

 SILVERSEA®

Setting Sail Guide

Information for your upcoming
voyage onboard *Silver Whisper*



Welcome to Silversea

Thank you for choosing to sail with us. Frequently, our guests have questions they would like to ask about their upcoming Silversea voyage, about various policies and guidelines, or what to expect onboard and ashore.

With this booklet, we have tried to anticipate any questions you may have. Inside this guide you will find a general summary of helpful information regarding preparation and packing for your voyage, descriptions of the amenities and facilities onboard our beautiful ships, and preparation for your return journey home. For terms and conditions, please refer to Silversea.com or the Passage Contract attached to your voyage booking.

Whether this is your first journey at sea or your tenth, it is our goal to provide you with an exceptional travel experience you will always remember. If we have not covered a subject that is important to you — or if you have a special request — please contact your travel agent or our Reservations department.

We look forward to welcoming you onboard.

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Prior to your voyage

MY SILVERSEA

Upon receiving your booking confirmation, you will be able to access your "My Silversea" personal login area at www.my.silversea.com.

This platform allows you to conveniently create or update your profile and preferences, pre-reserve your onboard activities and access a host of additional features.

Reservations opening date for reference, :

- Speciality restaurant dinner reservations can be requested from 120 days and up to two days prior to departure;
- Beauty, spa and fitness services can be booked starting from 180 days and up to two days prior to departure;
- Shore excursions are available for reservation as soon as you confirm your voyage you can select your preferred shore excursions.

If you are a member of the Venetian Society, Silversea's guest loyalty club, you can keep track of your past voyage history by logging into "My Silversea."

SPECIAL OCCASIONS

If you are celebrating a birthday, anniversary, honeymoon or other special occasion during your voyage, we will be delighted to celebrate the event with you. Please indicate your special occasion on your Guest Information Form in MySilversea or have your travel agent advise us at least four weeks before departure.

SPECIAL DIETARY REQUIREMENTS

Silversea will make every attempt to accommodate guests with special dietary requirements. If you have any special needs, please note them on the Guest Information Form or have your travel agent fax Silversea Special Services (+ 1 954-759-5049) or email: specialservices@silversea.com at least 120 days before sailing. Extra charges might apply.

AIR INFORMATION

Silversea offers the possibility to personalize your travel journey by booking flights for any voyage during your reservation process through Silversea.com, or via our dedicated Reservation Team.

If you have purchased the flights through Silversea, we kindly ask you to check your airline schedule and ticket names upon receipt to ensure all information is correct. We recommend contacting the airline 72 hours before departure to confirm flight times and check in 24 hours prior to your flight.

Please note: Once tickets are issued, changes may incur additional fees or require purchasing new tickets at your own expense. For seat preferences, contact your travel advisor or the airline directly. Any fees for advance seat selection are the responsibility of the guest. Silversea cannot guarantee specific seat assignments. If you have any dietary restrictions or require a special meal, please be sure to advise the airline, or Silversea, at least 48 hours prior to your scheduled flight departure.

If you have purchased flights and transfers independently, you should allow a minimum of four hours between the ship's arrival/departure time and your flight arrival/departure time. (There are exceptions, please contact your travel advisor or Silversea.) This will allow for unexpected delays including, but not limited to, disembarkation formalities, transfer time to/from the airport, two to three hours for flight check-in, customs/immigration formalities, unanticipated scheduled air or charter flight delays, and baggage claim/transfer.

Guests requiring wheelchair assistance should notify Silversea in advance to ensure appropriate transportation and/or accommodation arrangements are made.

If your flight is delayed beyond your ship's departure time, please contact immediately our Emergency Travel Team +1 855-278-7881.

Additionally, you can find below our local office contacts:

Miami Florida Office: + 1 800 722 9955 or + 1 954 522 2299

London Office: + 44 (0) 844 770 9030

Sydney Office: + 61 (02) 9255 0600

Should you need to contact the ship, you can dial the number below. Please be aware this is a satellite telephone number therefore higher charges may apply.

Silver Whisper Reception: +1 954 414 4240

PRIVATE EXECUTIVE TRANSFERS

Door-to-Door reservations made prior to September 11, 2025 include chauffeured transportation operated by Blacklane from guests' home to the departure airport and return service at the end of their vacation. These services are provided by Blacklane, not Silversea.

Guests must complete their transfer bookings and agree to Blacklane's terms and conditions at www.blacklane.com or via their mobile app. Silversea covers the cost of a pre-determined distance of up to 50 miles for these transfers. If the trip exceeds this mileage, guests can pay directly for the additional miles (costs vary and cannot be quoted in advance).

