highest priority. On embarkation day of your cruise, there will be a safety drill where all safety procedures, including evacuation scenarios and life vest use during an emergency will be presented. Attendance is mandatory under international law. Your luxury yacht adheres to the strict safety standards of the International Maritime Organization. Emergency information is also posted in your suite.

Shore Excursions

With so much beauty to uncover on your cruise, we've made sure you'll see the very best of every location we visit.

Included Excursions: Each of our wonderful itineraries boasts a selection of included excursions handpicked by our journey planners offering insightful and diverse experiences.

Smoking Policy

Our luxury yacht is a non-smoking vessel in all public areas. There is a designated outside smoking area for guests. All suites, including suite verandas and terraces are non-smoking.

Suite Allocations

Please be aware that suite allocations, as per your Booking Summary are subject to change. Once on board, Guest services will be available should you have any queries.

Tipping & Gratuities

All tips and gratuities are included in your cruise. No further tipping is required.

Tipping and gratuities are also included for all transfer services and portage services to/from our luxury yacht and shore excursions - including all drivers, local guides, regional experts, and any meals onshore included in your Emerald Cruises journey.

Travel Insurance

We strongly advise guests to take out travel insurance to cover any unforeseen circumstances which may arise including, but not limited to; cancellation fees, loss of luggage, medical evacuation, and early return following death of a relative as defined in the respective proposal forms. We recommend you take a copy of your travel insurance documents with you, as some countries require proof of cover.

Vaccinations

Recommended vaccinations and other health protection measures vary for each destination. You should consult your doctor on current vaccinations needed for your destination at least 6 weeks prior to your cruise.

Visitor Policy

In selected ports on request, visitors may be allowed on board. A visitor form is to be completed prior to the cruise. The guests will be informed once approved. Visitors will receive a visitor pass at the ship's gangway after they provide photo identification. Visitors will need to be accompanied at all times.

Water Bottle

In line with our commitment to protecting the sensitive marine and land environments in which we cruise, you will be provided with an Emerald Cruises water bottle once you are on board which can be refilled at the water stations provided.

Wellness Center

Unwind completely in our on-board Elements Spa and Wellness Center, where a selection of indulgent spa treatments includes massages, facials and even a hairdresser. Available at an additional cost.

We have introduced a well-equipped gym for those who like to keep up with their fitness regime, as well as a fitness guide who will hold a variety of classes to encourage you to stretch your legs and find your center during your time on the water.

Wireless Phone & Data Service

Depending on location, you may make and receive phone calls, text messages and other select data services using your mobile phone or device. These charges will be billed by your mobile phone provider and will appear as roaming charges on your bill. Before leaving home, we recommend you contact your provider to confirm a roaming agreement for the destinations visited. Our luxury yacht is also equipped with a phone system that allows you to make direct-dial calls from your suite while at sea. These calls will be billed to your on-board account. Please consult the ship's Guest services for rates. Please note that these on-board technologies utilize satellite equipment and may experience temporary outages.