



✦ SILVERSEA®

# SETTING SAIL GUIDE

Cruise information for your upcoming voyage aboard Silver Cloud



## WELCOME TO SILVERSEA

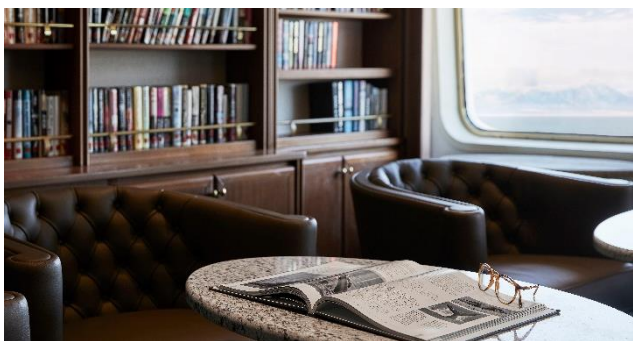
Welcome to the world of Silversea and thank you for choosing to sail with us. Frequently, our guests have questions they would like to ask about their upcoming Silversea Expedition, about various policies and guidelines, or what to expect onboard and ashore. With this Setting Sail Guide, we have tried to anticipate questions you may have.

These pages contain essential information regarding preparation and packing for your Silversea Expedition, descriptions of the amenities and facilities onboard Silver *Cloud* and preparation for your trip back home. This guide is a general summary of helpful information. For full terms and conditions, please refer to Silversea's Voyage Atlas, Silversea.com or the Passage/Holiday Contract that is included in your documentation packet.

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.

It is our goal to provide you with an exceptional travel experience. 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 seek assistance from our Reservations Department.

We look forward to welcoming you onboard.



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# PRIOR TO YOUR VOYAGE

## CUSTOMS

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For information on customs regulations, which may impact entry into your home country, please contact your local customs office.

## EMBARKATION / DISEMBARKATION

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Embarkation times are included in your final cruise documents. Please arrive at the ship during these times. Guests should plan on vacating their suites by 8am on disembarkation day.

Once you arrive at the cruise terminal or airport, you will be asked to show your Silversea Final Cruise Documents and your passport. We strongly recommend that you keep all necessary documents handy in your carry-on bag.

## HOTEL & TRANSFER PROGRAMMES

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Cruise-only guests who purchased an optional pre- and/or post- cruise Hotel Programme package through Silversea should refer to their Silversea Final Cruise Documents for applicable transfer arrangement information. Please contact Silversea and advise us of your flight schedules to ensure proper arrangement of transfers.

Guests who have made independent pre- and/or post cruise hotel arrangements may purchase applicable ground transportation and baggage handling through Silversea. Please contact your travel agent for availability and details.

Due to distance between the ship's berth and the airport in some ports and due to limited flight connectivity, guests should allow additional time for departing/connecting flights.

This will allow for unexpected delays, including but not limited to, disembarkation formalities, transfer time to the airport, two to three hours for flight check-in, unanticipated scheduled air or charter flight delays, baggage claim/transfer, and customs and immigration procedures.

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

## LUGGAGE ALLOWANCE

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Luggage for Silversea guests must be handled in accordance with regulations and tariffs of airlines and/or ground operators. All of your luggage must be securely packed and tagged with the pre-printed luggage tags supplied as part of your documentation package. In accordance with airport security restrictions for carry-on baggage, we recommend that you hand carry your Silversea Final Cruise Documents and documents (passports, visas, inoculation verification, cruise and air tickets), medications and valuables. Liquid, fragile, perishable and other articles not suitably packed are

transported at your own risk. Upon embarkation of the ship, whilst every effort will be made to deliver luggage to your suite/stateroom in a timely manner, delivery may be delayed due to strict customs formalities, which are beyond the ship's control.

Important Notice: To avoid excess luggage fees, it is highly recommended that you verify the luggage allowance for all airlines/flights (pre and post) booked in conjunction with your cruise and pack according to the most restrictive policy.

## SCHEDULED FLIGHTS

Luggage allowance guidelines/fees vary by airline, airport and/or class of service booked/ticketed. Airlines are strictly enforcing their policies and you may be required to pay fees at check-in. Many airlines limit each piece of luggage to 23kg (50lbs) or less. Airlines change their policies frequently; therefore, it is highly recommended that you or your travel professional contact the airlines directly for the most up-to-date luggage allowance policies. These policies are updated regularly on most airline web sites. Please note that each guest is fully responsible for any/all luggage fees imposed by the airlines upon check-in. Silversea is not liable for any fees associated with checked or carry-on luggage, or any items confiscated at the security checkpoint.