Prior to your voyage — continued

Blacklane typically offers the possibility to book a ride approximately 300 days in advance. Guests should plan their pickups based on their flight schedules. Silversea is not responsible for delays that could cause guests to miss their flights or cruises. Guests who opt not to use these services can request a non-use credit of 100 USD / €85EUR / £75BPS / 125 CAD / \$125 AUD per person through their travel agent. Blacklane's executive transfer service may not be available in all cities. Please visit [Blacklane.com](https://www.blacklane.com) for coverage details.

For bookings made on or after September 11, 2025, guests will have the option to independently purchase and coordinate their preferred transportation between their airport and their home, separate from Blacklane, providing greater flexibility and choice.

HOTEL AND GROUP TRANSFERS

Silversea offers the opportunity to personalize your travel experience by booking hotels and group transfers for any voyage during the reservation process, available through [Silversea.com](https://www.silversea.com), the dedicated Reservation Team, or your travel agent.

For reservations made prior to September 11, 2025, your booking may already include a pre- or post-cruise hotel night and group transfers between the airport, hotel, and pier, depending on Silversea's air program and flight schedule. This information is detailed in your booking confirmation documentation.

CUSTOMS

Before departing, please consider registering your valuables (e.g. jewellery, cameras, electronic equipment, etc.) with U.S. customs. Although this is not a requirement, it will help to prevent delays in clearing customs upon your return to the U.S. For further information, please consult your travel agent or visit the U.S. Customs Services' website at www.cbp.gov and click on "Travel". If you are not a U.S. resident, contact your local customs office.

EMBARKATION

Embarkation times, port location and terminal name are included in your final voyage documents. Kindly ensure you have updated all your passport information in your MySilversea account. For customs and immigration purposes, you are required to be onboard at least 90 minutes before the ship's departure to meet governmental clearance requirements. Guests arriving too close to the ship's departure could be denied boarding. Once you arrive at the terminal, you will need to show your Silversea voyage documents and your passport. We strongly recommend you keep all necessary documents at hand in your carry-on bag.

MEDICAL INFORMATION

SPECIAL ASSISTANCE

Please note that you are required to complete the special assistance questionnaire found in My Silversea, Guest information Form, Special requests Tab at [Silversea.com](https://www.silversea.com).

HEALTH QUESTIONNAIRE

During the boarding process, you will be asked to complete a health acknowledgment form.

INOCULATIONS

Generally, inoculations are not required in most areas where Silversea travels. However, any requirements that may apply are subject to change so we recommend you verify current guidelines with your travel agent before departure. Please note that when travelling to countries which do require vaccinations, written verification will be needed. Before taking any trip overseas, it is wise to check with your doctor, especially if you are under a doctor's care.

PREGNANCY

Silversea's policy regarding pregnancy is derived from the Cruise Lines International Association endorsement of the American College of Emergency Physicians Health Care Guidelines for Cruise Ship Medical Facilities. This includes the guideline that "pregnant women who have entered the 24th week of pregnancy at any time during the voyage should not be eligible to sail on the ship". It is Silversea's policy that any guest who has entered her 24th week of pregnancy or above, at any time during the voyage, will be prohibited from sailing. The guest and treating doctor should consider before any sailing that there is no obstetrician/gynecologist available on the ship and those pregnancies, when unstable and poorly controlled, are potentially life-threatening, especially without backup.

Please note that during our sailings, pregnant guests may be at sea for several days without any immediate hospital and/or specialised backup. Pregnant guests must please note that if the proposed itinerary is not within the U.S., the availability of specialised shoreside facilities can be problematic. All guests are required to sign a health questionnaire at check-in to ensure they are aware of our pregnancy policy. If you have already booked a cruise or cruise tour and do not meet this requirement, please contact your travel agent or airline.

PRESCRIPTION MEDICATION

For your convenience and wellbeing, you must bring a sufficient supply of any prescription medicine you may need. Prescriptions cannot be refilled onboard, and usually cannot be refilled overseas. To prevent delays in clearing customs, it is also a good idea to travel with a doctor's letter explaining your prescription medication is required for your continued health.

Prior to your voyage — continued

It is also recommended that the medicine remains in its original container with the original pharmacy label intact.

SPECIAL MEDICAL CONDITIONS

At Silversea, your health and safety are our priority. If you have any existing medical conditions that may require our attention, or should you need oxygen for medical reasons while onboard, we kindly ask you to send us a written notification before your voyage to Silversea Special Services, 333 SE 2nd Avenue, Suite 2600, Miami, FL 33131 or by fax to + 1 954-759-5049.

Please note that an oxygen concentrator is the only form of oxygen equipment that Silversea ships can accommodate. Guests wishing to bring their portable oxygen tanks must obtain prior written authorisation from Silversea, as restrictions may apply.

