

 SILVERSEA®

# Setting Sail Guide

Information for your upcoming  
voyage onboard *Silver Wind*



## 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's Voyage Atlas, Silversea.com or the Passage Contract attached to your voyage booking.*

*Within this guide, you will find an Introduction to "Zodiac® Landing Craft". By familiarising yourself with this information, you will be better prepared for your onboard instruction sessions with the Expedition Team.*

*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

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The "My Silversea" personal login area is available at [www.my.silversea.com](http://www.my.silversea.com). The system allows you to conveniently create or update your profile and preferences, arrange activities and access a host of additional features.

For instance, 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. 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."

## LUGGAGE ALLOWANCE

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Luggage allowance guidelines/fees vary by airline, airport and/or class of service. Airlines are strictly enforcing these policies and you may be required to pay additional charges at check-in should the weight and size of your luggage be outside the airline's set policy and/or the number of pieces exceeds the free luggage allowance. Many airlines limit each piece of luggage to 23 kg (50 lbs) or less. Since the airlines change their policies frequently, we strongly recommend that you or your travel agent contact the air carrier(s) directly for the most up-to-date baggage allowance policies and weight/size restrictions. These policies are updated regularly on most airline websites. Please note that you are fully responsible for any luggage fees imposed by the airlines upon check-in. Silversea is not liable for any costs associated with checked or carry-on luggage, or any items confiscated at the security checkpoint.

Silver Shore Transfers, Land Adventures and charter flights may have additional baggage limitations. Your final travel documents include the details of the luggage limitations, if applicable.

In accordance with airport security restrictions for carry-on baggage, we recommend you carry travel documents (passports, visas, inoculation verification, voyage and air tickets), medications and valuables by hand. Liquid, fragile, perishable and other articles not suitably packed are transported at your own risk.

While every effort is made to deliver luggage to your suite upon embarkation, delivery may be delayed due to strict customs formalities, which are beyond the ship's control.

## CHARTERED FLIGHTS

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As part of the most complete and seamless journey to Antarctica and the Arctic, Silversea offers included charter flights on eligible voyages. For

more information on the gateway destinations visit Silversea's Antarctica, Arctic and Greenland voyages at [silversea.com](http://silversea.com)

A letter will be attached to your final documentation and include the airline, flight number, departure/arrival times, airports, and luggage allowance.

As a guideline, the luggage limits are usually as follows, however, these guidelines are subject to change.

Carry-on: one piece, 8kg (17.5lbs) and one personal item such as a purse or laptop. Checked baggage: one piece, 23kg (50lbs). Seat assignments will be given at airline check-in. These luggage limits are given only as a guideline and the final restrictions will be included in your final documentation.

## AIR INFORMATION

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Silversea offers the possibility to personalize your travel journey by booking flights for any voyage during your reservation process through [Silversea.com](http://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.

## *Prior to your voyage — continued*

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 Wind Reception: +1 786 292 4321

### **PRIVATE EXECUTIVE TRANSFERS**

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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](http://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).

### **HOTEL AND GROUP TRANSFERS**

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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, 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**

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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](http://www.cbp.gov) and click on "Travel". If you are not a U.S. resident, contact your local customs office.

### **EMBARKATION**

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Embarkation times 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.

### **TRAVEL DOCUMENTS**

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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.

### **SPECIAL OCCASIONS**

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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.

### **MEDICAL INFORMATION**

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#### **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.

#### **Health Questionnaire**

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

## *Prior to your voyage — continued*

### **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 voyage or voyage 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. 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 on board, we kindly ask you to mail a written notification before your voyage to Silversea Special Services, 1050 Caribbean Way, 5th floor, Miami FL 33131. In addition, we kindly ask you to email a copy of your letter to [specialservices@silversea.com](mailto:specialservices@silversea.com) or Fax at 954-356-5881.

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**

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Itineraries on a Silversea expedition voyage offer many expedition activities that will require guests to have good mobility and be in good overall health. Some expedition activities may require prolonged periods of physical activity, including standing, walking, hiking, climbing, swimming, diving, or negotiating uneven or slippery terrain. If at any point prior to booking or otherwise sailing on your voyage, you become concerned about your fitness to travel, please contact your local Silversea office, travel agent, or email us directly at [specialservices@silversea.com](mailto:specialservices@silversea.com) to let us know how we may assist you.

### **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 vary significantly 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.

### **Zodiac Transportation**

Many ports of call require guests on the vessel to go to shore by Zodiac. Additionally, on many occasions, you may only embark and disembark the vessel by Zodiac. If you choose to participate in an excursion which includes Zodiac transportation, you must be able to negotiate narrow stairs to enter and exit the Zodiac with limited assistance. When the vessel is required to launch Zodiacs, the vessel will not be moored, and a gangway will not be available. During Zodiac transportation, Silversea is unable to transport wheelchairs or mobility scooters with guests.