## CHARTERED FLIGHTS

Charter Flight to Ushuaia from Santiago de Chile (*Silver Cloud*) or from Buenos Aires (*Silver Explorer*) is already included in the fare on eligible cruises. The purchase of a chartered flight is mandatory for all guests embarking or debarking in Longyearbyen. 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, 5kg (11lbs) 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.

## AIRLINE IMPOSED LUGGAGE FEES

Most airlines today, depending on destination and class of service purchased are charging fees per each piece of checked luggage. If you booked our air via Silversea, please be advised that Silversea does not cover this additional expense. The airlines are continually updating their policies. To access the most up-to-date information please refer to your specific carrier's web site.

## LAND PROGRAMMES INCLUDING AIR SERVICE

Additional luggage limitations may apply. Refer to your final travel documents for details.

## MEDICAL INFORMATION

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### MEDICAL QUESTIONNAIRE

Please note all guests visiting Antarctica and Arctic are required to complete and return a Medical Questionnaire found in My Silversea, Guest Information, Expedition Tab on silversea.com

### INOCULATIONS

Generally, inoculations are not required in most areas where Silversea travels. These requirements are subject to change and we recommend that you verify current guidelines with your travel agent prior to departure. Please note that when travelling to countries that do require inoculations, written verification will be necessary. Before taking any trip outside your country of origin, it is wise to check with your doctor, particularly if you are under a doctor's care.

### PREGNANCY

Silversea Cruises Ltd. 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, which can be found at <http://www.acep.org/Content.aspx?id=29980>. This includes the guideline that 'pregnant women who have entered the 24th week of pregnancy at any time during the cruise should not be eligible to sail on the ship'.

It is Silversea Cruises Ltd. policy that any Guest who will have entered her 24th week of pregnancy or greater, at any time during the cruise, will be prohibited from sailing.

The guest and treating doctor should consider before any cruise that there is no Obstetrician/Gynecologist available on the ship, and that pregnancies, when unstable and poorly

controlled, are potentially life-threatening, especially without backup. A guest may be at sea for several days without any immediate hospital and/or specialised back up, and as the proposed itinerary is not within the US, the availability of specialised shore-side facilities can be problematic.

All guests are required to sign a health questionnaire at check-in to ensure that 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.

Attn: Special Services Department 333 SE  
2nd Avenue, Suite 2600  
Miami, Florida 33131 or Fax  
to: 954.759.5049  
or e-mail to: [specialservices@silversea.com](mailto:specialservices@silversea.com)

### PRESCRIPTION MEDICATION

For your convenience and well-being, it is important that you 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 that your prescription medication is required

Silversea offers an optional baggage handling programme that conveniently begins and ends at your front door, enabling you to travel with ease. For your convenience, we offer round-trip and one-way service options, with pricing based on the weight and number of pieces to be shipped.

for your continued health. It is also recommended that the medicine remain in its original container with the original pharmacy label intact.

## SPECIAL MEDICAL CONDITIONS

At Silversea, your health and safety are our first priority. If you have any existing medical condition that may require our attention, or should you require oxygen for medical reasons whilst onboard, we ask that you please send written notification prior to your voyage to:

Attn: Special Services Department 333 SE 2nd  
Avenue, Suite 2600

Miami, Florida 33131 or Fax  
to: 954.759.5049

or e-mail to: [specialservices@silversea.com](mailto:specialservices@silversea.com) Please

Note:

- An oxygen concentrator is the only form of oxygen equipment that *Silver Cloud* can accommodate.
- Guests who rely upon wheelchairs must bring their own.
- Not all expedition excursions are suitable for guests with impaired mobility.

By booking passage and by boarding the ship, the guest represents and warrants that he / she is physically and otherwise fit to travel, and that the guest will comply at all times with applicable rules and regulations of the ship and 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.

For guests travelling aboard *Silver Cloud*, Silversea strongly recommends wheel chair guests travel with someone who is able to assist them both ashore and at sea as Silversea may be unable to offer special assistance. Please note that wheel-on and / or wheel-off access may not be available at some ports-of-call. Wheelchair guests must bring their own collapsible wheelchair.