GUESTS WITH REDUCED MOBILITY

Guests who rely upon wheelchairs must bring their collapsible wheelchair. Silversea strongly recommends wheelchair guests to travel with someone who is able to assist them both ashore and at sea, as Silversea is unable to offer special assistance at all times. Silversea does not offer full-time wheelchair service and/or staff fully dedicated to providing guests with wheelchair assistance.

Please note that not all shore excursions are suitable for guests with impaired mobility.

Guests requiring wheel-on and/or wheel-off access must contact Silversea before making a booking. Please note that wheel-on and/or wheel-off access may not be available at some ports of call. Silversea reserves the right to deny boarding to any guest who failed to notify Silversea of such requirement at the time of booking.

By booking passage and by boarding the ship, you represent and warrant you are physically and otherwise fit to travel, and you will comply at all times with applicable rules and regulations of the ship, and the orders and instructions of the ship's officers and medical staff.

Silversea reserves the right without liability to require a guest to disembark and/or to refuse to board and transport a guest who, in the judgment of Silversea or the ship's Master, is unfit to travel or may require care beyond that which Silversea is reasonably able to provide

STAFF AND TRAVEL COMPANIONS

Silversea is pleased to offer unmatched service at sea while offering reasonable assistance to guests who may require additional assistance during their voyage. Please note, however, that we are unable to provide staff fully dedicated to providing guests with wheelchair assistance. Guests requiring full-time assistance will need to travel with a travel companion who will assist them.

WHEELCHAIR AVAILABILITY AND ACCESS

Silversea visits ports around the world, including some of the most remote locations available for cruise ships, which significantly vary their ability to accommodate guests with disabilities including those in wheelchairs. Silversea will attempt to arrange alternative transportation for guests with limited mobility to access port facilities, where available. In each case, the Master of the vessel make a final determination for all concerned guests regarding the advisability of providing such assistance or disembarking guests or mobility equipment taking into account all appropriate factors, including the port's conditions, weather conditions, security conditions, and the equipment to be disembarked.

TENDERING

Many ports of call require guests on the vessels to go to shore by tender craft. If you choose to participate in an excursion which includes tendering, you must be able to negotiate narrow stairs to enter and exit the tenders with limited assistance. When the vessel is required to tender guests, the vessel will not be moored, and a gangway will not be available. During tendering, Silversea is unable to transport wheelchairs or mobility scooters with guests.

What to pack

PACKING ESSENTIALS

DRESS CODE

To help you prepare for your voyage, we've gathered everything you need to know about what to pack what to wear while onboard and ashore. Please visit our [What to Pack](#) page for the latest dress code and packing recommendations.

OTHER ITEMS TO PACK

The Boutique onboard is stocked with some toiletries as well as a few other essential items. However, we do suggest you pack a supply of essential items, since toiletries are often expensive overseas and sometimes unavailable. Also, be sure to pack an ample supply of film/memory cards and batteries for your camera, chargers and cables for all electronic devices you bring, over-the-counter medications and prescription drugs.



PROHIBITED ITEMS

Guests may bring aboard the luxury cruise ship a reasonable amount of clothing and personal effects without charge.

Upon embarkation, our teams will perform security screenings during which we inspect guests belongings and may remove prohibited items outside of the guest's presence. Prohibited items may be confiscated and returned on the last day of the voyage prior to disembarkation.

Such items include:

- Firearms and ammunition, including realistic replicas
- Sharp objects, including all knives and scissors (Please note that personal grooming items, such as safety razors and scissors with a blade length less than 4 inches / 10 cm, are allowed)
- Illegal drugs and substances
- CBD Oil / CBD products
- Candles, incense, coffee makers, clothes irons, travel steamers and hot plates (i.e. items that generate heat or produce an open flame, or any other item that may create a fire hazard). Exceptions include curling irons, hair straighteners, matches and normal lighter. However, "torch lighters" that emit a powerful concentrated flame, and novelty lighters that look like guns, are not allowed
- Hoverboards
- Martial arts, self defence, and sports gear, including handcuffs, pepper spray, and night sticks
- Flammable liquids and explosives, including lighter fluid and fireworks
- Hookahs and water hookah pipes
- HAM radios
- Electrical extension cords, including power strips and/or surge protected strips
- Dangerous chemicals, including bleach and paint
- Perishable food and meat products
- Drones, including toy flying device

LUGGAGE ALLOWANCE

When packing for your cruise, you should consult the luggage allowance guidelines of your airline(s), airport, and/or class of service. Airlines are strictly enforcing these policies, and you may be required to pay additional charges at check-in if your luggage exceeds the weight, size, or number of pieces allowed. Many airlines limit each piece of luggage to 23 kg (50 lbs) or less.

Since airline policies frequently change, we strongly recommend that you or your travel agent contact the airline(s) directly for the most up-to-date baggage allowance policies and weight/size restrictions. These details are regularly updated on most airline websites.