### **SPECIAL DIETARY REQUIREMENTS**

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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 (+ 1 954-356-5881) or email: [specialservices@silversea.com](mailto:specialservices@silversea.com) at least 120 days before sailing. Extra charges might apply.

# What to pack

## PACKING ESSENTIALS

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### ONBOARD DRESS CODE

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

### ASHORE DRESS CODE

The right gear is essential for enjoying the full experience of your Silversea Expedition without the limitations of weather and other conditions of each remote destination. Clothing that can be layered to accommodate different temperatures is most versatile and comfortable. When visiting certain sacred sites or attending certain ceremonies,

guests should show respect for the local culture by not wearing shorts or skirts above the knees or women with bare shoulders.

A detailed packing list is provided at:

<http://www.shiptoshoretraveler.com/silversea>

### 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.



# While onboard

## COMMUNICATION AT SEA

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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 1.50 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

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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.

## ALL-INCLUSIVE

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Onboard our ships, you will enjoy 24-hour gourmet dining, in-suite dining, butler service and complimentary shore excursions every day.

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.)

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.

## While onboard — continued

### DINING OPTIONS

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*Silver Wind* features a variety of 4 onboard dining options plus 24 hours in suite dining.

#### LA TERRAZZA

Offering the very best of Italian cuisine, La Terrazza's freshly made authentic *à la carte* dishes are complimented by a wide range of complimentary wines, even in the most remote of destinations. Using only the best seasonal produce, La Terrazza offers buffet restaurant for breakfast and lunch with indoor or *al fresco* seating and is transformed into an intimate Italian restaurant for dinner.

Location: Deck 7

Capacity: 110

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

Dinner reservation is recommended

#### THE RESTAURANT

Sparkling with tales of adventure, bonhomie and like-minded friends, The Restaurant offers contemporary, international cuisine created by our most talented chefs. Menus feature regional specialities unique to the destinations you visit on your voyage. The Restaurant on board this luxury ship offers open-seating dining, which means there are no assigned times and no assigned tables.

Location: Deck 4

Capacity: 242

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

#### THE GRILL

The Grill featuring "hot rock" dining under the stars. This fun, interactive cooking concept allows you to grill your own seafood and prime meats directly at your table on a heated volcanic rock plate.

Location: Deck 8

Capacity: 40

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

Reservation is recommended for dinner

#### LA DAME

After a day of trekking through tundra and whale watching, indulge in an evening of palette pampering, where fine wines are complemented by a set bespoke menu of regionally-inspired dishes in an intimate, elegant setting. An extraordinary six-course experience celebrating the world's most distinguished wine regions complete the finest dining at sea.

Location: Deck 4

Capacity: 28

Dinner only (18:30 - 21:00)

Fee: USD 60 per person

Reservation is required

#### 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

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#### DOLCE VITA

With complimentary cocktails and engaging conversation, live music and a dance floor, Dolce Vita on board *Silver Wind* welcomes you to mix, mingle and enjoy "the good life". When living such experiences as these, there is never a dull moment!

Location: Deck 5

Capacity: 83

#### EXPLORER LOUNGE

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

Location: Deck 6

Capacity: 275

#### 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.

Location: Deck 9

Capacity: 36

#### PANORAMA LOUNGE

Relax and unwind in the Panorama Lounge, a sophisticated yet amicable space offering cinematic ocean views as you enjoy your voyage.

Location: Deck 8

Capacity: 92

#### CONNOISSEUR'S CORNER

If you appreciate good cognac or premium cigars, be sure to visit the Connoisseur's Corner to see the ship's exceptional selection.

Location: Deck 8

Capacity: 8

## While onboard — continued

### 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

### Photo Studio

The Photo Studio offers a multitude of options to take your pictures from inside your camera to onto your walls. A vibrant, creatively inspiring space where you can not only master the art of digital photography with masterclasses in editing, Adobe Lightroom and Photoshop, but also an editing suite where you can print images (including postcard, panorama and A2 prints). There is state-of-the-art equipment for both MAC and PC users, highly technological printers plus a dedicated photo manager to guide you through the many techniques to help you define yourself as a serious photographer. Even smartphone photographers can become pro level with specialised training on how to use your camera phone to its best possible advantage.

Location: Deck 5

Printing fee applies.

## FITNESS, SPA AND BEAUTY SALON

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### Fitness Centre

Whether you are a serious keep fit fanatic or casual athlete, you will find what you are looking for in *Silver Wind's* Fitness Centre. Expertly designed classes and personal training sessions make sure that you keep in shape.