## SILVER SHORE BAGGAGE VALET\*

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For most international embark ports, we require the luggage be picked up 10-14 business days prior to your sail date. Each piece of luggage is insured up to a maximum of USD\$2,000. For additional details and fares, kindly contact Silversea or your travel agent or email [valet@silversea.com](mailto:valet@silversea.com)

*\*Silver Shore Baggage Valet service is not available in Arctic and Antarctic regions.*

## 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 (954-759-5049) or e-mail: [specialservices@silversea.com](mailto:specialservices@silversea.com) at least 120 days prior to sailing. Extra charges might apply.

## SPECIAL OCCASIONS

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If you are celebrating a birthday, anniversary, honeymoon or other special occasion during your Silversea Expedition, we will be happy to celebrate the event with you. Please indicate your special occasion on your Guest Information Form or have your travel agent advise us of such occasions at least 30 days prior to departure.

## TRAVEL DOCUMENTS

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To ensure your journey runs smoothly, please remember to bring along Silversea final cruise documents. It includes air and cruise tickets, passport, visa and medical card inoculation

verification (where applicable). Please be aware that security measures imposed by foreign 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 or the guest may be disembarked during the voyage.

Guests for whom boarding of ship or aircraft is denied are fully responsible for any and all expenses, including but not limited to ground transportation, hotel accommodations and meals.

For your personal safety, we require all guests to provide us with the above-mentioned documentation in order to board *Silver Cloud*. Should you have any questions regarding travel documents, please consult your travel agent for advice.

# WHILE ABOARD

## SILVERSEA'S ALL-INCLUSIVE FARES

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### BEVERAGES

As selection of wines, spirits, champagnes, soft drinks and water are complimentary throughout the ship, and your in-room beverage cabinet will be replenished upon request with your preferences. (A selection of premium wines, champagnes and spirits is available at an additional charge). Guests must be 21 years of age or older to purchase or consume alcohol. Silversea reserves the right to refuse to serve anyone who in its sole judgment may be under the influence of alcohol, or for any reason necessary in its judgment to preserve the health and safety of guests and employees.

### ONBOARD GRATUITIES

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

### SPECIAL REQUESTS

Due to limited availability and accessibility of supplies, we may not be able to accommodate the same special requests as we accommodate on the other Silversea ships. Extra charges might apply.

## COMMUNICATION SERVICES

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### INTERNET ACCESS

All guests will be granted free, unlimited standard Wi-Fi for 1 device at the time. Guests sailing in Medallion, Silver, Royal, Grand or Owner's suites will receive unlimited premium Internet access aboard for up to 2 devices at a time. Standard Wi-Fi is provided at regular satellite speed—ideal for emailing, web surfing, chat or similar. Not suitable for video, audio calls, or streaming. Premium access is suitable for all kinds of applications, including video and audio call and streaming. Premium Wi-Fi is available at an additional charge. Guests may use their own laptop with wireless to conveniently access the Internet and personal email services from the privacy of their own suite, and at wireless Internet (Wi-Fi) locations throughout the ship.

Telecommunications via satellite is a significantly different experience compared to high-speed connections on shore. The signal travels in a similar manner to radio waves but at much greater distances. That is why onboard Internet access is inconsistent and cannot be guaranteed at all times.

Satellite communications are also affected by weather and the ship's location.

### E NEWSPAPERS

Guests can simply download the Press Reader application to enjoy a wide variety of complimentary newspapers from around the world directly from your iPad/iPhone or an Android device. The application is a free download on the Apple App Store and Google Play Store. After download, visit the Silversea Portal page, and follow the Press Reader link to connect to the free onboard newspapers library

### WIRELESS PHONE & DATA SERVICES

On board, guests may make and receive phone calls, text messages and other select data services on their own mobile phone or PDA device. Guests will be billed by their home mobile phone provider and calls or messages will appear as roaming charges on their bill. Before leaving home, guests should contact their provider to confirm a roaming agreement with Silversea has been established. Silver Cloud is also equipped with a phone system that allows guests to make direct-dial calls from their suite whilst at sea. Calls will be billed to the guest's onboard account.

Please consult the ship's Reception Desk for the current rate, which (at time of printing) is USD \$1.50 per minute.

Please note that these onboard technologies utilise satellite equipment. As such, there may be temporary outages of any satellite-connected shoreside service, including Internet connections, cell phones, in-suite phones, television broadcast channels and world news summaries. Longer outages can be expected when traveling to the Polar regions.