Please note that you are fully responsible for any luggage fees imposed by the airline(s) upon check-in. Silversea is not liable for any costs

associated with checked or carry-on luggage, or for items confiscated at security checkpoints.

In accordance with airport security regulations, we recommend carrying travel documents (passports, visas, vaccination verification, voyage and air tickets), medications, and valuables in your hand luggage. Liquids, fragile, perishable, or otherwise unsuitable items are transported at your own risk.

Additionally, transfers, land programs, and charter flights booked via Silversea may have further baggage limitations. Your final travel documents will include specific details of these restrictions, if applicable.

While every effort is made to deliver luggage to your suite upon embarkation, delays may occur due to customs procedures beyond the ship's control.

LUGGAGE FORWARD

In partnership with LuggageForward, Silversea offers an optional luggage handling program designed to make your journey seamless and stress-free. This service allows you to have your luggage conveniently handled, beginning and ending at your front door.

We offer both round-trip and one-way service options, with pricing based on the weight and number of pieces to be shipped. Your luggage tags will arrive up to one week prior to your pickup location, and the pickup date is determined based on your destination. Each piece of luggage is insured up to a maximum of USD \$500, with additional coverage available. Exceptions may apply. Booking your LuggageForward service is easy. Simply prepare your booking information, visit the LuggageForward Silversea Landing Page by clicking [here](#), and follow the instructions.

For additional details, fares, and general information, please contact LuggageForward directly at support@luggageforward.com or via the phone numbers listed below. When contacting them, be sure to include your Booking Number, Suite, Ship, and Sail Date.

TRAVEL DOCUMENTS

To ensure your journey runs smoothly, please remember to bring all required travel documents. These include air and voyage tickets, passport, visa and, if required, medical card inoculation verification. Please be aware that security measures imposed by overseas governments may change from time to time. It is your responsibility to secure all relevant documentation for your trip. If any guest fails to obtain and to have such documents readily available, that guest may be denied boarding and accommodation, or they may be disembarked during the voyage.

Note: Your passport must be valid for six months following your return date.

We require all guests to provide us with the above-mentioned documentation in order to board our vessels. Should you have any questions regarding travel documents, please consult your travel agent for advice.

While onboard

COMMUNICATION AT SEA

Communication via satellite onboard is a significantly different experience compared to high-speed connections onshore.

The signal travels in a similarly manner to radio waves but at much greater distances. That is why onboard internet access can be inconsistent and cannot be guaranteed at all times. Satellite communications can be affected by weather and the ship's location. As such, there may be temporary outages of any satellite-provided service, including internet, mobile phones, in-suite phones, television broadcast channels and world news summaries.

Considering these limitations, internet access is best used for email communication and web browsing. Certain websites and services may be restricted due to limited bandwidth. Certain online activities require high bandwidth and would be more frustrating than enjoyable.

INTERNET ACCESS

All guests will be granted complimentary, unlimited standard Wi-Fi for one device at a time. Guests sailing in an Owner's, Grand, Royal or Silver suite will receive complimentary unlimited premium Wi-Fi for one device at a time. Standard Wi-Fi is provided at regular satellite speed – ideal for emailing, web surfing, chat or similar. It is not suitable for video, audio calls, or streaming. Premium Wi-Fi access is suitable for all kinds of applications, including video and audio call and streaming.

Premium Wi-Fi is available at an additional charge and will provide access for up to four devices simultaneously. You may use your own laptop to conveniently access the wireless internet and personal email services from the privacy of your own suite, and throughout the ship.

MOBILE PHONE AND DATA SERVICES

You can send and receive phone calls, text messages and other select data services on your smartphone or device while onboard. You will be billed by your home mobile phone provider; calls, text messages and data will appear as roaming charges on your bill. Before leaving home, you should contact your provider to confirm a roaming agreement and the applicable rates. Each suite is equipped with an in-suite telephone system that allows you to make direct-dial phone calls from your suite while at sea. Calls will be billed to your onboard account. Please consult the ship's Reception Desk for the current rate, which (at time of printing) is USD 5 per minute.

The ship's Internet service is a very reasonably priced alternative to phoning. Should someone wish to reach you while you are at sea, please refer to the "Leave Behind Information" provided in the final voyage documents.

PRESSREADER

It is recommended that you download the **PressReader application** before joining the ship to enjoy a variety of complimentary newspapers from around the world once onboard, directly from your iPad/iPhone or Android device. The application is free to download from the Apple App Store and Google Play Store. Once onboard, visit the Silversea Portal page then follow the PressReader link to connect and enjoy a worldwide selection of newspapers from our offline library.

ELECTRICAL APPLIANCES

For your convenience, 110-volt (U.S. current) and 220-volt (European current) outlets are provided in your suite, accommodating small appliances without the use of adapters or electric converters. USB-A sockets are available in all suites. A hairdryer is provided in each suite. Irons are available in the launderette for your convenience.