Location: Deck 9

Opening hours: from 6:30 am to 8 pm

### ZAGARA Beauty Spa

Relax your body and mind in this luxurious ship's soothing spa sanctuary. Indulge in a wide range of invigorating therapies including facials, body wraps and massages. Men's and women's saunas and steam rooms are perfect for relaxing before your spa treatment or after your workout.

Location: Deck 9

Opening hours: from 8 am to 8 pm.

### ZAGARA Beauty Salon

A full range of Zagara Beauty Salon services is available for both men and women including hairstyling, manicures and pedicures.

Location: Deck 9

Opening hours: from 8 am to 8 pm.

## ENRICHMENT AND ENTERTAINMENT

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*Silver Wind* is staffed with an enthusiastic and informative Expedition Team, and each voyage is hosted by leading naturalists who share their expert knowledge of each area's unique wildlife, history, ecology and geology. From educational lectures and expedition recaps in the Show Lounge, to guided field studies ashore, they offer great insight on the nature and culture of the day's destination.

## EXPEDITION ACTIVITIES

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Every Silversea Expedition features complimentary expedition activities led by the Expedition Team. Activities such as Zodiac cruises, kayaking, and hiking vary daily for each itinerary. They are dependent on weather and sea conditions and designed for most levels of interest and physical ability.

Age Requirements for Expedition Activities:

- Zodiac Cruises: Minimum age 5 years, accompanied by an adult.
- Kayaking: Minimum age 14 years when accompanied by an adult, or 16 years to participate solo.
- Polar Plunge: Minimum age 12 years, accompanied by an adult.

As Silversea does not provide childcare services, an adult family member must remain onboard with any child who does not meet the minimum age requirements..

## SHORE EXCURSIONS

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On days when the shore excursions provided involve transportation, local services and venues, pre-booking is required. The shore excursions are subject to minimum and maximum participation levels based on venue capacity or other restrictions outside Silversea's control.

Shore Excursions are available on a first-come, first served basis. Guests should note that some shore excursions are very popular with guests and often ending up being waitlisted. It is recommended to reserve your priority of choice as soon as possible to avoid disappointment. The booking of the shore excursions is available in [my.silversea.com](http://my.silversea.com) up to 48 hours prior to sailing.

### ZODIAC® Landing Craft

*Silver Wind* carries a fleet of 24 inflatable Zodiac boats, allowing you to explore places that would otherwise be inaccessible. To reach destinations where there are no piers and for islands surrounded by shallow waters, Zodiacs are the perfect solution. These rigid boats are specifically designed for nature study, and are very rugged, as well as safe, sturdy and durable. They are easy to board, whether at the ship or ashore, and are operated by highly trained crew. A Zodiac is an exceptionally buoyant rubber boat

## *While onboard – continued*

with an inflatable hull of multiple air-filled compartments, a feature that allows the Zodiac to float even should a compartment become deflated. A low centre of gravity makes Zodiacs very stable. Zodiacs are also agile, allowing them to easily come alongside *Silver Wind* and to manoeuvre over reefs and between narrow passages.

You will participate in a complete Zodiac familiarisation session upon embarkation. Please review these instructions carefully prior to your training session and throughout your Silversea Expedition.

- Guests will be divided into Zodiac disembarkation groups and will be disembarked in a rotating order. To avoid congestion and confusion, do not proceed to the disembarkation area until your group has been called.
- Silversea's Zodiac drivers have all had extensive training and experience. They are experts in this aspect of your expedition voyage. Follow their instruction at all times when onboard.
- "Dry Landing" means you will disembark the Zodiac at a dock or other landing platform.
- "Wet Landing" means you will need to step into the water and wade to shore – wear rubber boots or reef/water shoes (for tropical voyages).
- You will be advised of the local weather conditions and the kind of landing (dry or wet) in order to dress with the appropriate clothing and footwear.
- Wear waterproof outerwear – regardless of whether a wet or dry landing.
- Wear the safety vest provided.
- Wear sun protection, especially a high-factor sunscreen and dark, polarised sunglasses.
- Pack your non-waterproof items (camera, binoculars, personal items, etc.) in zip-seal bags, and then place in your personal backpack or complimentary Silversea Expedition backpack.
- Wear your backpack on your back. All other equipment should be handed to the staff/crew member at the top of the gangway before boarding the boats. This will allow your hands to be free for boarding the Zodiac. You will receive your equipment again once you are in the boat and should place it on the floor in front of you so your hands are free to hold onto the ropes. This procedure will be reversed when exiting.
- When embarking and disembarking the Zodiac, firmly grasp the wrist of the staff/crew member that is waiting to assist you before stepping onboard/ashore.
- Remain seated at all times while onboard, until otherwise instructed.