## DINING OPTIONS

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**Silver Cloud** features a variety of onboard dining options including La Dame, The Restaurant, The Grill and commentary Room Service.

### THE RESTAURANT

The Restaurant serves breakfast, lunch and dinner. Our open seating policy allows you to dine when and with whom you wish. The menu features contemporary international cuisine.

### THE GRILL

One of the healthiest cuisines to exist, The Grill features lava stone cooking at its finest. Sourced from volcanic rock and placed in an oven to reach an optimum temperature of 400°C, The Grill invites guests to cook their food directly at their table. Place your meat, fish or vegetables on top of the grill stone or inside the soup bowl, and then simply cook to your very own taste. Every bite is cooked to perfection, time after time. With the stone cooking available in the evenings only, The Grill becomes a daytime rotisserie and gourmet salad and burger bar, offering build your own burgers from the best selections of meat.

### LA DAME

La Dame offers an extraordinary experience where fine wines are complemented by a set tasting menu of regionally inspired dishes. A per guest fee will be charged to your shipboard account. *Dinner reservations are required and per guest reservation fee applies.*

### LA TERRAZZA

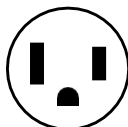
Offering the very best of Italian cuisine, La Terrazza's freshly made authentic a la carte dishes are complemented by a wide range of complimentary wines, even in the most remote of destinations! Using only the best seasonal produce, La Terrazza offers buffet restaurant for breakfast and lunch with indoor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

**Reservations required for dinner.**

## 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. A hair dryer is provided in each suite. Irons are available in the launderette for your convenience. It is recommended that you pack an international adaptor.



Remember to bring an adequate supply of batteries for the voyage. The Boutique onboard will sell only limited quantities and varieties of batteries. Because of the environmental hazards inherent in the disposal of batteries, we recommend rechargeable batteries for most applications. To protect the fragile environments where *Silver Cloud* sails, we request that guests retain all their exhausted batteries and dispose of them in an environmentally safe manner either after you return home or, for your convenience, there is a battery disposal box onboard.

## ENRICHMENT AND ENTERTAINMENT

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*Silver Cloud* 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 Explorer Lounge, to guided field studies ashore, they offer great insight on the nature and culture of the day's destination.

The Panorama Lounge, Dolce Vita and Explorer Lounge features a pianist/vocalist for light evening entertainment.

## EXPEDITION EXCURSIONS

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### COMPLIMENTARY EXCURSIONS

Every Silversea Expedition features complimentary excursions led by the Expedition Team or guest host. Activities vary daily for each itinerary and are designed for most levels of interest and physical ability. Day-by-day highlights for your Silversea Expedition are available online, and include a variety of possible destinations that can be reached by cruising and exploring aboard ship, by docking or anchoring in port, or by Zodiac landing. Please note that children under the age of five (5) years will not be permitted on board the Zodiacs and will be unable to participate in any expedition excursions or embarkations that require the use of a Zodiac. As Silversea does not provide babysitting services, an adult family member will be required to remain onboard with their child during Zodiac expeditions.

### OPTIONAL EXCURSIONS

Select voyages also offer optional excursions for purchase. You can conveniently book many of these optional shore excursions up until 48 hours prior to sailing at [Silversea.com/MySilversea](http://Silversea.com/MySilversea). The cost of the excursion will be charged to your shipboard account during your voyage. Only a limited number of reservations are taken online, but you may still be able to make your reservations once onboard.

### ZODIAC® LANDING CRAFT

*Silver Cloud* carries a fleet of twenty inflatable Zodiac boats and ten kayaks, 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 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 Cloud*, and to manoeuvre over reefs and between narrow passages.

All guests 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.

1. 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 (Reception) until your group has been called.
2. Silversea's Zodiac drivers have all had extensive training and experience. They are experts in this aspect of your expedition cruise. Follow their instruction at all times when aboard.
3. "Dry Landing" means you will disembark the Zodiac at a dock or other landing platform.
4. "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).
5. Guests 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.
6. Wear waterproof outerwear – regardless of whether a wet or dry landing.
7. Wear the safety vest provided.
8. Wear sun protection, especially a high-factor sunscreen and dark, polarised sunglasses.
9. 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.
10. 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.
11. When embarking and disembarking the Zodiac, firmly grasp the wrist of the staff/crew member that is waiting to assist you before stepping aboard/ashore.
12. Remain seated at all times whilst aboard, until otherwise instructed.