It is recommended that you pack an international adaptor.

TV

In-suite television programming is also available 24 hours a day offering movie channels and news channels such as CNN, BBC World, Fox News and ESPN. All TV channels depend on satellite reception and are subject to change. On your TV you will also find information such as menu previews, onboard activities and details about our ports of call.

ALL-INCLUSIVE

On board our ships, you'll enjoy world-class restaurants, 24-hour in-suite dining, butler service, and spectacular entertainment.

A selection of soft drinks, water, wines, spirits, and Champagne are complimentary throughout the ship. Your in-suite refrigerator and bar will be replenished upon request with your preferences. (A selection of premium wines, Champagnes and spirits are available at an additional charge.)

While onboard — continued

Silversea reserves the right to refuse to serve anyone who in our sole judgment may be under the influence of alcohol, or for any reason necessary to preserve the health and safety of guests and employees). Guests must be 21 years of age or older to purchase or consume alcohol.

GRATUITIES

All hotel service gratuities are included in your voyage fare and in the spa. Gratuities for services received shoreside are at your discretion.

DINING OPTIONS

Silver Whisper features a variety of four onboard dining venues including La Dame, The Restaurant, La Terrazza, The Grill, plus 24-hour in-suite dining.

Restaurant reservations for our specialty restaurants can be requested on your "My Silversea" personal login area at www.my.silversea.com starting from 120 days and up to two days before your departure date.

THE RESTAURANT

Sparkling with silver, crystal and candlelight, Silversea's main dining room serves contemporary, international cuisine with sophisticated elegance and impeccable service. Menus feature regional specialties unique to the voyage destination, for example, Roasted Chilean Sea Bass while cruising the Chilean fjords and Indian Chicken Korma en route to Mumbai. The Restaurant aboard this luxury cruise ship offers open-seating dining, which means there are no assigned times, no assigned tables. You are free to dine when, where and with whom you please.

Location: Deck 4

Capacity: 332 guests

Opening hours: Breakfast, lunch and dinner (dinner: 18:30 - 21:00)

LA DAME

Silversea's signature French restaurant, La Dame is the epitome of fine dining. Featuring the rich, smooth flavours of France, La Dame's reputation for gastronomic excellence is fully upheld aboard Silver Whisper. Expect only the very best; chic contemporary style, vast ocean-view windows, crisp white table linens and impeccable white-gloved silver service with a smile. Decorated with custom-made interior panel compositions created by Lalique, there is no better place to feel the culinary soul of France than in La Dame.

Location: Deck 7

Capacity: 30 guests

Opening hours: Dinner only (18:30 - 21:00)

Fee: USD 60 per person

Reservation is required

LA TERRAZZA

Iconic hallmark of Silversea dining, La Terrazza offers authentic recipes and the freshest ingredients from our distinctive Italian heritage. Enjoy all the tastes of the different regions, including the best homemade pasta, perfect antipasto, bowls of steaming risotto, hearty ragu and delicious tiramisu. Be sure to try one of the bold wines from the cellar, to wash it all down.

La Terrazza is open for casual, buffet-style breakfast and lunch with indoor or *al fresco* dining on the outdoor terrace. During the evening, La Terrazza transforms into an *à la carte* traditional Italian restaurant.

Location: Deck 7

Capacity: 183 guests (80 guests for dinner)

Opening hours: Breakfast, lunch and dinner (dinner: 18:30 - 21:00)

Reservation is recommended for dinner

THE GRILL

A Silversea staple, The Grill is where casual dining meets impeccable taste. Savour the best of land and sea, from marbled steaks to seared branzino in a relaxed atmosphere overlooking endless blue. Pair the perfect glass of wine with your dish, enhancing each bite with every sip. And for the ultimate finale, end with a decadent dessert.

Location: Deck 8

Capacity: 88 guests (80 guests for dinner)

Opening hours: Lunch and dinner only (dinner: 18:30 - 21:00)

Reservation is recommended for dinner

IN-SUITE DINING

You can order from our Room Service menu 24 hours a day.

Opening hours are for reference only. For precise opening hours, please refer to the Daily Chronicles provided on board.

BAR, LOUNGES AND OTHER PUBLIC AREAS

ATRIUM

The Atrium aboard provides a unique space at the heart of deck 5. Filled with natural light, a beautiful and spacious bar blurs the line between traditional bar and modern brasserie, and offers an all-day drinks and snack venue, hosted in a relaxed, welcoming atmosphere. The elegant cafe serves light bites, as well as smoothies, fresh juices, bespoke cocktails, and wine by the glass from our extensive drinks menu, and is the ideal place to meet your friends, grab a coffee or aperitif and plan your next adventures.