## **GUIDELINES FOR RESPONSIBLE TRAVEL**

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### **Protect Arctic And Antarctic Wildlife**

Taking or harmfully interfering with Arctic and Antarctic wildlife is prohibited except in accordance with a permit issued by a national authority.

- Do not use drones or other equipment that disturb wildlife, either at sea or on land.
- Do not feed, touch, or handle any wildlife, or approach or photograph them in ways that cause them to alter their behaviour. Special care is needed when animals are breeding or moulting.
- Do not sit, kneel, or lay down to protect the environment by minimising the risk to accidentally pick up any organic material.
- Do not place any equipment on the ground or snow. Make sure to clean everything that touched the ground thoroughly, like your shoes, waling poles or tripod.
- Do not damage plants or lichens, for example by walking, driving, or landing on extensive moss beds or lichen-covered scree slopes.
- Keep noise to a minimum to avoid frightening wildlife.
- Do not bring non-native plants by making sure all your outdoor gear is free of any organic material, to avoid the unwanted introduction of non-native plants into polar regions.

### **Respect Protected Areas**

A variety of areas in the Arctic and Antarctic have been afforded special protection because of their particular ecological, scientific, historic or other value. Entry into certain areas may be prohibited except in accordance with a permit issued by an appropriate national authority. Activities in and near designated Historic Sites and Monuments and certain other areas may be subject to special restrictions.

- Know the locations of areas that have been afforded special protection and any restrictions regarding entry and activities that can be carried out in and near them.
- Observe applicable restrictions.
- Do not damage, remove, or destroy Historic Sites or Monuments or any artefacts associated with them.
- Always listen and follow the instructions by your guides.

### **Respect Scientific Research**

- Do not interfere with scientific research, facilities or equipment.
- Visiting a research station is subject for approval by the base commander and depends on their busy schedule for scientific research work. In case a permission was granted, your Expedition Team will inform you about the protocols for the visit.
- Do not interfere with, or remove, scientific equipment or marker posts, and do not disturb experimental study sites, field camps or supplies.

## *While onboard — continued*

### **Be Safe**

Be prepared for severe and changeable weather and ensure that your equipment and clothing meet Arctic and Antarctic standards. Remember that the Arctic and Antarctic environment is inhospitable, unpredictable, and potentially dangerous.

Know your capabilities and the dangers posed by the Arctic and Antarctic environment, and act accordingly.

- Listen to the Expedition Team and follow their advice and instructions.
- Keep a safe distance from all wildlife, both on land and at sea.
- Take note of, and act on, the advice and instructions from your leaders; do not stray from your group.
- Do not walk onto glaciers or large snowfields without the guidance of an Expedition Team member.
- Respect the no-smoking restrictions while ashore in the polar regions, particularly around buildings, and take great care to safeguard against the danger of fire. This is a real hazard in the dry environment of the Arctic and Antarctic.

### **Keep The Arctic And Antarctica Pristine**

- Do not dispose of litter or rubbish on land. Open burning is prohibited.
- Do not disturb or pollute lakes or streams.
- Do not paint or engrave names or graffiti on rocks, snow, or buildings.
- Do not collect or take away biological or geological specimens or man-made artifacts as a souvenir, including rocks, bones, eggs, fossils, and parts or contents of buildings.
- Do not deface or vandalise buildings, whether occupied, abandoned, or unoccupied, or emergency refuges.

## **BEFORE YOU GO**

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Before you leave home, ensure anything that may come into contact with the fragile environment – including clothing and equipment – is thoroughly cleaned and disinfected.

**Antarctica:** Please read **IAATO's Don't Pack a Pest Guidance** to assist you. We have also included a link here so you can review the most up-to-date protocols to safeguard against the spread of Bird Flu in the destination.

**Arctic:** Please read the **AECO Guidance** and **Bio-Security Guidelines** to assist you.

## **FINANCIAL MATTERS**

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### **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 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**

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### **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 in the lobby area, deck 6, 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.

## *While onboard — continued*

### **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 ESPN, MSNBC and Sky News. 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.

### **Newsletters**

Satellite World News summary newspapers are available on your personal device through MyCruise application but also can be complimentary delivered to your suite, upon request.

### **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 launderette is located on deck 4.

Guests sailing in an Owner's, Grand, Royal, Silver, Medallion 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.)

The Medical Centre is located on deck 3.

### **Religious Services**

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

### **Shoeshine Service**

Complimentary shoeshine is available to all guests upon request.

## **POLICIES**

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### **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 Policy**

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). In addition, cigarette, e-cigarette, and vaporizer smoking is only permitted in designated outside areas and tables at the Panorama Lounge (Deck 8).

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.

*While onboard – continued*

**VALUABLES**

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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

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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

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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 on vacating your suites by 8 am and disembark the ship before 10 am at the latest.