## **GUIDELINES FOR RESPONSIBLE TRAVEL**

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### **PROTECT ARCTIC AND ANTARCTIC WILDLIFE**

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

Do not use aircraft, vessels, small boats, or other means of transport in ways that disturb wildlife, either at sea or on land.

- Do not feed, touch, or handle birds or seals, 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 damage plants, for example by walking, driving, or landing on extensive moss beds or lichen-covered scree slopes.
- Do not use guns or explosives. Keep noise to a minimum to avoid frightening wildlife.
- Do not bring non-native plants or animals such as live poultry, pet dogs and cats or house plants into the Antarctic.

### **RESPECT PROTECTED AREAS**

A variety of areas in the Arctic and Antarctic has 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.

### **RESPECT SCIENTIFIC RESEARCH**

Do not interfere with scientific research, facilities or equipment.

- Obtain permission before visiting the Antarctic science and support facilities; reconfirm arrangements 24-72 hours before arrival; and comply with the rules regarding such visits (for Antarctic only).
- Do not interfere with, or remove, scientific equipment or marker posts, and do not disturb experimental study sites, field camps or supplies.

### **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. Plan activities with safety in mind at all times.

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 snow fields without the



proper equipment and experience; there is a real danger of falling into hidden crevasses.

- Do not enter emergency refuges (except in emergencies). If you use equipment or food from a refuge, inform the nearest research station or national authority once the emergency is over.
- Respect any smoking restrictions, 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 garbage on land. Open burning is prohibited.
- Do not disturb or pollute lakes or streams. Any materials discarded at sea must be disposed of properly.
- Do not paint or engrave names or graffiti on rocks 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 vandalize buildings, whether occupied, abandoned, or unoccupied, or emergency refuges.

## MONEY MATTERS

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### CARRYING MONEY

Silversea does not limit the amount of money you may carry during your voyage. For safety reasons, Silversea recommends that guests take precautions and 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 of your funds at a bank before leaving home. Most international airports also exchange funds, though they often charge higher exchange fees.

### MAKING PURCHASES ABROAD

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

### SHIPBOARD ACCOUNT

Upon embarkation, guests will be asked to register their VISA®, MasterCard® or American Express® credit card number and expiration date, which must be valid through the final day of their voyage. All charges for services provided and products purchased onboard must be settled in cash

(U.S. dollars), by travellers cheques in U.S. dollars, or above listed credit card at the end of each voyage segment and before final disembarkation from the ship. A 2% transaction fee will be charged for all cash advances. Foreign transaction fees are possible. Authorization holds may be made on credit card purchases.

## TRAVELLERS CHEQUES

Travellers cheques in U.S. dollars may be cashed at the Reception Desk 24 hours a day. Also, your travellers cheques may be used to pay your shipboard account.

## ONBOARD SERVICES AND FACILITIES

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### BOUTIQUE/ SHOPPING

The Boutique, located on Deck 5, offers a selection of fashion, and Silversea logo items. Toiletries and convenience items are also available for purchase. We welcome you to come in and browse. The boutique is closed whilst in port and on occasion due to local government regulations. You will find Boutique hours indicated daily in the Silversea Expedition Chronicles.

### PHOTO STUDIO

Unique to Silver Cloud, 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 cannot only master the art of digital photography with Masterclasses in editing, Adobe Lightshop and Photoshop, but also an editing suite where you can print images (including postcard, panorama and A2 prints). 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 the smartphone photographer can become pro level with specialised training on how to use your camera phone to its best possible advantage. Printing fee applies.

### EXPEDITION TEAM

Aboard *Silver Cloud*, the Expedition Team can also assist you with any number of personal needs, reservations, information or other special requests.

### INTERACTIVE TELEVISION

Each suite/stateroom features a flat screen television with interactive video, on-demand movies and music, and satellite news.

### LAUNDRY / VALET SERVICES

Complete valet services, including laundry and pressing, are available at an additional charge and may be arranged through your Butler. Self-service launderette available.

### CRUISE CONSULTANT

Located in the lobby area, our Cruise Consultant is available to assist you with future itineraries. Book your next cruise during your stay and enjoy additional savings.

on selected voyages. Also, here you can learn about the exclusive privileges and benefits of our Venetian Society, a membership programme for guests that have previously sailed 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 or other special requests.