Location: Deck 5

While onboard — continued

THE SHOW LOUNGE

Every seat in this multi-tiered venue enjoys a clear view to the stage. Applaud a broad spectrum of entertainment presented during the cruise—from full-scale production shows and classical soloists, to cultural entertainment and feature films. Throughout your voyage, the luxury cruise ship's The Show Lounge also presents port talks, enrichment lectures and a variety of special events.

Location: Deck 6

Capacity: 310 guests

THE PANORAMA LOUNGE

From early morning to late at night, the Panorama Lounge offers a haven of escape. This is an ideal place to unwind, enjoy afternoon tea, listen to the pianist and watch the setting sun. The drinks are complimentary aboard this luxury cruise, the music live and inviting. Enjoy dancing to a range of musical styles for every taste from standards to the latest club mixes.

Location: Deck 8

THE CASINO

Roulette, Blackjack and slot machines are available in The Casino for guests 18 years of age and older. Cash advances on your credit card may be arranged in The Casino. The Casino will be closed while in port and on occasion due to local government regulations. Hours will be posted onboard in the daily Silversea Chronicles and My Cruise.

Location: Deck 8

THE CONNOISSEUR'S CORNER

The Connoisseur's Corner offers exceptional cognacs for purchase, along with an extensive selection of premium cigars.

Location: Deck 8

OBSERVATION LIBRARY

Set on the highest level at the very top of the ship, this is a quiet space for reading and reflection while being dazzled by the undulating seascapes that are constituent to life on board. Borrow a book from the in-house library, read the papers or just embrace the tranquillity of being at sea.

Location: Deck 10

POOL DECK

At the outdoor heated swimming pool and whirlpools, you will find chaise loungers and a supply of towels. Please note, there is no lifeguard on duty, and your use of the pool is at your own risk.

Location: Deck 8

FITNESS, SPA AND BEAUTY SALON

FITNESS CENTRE

Open daily, you can tone up at the Fitness Centre with a workout, and then relax with a sauna. The Fitness Centre features a variety of modern equipment. Aerobics, yoga, Pilates and circuit training classes are offered.

Special classes, private fitness instruction and fitness sessions with the onboard fitness instructor are also available for an additional charge.

Location: Deck 10

Opening hours: from 6:30 am to 8 pm

ZAGARA BEAUTY SPA

Relax, rejuvenate and renew all your senses. The Zagara Beauty Spa by Silversea is a sanctuary of pure bliss... Sweeping sea views from the floor-to-ceiling windows, nine treatment rooms, an acupuncture suite, relaxation areas and a dedicated outdoor whirlpool allow delectable indulgence on board. Invigorating therapies including facials, body wraps and massages, plus men's and women's saunas and steam rooms are perfect for relaxing before your spa treatment or after your workout.

Location: Deck 10

Opening hours: from 8 am to 8 pm. Later appointments until 10 pm are available on request.

Reservation is required. Additional charges apply.

BEAUTY SALON

Our committed and competent team of beauty therapists is here to help keep your hair, nails, skin, and body healthy and happy. To view the complete selection of services and reserve the dates and times you prefer, visit My Silversea from 180 days and up to 48 hours before your voyage or onboard the ship, with our spa concierge.

Location: Deck 10

Opening hours: from 8 am to 8 pm

ENRICHMENT AND ENTERTAINMENT

Destination specialists, experts from the world of food and wine, celebrities, artists, guest speakers and renowned authors will travel on selected voyages, offering culturally immersive experiences from a unique perspective. These carefully curated events have been designed with our partners to engage, enlighten and enrich your time onboard.

While onboard — continued

SHORE EXCURSIONS

Booking a Silversea Shore Excursions ensures peace of mind. With options from small groups to private tours, our excursions are tailored to match your personal travel style with safety and reliability guaranteed. Our operators are fully vetted, insured, and among the best available in each port. In the unlikely event of any issues, we will assume responsibility, and the ship will wait for delayed excursions, providing you with a worry-free experience.

RESERVATION

You can book your Shore Excursions as soon as you have purchased your cruise. Please note that some tours may require a minimum number of participants or have limited availability. To secure your preferred options, we recommend booking early through MySilversea. Shore Excursions can be booked up to two days prior to sailing.

In the event that your Shore Excursions reservation is waitlisted, our goal is to help every guest make the most of their time ashore. Our Destination Experiences team works closely with local providers to accommodate all reservations. Some tours have limited availability, and while we cannot always guarantee participation, we will do our best to confirm your booking. Waitlists are managed by the Destination Experiences team prior to the sail date and by the Shore Concierge team onboard, in the order requests are received.

INCLUDED SHORE EXCURSIONS

Door-to-Door and Port-to-Port bookings made prior to September 11, 2025 include shore excursions within the limit of one per guest per port per day.