## NEWSPAPERS

With our compliments, you will receive a satellite world news summary delivered daily to your suite. Publications are available within hours of original printings. Royal, Grand and Owner's suite guests will receive one periodical daily with our compliments.

## RELIGIOUS SERVICES

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

## SHOE SHINE

Complimentary shoeshine is available to all guests upon request.

## MAIL

Postage and mailing services are available onboard the ship. Please note that due to the remote destinations visited during your expedition cruise, it may not be possible to send or receive mail.

## MEDICAL SERVICES

*Silver Cloud* is equipped with a Medical Centre. A doctor is on 24-hour call when at sea. 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/Holiday Contract.)

## EXPEDITION POLICIES

### ITINERARY VARIATIONS

Itineraries are unstructured by design. Following only a tentative schedule allows for moment-by-moment flexibility to stay longer at sites of particular interest, or make slight detours whenever weather, nature or mere curiosity dictate. Guests will be notified of any required deviation as soon as possible.

## PETS

Pets cannot be accommodated on *Silver Cloud*.

## SAFETY PRECAUTIONS AND PROCEDURES

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

## SMOKING

At Silversea, the comfort, enjoyment and safety of all guests is paramount. To ensure a pleasant and safe environment, smoking is prohibited in most public areas, guest suites or suite balconies. However, cigarette, e-cigarette, cigar, pipe and vaporizer smoking is permitted in the Connoisseur's Corner both indoors and outdoors. In addition, cigarette, e-cigarette and vaporizer smoking is permitted in specifically designated outside areas and tables at the Port side on Panorama Lounge and on Pool Grill aboard *Silver Cloud*.

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

## VISITORS ONBOARD

If you would like to make arrangements to have visitors board the ship, please contact Silversea Special Services. Requests should be made in writing no later than 14 days prior to departure. For security reasons, visitors must be pre-registered with Silversea. Silversea may limit the number of visitors permitted onboard and this policy is subject to change without notice.

## PUBLIC ROOMS

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### DOLCE VITA

No cruise is complete without meeting new people. Enjoy complimentary drinks and live music at the bar while meeting other guests.

### 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.. Located on Deck 8.

### TOR'S OBSERVATION LOUNGE

Tor's observation lounge boasts exceptional views overlooking the ocean as it stretches out below you while you enjoy your cruise.

Located on Deck 8.

### PANORAMA LOUNGE

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

Located on Deck 8.

## EXPLORER LOUNGE

Perfect for presentations, lectures and video screenings, this is where our team of dedicated experts share their knowledge on their specialised subject, not to mention their infectious passion and energy. Multi-tiered Explorer Lounge and banquette style seating ensure that you enjoy every minute of the talk and with lectures being streamed live to your suite if desired, this is one of the very few lecture theatres at sea theatre to combine such comfort with such technology.

## POOL

Chaise lounges arranged in the sun or shade. Bubbling whirlpools. The pool water refreshing in warmer climates, heated for cooler weather. The attentive staff at the ready with an oversized towel as you emerge from the pool, with your favourite beverage at just the right moment. This is expedition cruising, as you have never experienced it before. What better way to watch the icebergs?

## SPA AND FITNESS

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### FITNESS CENTRE

Open daily; you can tone up at the Fitness Centre with a workout. The Fitness Centre offers world-class equipment, classes, and personalized services. Special classes, private fitness instruction and personalised fitness sessions with the on board fitness instructor are also available at an additional charge.

## BEAUTY SALON SERVICES

A full range of Zagara Beauty Salon services is available for both men and women including hairstyling, manicures and pedicures. Appointments for these chargeable services may be made on board the ship. You may also book Spa services online, 120 days prior to sailing. Visit [Silversea.com](http://Silversea.com) click on "My Silversea" for details.

## SPA

Relax your body and mind in this luxury cruise ship's soothing spa sanctuary. Indulge in a wide range of invigorating therapies including facials, body wraps and massages. Appointments for spa services may be made on board the ship, or in advance via My Silversea. Men's and women's saunas and steam rooms are perfect for relaxing before your spa treatment or after your workout.

## VALUABLES

Your suite/stateroom is equipped with a personal safe, located inside your closet. 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/stateroom, as Silversea is not responsible for damage to, or loss of, these items.