ALL-INCLUSIVE PLUS FARE BOOKINGS

All-Inclusive Plus Fare bookings made on or after September 11, 2025 include a shore excursion credit which can be applied to Highlight Experiences, Signature Experiences and Private Experiences reservations.

NEW PAYMENT METHOD

Starting on September 11, 2025, Silversea introduced a new payment method for all optional Shore Excursions reservations.

If you booked your optional Shore Excursions(s) prior to September 11, 2025, you will continue to pay for these Shore Excursions on board.

If you booked your optional Shore Excursions today, September 11, 2025, or plan on making a future Shore Excursions booking, you will now be able to pay for your Shore Excursions on MySilversea (with the exception of Custom Experiences and Overland Experiences, which you will be able to pay with our Reservation Team).

Please note that Shore Excursions reservations need to be paid for in full on MySilversea within 24 hours of the reservation being made.

Shore Excursions reservations will expire if the payment is not received within 24 hours.

CANCELLATION

The majority of tours have a 48-hour minimum cancellation notification, but some tours can have a cancellation fee from the moment of booking.

Please read the 'Please Note' section of the tour description carefully to understand your Shore Excursions cancellation times. You may cancel tours by logging in to MySilversea and selecting the previously reserved tour, up until two days prior to sailing and refund to the original payment method will be done accordingly. You may also edit the number of tickets required. If a tour requires more than two days' notice of cancellation, and you cancel after the deadline noted, you are still responsible for any penalty charges, up to 100%. If you wish to cancel a tour within two days of sailing, please stop by the Shore Concierge Desk as soon after embarkation as you can. Further advice on tour cancellation dates and times are advised on the tour booking form and in your tour ticket. Please pay close attention to these dates and times and return tickets to the Shore Concierge Desk prior. No exceptions can be made and we thank you for your understanding.

BOOKING & TICKETS

A Shore Excursions booking form is provided in your suite and at the Shore Concierge desk. Complete and leave it before the deadline. Tickets will be delivered to your suite and charged to your onboard account. Overland and custom excursions must be pre-paid via your reservation agent; some overland experiences may still be purchased onboard if available.

ACCESSIBILITY & SUITABILITY

Silversea offers activities for all physical capabilities, with excursions clearly marked by activity level. We also provide accessible excursions with adapted vehicles (ramps or lifts) for guests with mobility devices, whenever they are available. Guests must be seated on a wheelchair or scooter to use these facilities. Please review excursion descriptions carefully, especially the "Please Note" sections.

For questions about excursion suitability, contact the Shore Concierge at shoreconcierge@silversea.com before your voyage or visit the desk onboard.

TAILOR-MADE & PRIVATE TOURS

If you're sailing in a Medallion Suite or above, or you have 100 VS Days or more, our team of Destination Experts can tailor your shoreside exploration to your interests, transforming each port into a personalized, authentic discovery. Choose from our catalog of Shore Excursions or create a custom adventure to elevate your voyage.

Contact information:

844-885-8419 or destinationexpert@silversea.com

FINANCIAL MATTERS

CARRYING MONEY

Silversea does not limit the amount of money you may carry during your voyage. For safety reasons, we recommend you take precautions and do not carry excessive amounts of cash. Many purchases can be conveniently made using credit cards or travellers cheques and do not require cash transactions. Silversea is not responsible for any loss of money.

CURRENCY EXCHANGE

It is a good idea to exchange some money at a bank before leaving home. Most international airports also offer currency exchange though they often charge higher fees than banks. We do not provide currency exchange onboard at all. The only currency the ships carry onboard is U.S. dollars. A 2% transaction fee will be charged for all cash advances or cash out of U.S. dollar traveller's cheques. Cash-outs are limited to USD 200 USD per day/ maximum of USD 1,000 per voyage due to limited funds carried onboard.

MAKING PURCHASES ABROAD

If you plan to make any major purchases abroad, we recommend that you use your credit card ashore wherever it is accepted. This will often ensure you receive a better exchange rate than what is offered locally.

YOUR SHIPBOARD ACCOUNT

Upon embarkation, you will be asked to register your VISA®, Master Card® or American Express® credit card number and expiration date, which must be valid through the final day of your voyage. All charges for services provided and products purchased onboard must be settled in cash (U.S. dollars), by U.S. dollars traveller's cheques or above listed credit cards before final disembarkation from the ship. Foreign transaction fees are possible. Authorisation holds may be made on credit card purchases.

TRAVELLER'S CHEQUES

Traveller's cheques in U.S. dollars may be used to pay your shipboard account.

ONBOARD SERVICES AND FACILITIES

BOUTIQUE / SHOPPING

The Boutique offers a selection of designer fashions, perfumes and Silversea logo items. Toiletries and convenience items are also available for purchase. We welcome you to come in and browse. Shops are closed while in port and on occasion due to local government regulations. You will find Boutique hours indicated daily in the Silversea Chronicles. The Boutique will be closed while in port due to customs regulations.

FUTURE CRUISE SALES

Located at the entrance of La Dolce Vita, deck 5, our Future Cruise Team is available to assist you with future itineraries. Book your next voyage during your stay and enjoy up to 5% onboard savings plus additional savings on selected voyages. Your travel agent or personal cruise consultant receives full credit for your booking onboard and you keep your onboard savings. In addition, here you can learn about the exclusive privileges and benefits of our Venetian Society, a membership programme for guests who have sailed previously with Silversea.

GUEST RELATIONS SERVICES

Each ship offers the services of a Guest Relations Manager who can assist you with any number of personal needs, reservations, information and other special requests.

LAUNDRY/VALET SERVICES

Complete valet services, including laundry, pressing and wet cleaning, are available and may be arranged through your butler. Customary charges will apply. A complimentary self-service launderette offers washing machines, dryers, irons and laundry supplies.

The launderettes are located on decks 5, 6, 7, 8, 9, 10 and 11.

Guests sailing in an Owner's, Grand, Royal or Silver suite have complimentary laundry, pressing and wet cleaning.

MAIL

Postage and mailing services are available onboard depending on the sailing region.

MEDICAL SERVICES

Each of our ships is equipped with a Medical Centre. Please refer to the Daily Chronicles for opening hours. When docked, supplementary emergency care may also be obtained through local medical facilities. Guests may be charged for medical services and for medications used for their medical treatment. The Medical Centre is not intended or designed to provide ongoing treatment for pre-existing conditions or for extended critical care, and Silversea is not responsible for the diagnosis, treatment or services furnished by shipboard medical personnel. Guests requiring oxygen for medical reasons are welcome to bring an oxygen concentrator onboard. Guests wishing to bring their own portable oxygen tanks must obtain prior written authorisation from Silversea, as restrictions may apply. (For additional details, see the Passage Contract.)

SHOESHINE SERVICE

Complimentary shoeshine service is available to all guests upon request.

RELIGIOUS SERVICES

Unhosted and non-denominational religious services are held onboard ship on Sundays. During holidays, Catholic and/or Jewish clergy will be onboard whenever possible.

While onboard — continued

OTHER POLICIES

ITINERARY VARIATIONS

It is our goal to follow our ship's schedule and itinerary as planned. However, conditions beyond the control of Silversea, such as weather, may occasionally make it necessary to alter an itinerary. You will be notified of any required deviation as soon as possible.

PETS

We are unable to accommodate pets of any kind on any Silversea voyage.

DRONE POLICIES

Please note that due to the varied port authority laws concerning drone usage, and in the interest of passenger safety and ship security, Silversea prohibits the use of all aerial drones.

SAFETY PRECAUTIONS AND PROCEDURES

It is mandatory that all guests participate in a safety drill, which is normally scheduled to take place before departure from the port of embarkation. Please note that emergency information is posted in your suite.

SMOKING

At Silversea, the safety of all guests is paramount. To ensure a comfortable environment for all, smoking is prohibited in most public areas, guest suites, and suite balconies. However, cigarette, e-cigarette, cigar, pipe, and vaporizer smoking is permitted in the Connoisseur's Corner (Deck 8) – both indoors and outdoors.

Silversea kindly requests that all guests respect the non-smoking areas.

VISITORS ONBOARD

If you would like to make arrangements for visitors to board the vessel, please have your travel agent contact Silversea Special Services. Requests should be made in writing no later than 14 days before departure.

Silversea may limit the number of visitors permitted onboard or not allow visitors in certain destinations.

VALUABLES

Your suite is equipped with a personal safe, located inside your walk-in wardrobe. Please take great care with your money, jewellery, cameras, binoculars, documents and any other articles that you retain in your personal control or keep in your suite, as Silversea is not responsible for damage to, or loss of, these items.

Back home again

CUSTOMS AND DUTY FREE PURCHASES

On your return flight home, the airline will provide you with a Customs Declaration Form. If you plan to make numerous purchases abroad, please keep all sales receipts handy in your carry-on bag to help you complete this form. U.S. customs will permit each traveller to return to the United States with no more than USD 800 worth of merchandise purchased abroad without paying duty. You will be charged a 10% duty for the next USD 1,000 worth of purchases, and on purchased items that total more than USD 1,400, you will be assessed an additional rate based on the retail value from the country of origin. Limits on tobacco and liquor are as follows: 100 cigars or 200 cigarettes and one litre of wine, beer or liquor.

DISEMBARKATION

Disembarkation instructions will be provided onboard towards the end of your voyage.

Disembarkation begins shortly after clearance by local customs. On disembarkation day, you should plan to vacate your suites by 8 am and disembark the ship before 10 am at the latest.