# WHAT TO PACK

## PACKING ESSENTIALS

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### CLOTHING ABOARD THE SHIP

Shipboard attire ranges from casual to informal. Casual wear is appropriate for daytime aboard ship or ashore, and consists of standard sports outfits as worn at five-star resorts. Shoes should be flat or low heeled for deck activities. Evening attire is casual with the exception of the Captain's Welcome Aboard and Farewell Dinners, which are informal. On casual evenings, open-neck shirts, trousers and casual wear are appropriate.

On the two informal evenings, women usually wear dresses or trouser suits; men wear jackets (tie optional). Remember to pack swimwear.

### CLOTHING ASHORE

The right gear is essential for enjoying the full experience of your Silversea Expedition without the limitations of weather and other conditions. 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 knee or women with bare shoulders. A detailed packing list is provided at [Shiptoshoretraveler.com/silversea](http://Shiptoshoretraveler.com/silversea).

## ANTARCTICA

For guests sailing aboard Antarctic voyages, please be sure to select the size for your complimentary parka online.

Prior to packing your gear for Antarctica, it is very important to thoroughly clean all equipment (hiking gear, trousers, boots, fleece, velcro closures, etc.) to avoid accidentally bringing in foreign seeds, grasses or bacteria. Boots and clothes can carry seeds to Antarctica and introduce species from all over the world. It is recommended that you flip all pockets inside out and remove any residue. It is our responsibility to protect this pristine environment.

### ESSENTIAL CLOTHING ITEMS

Rain jacket — waterproof and breathable.

Rain or wind trousers — waterproof and breathable.

### ADDITIONAL ITEMS NEEDED FOR POLAR VOYAGES

Insulated parka/ski jacket, down or synthetic — able to accommodate your sweater/jumper underneath.

For guests sailing aboard Antarctic voyages, a parka is provided onboard compliments of Silversea. Please be sure to select the size for your complimentary parka online. Go to [Silversea.com/MySilversea](http://Silversea.com/MySilversea)

- Heavyweight fleece top or woolsweater.
- Mid-weight fleece top.
- Mid-weight fleece trousers.
- Mid-weight thermal underwear tops and bottoms (synthetic or wool).
- Wool or fleece hat.
- Waterproof warm gloves (2 pairs).
- Wool or wool blend socks and thin sock liners.
- Heavier, ski-type gloves (2 pairs).
- Heat-treated foot warming insoles and hand warmers.
- Lightweight and waterproof backpack for carrying your items ashore and keeping your arms free for embarking/ disembarking the Zodiacs. (Provided onboard for all Expedition voyages, compliments of Silversea.)
- Waterproof, knee-high, rubber boots (wellies) with Non-slip soles (For your comfort we recommend you bring your own boots. Boots are available onboard, however, quantities and sizes cannot be guaranteed).
- Pair of good sunglasses with U.V. filter protection. During the expedition, the sun can shine for many hours each day and light reflection off the ice can be harmful to under-protected eyes.
- Protective lotion for lips, hands and face. Reflected glare from sun, water, ice and snow, can be intense.

Wind chill can be a significant feature of a polar expedition. When the wind is constant, you can be robbed of body heat quickly. Adequate wind and rain gear is vital. Cotton is ideal in warm weather; however, once it becomes wet, it will drain your body heat. Bring wool or synthetics such as Capilene, MTS and Thermax instead. Always test layers before a trip. The outer layer should fit easily over the inside ones without binding and bunching up.

#### OPTIONAL FIELD GEAR

- Camera, film, memory cards and extra batteries. Bring more film and/or memory cards than you think you will need. Certain film types will be difficult to purchase or unavailable once the trip begins. Test your camera before leaving home to ensure it is working properly, and pack the manual for reference, should unexpected problems arise.
- Consider bringing a camera beanbag to support your 300mm+ lens for your camera's stabilisation.
- Binoculars are an essential part of your field gear and will enhance your experience ashore. Purchase a compact set and test them out before travelling.
- Motion sickness remedies.
- Spare contact lenses or glasses.
- A few large zip-seal bags to keep camera gear dry whilst riding in the Zodiac and during wet shore landings.
- Reading and writing materials.

- Insect repellent.
- A lightweight, collapsible, walking staff (also called a trekking pole) provides a sense of security, increased balance and confidence when walking on ice, snow and rugged terrain.
- Ski Mask, which may be helpful in snowy conditions while in the Antarctic.

#### ARCTIC

For guests sailing aboard Arctic voyages, please be sure to select the size for your complimentary parka online.

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 knee. Women should not show bare shoulders.

Prior to packing your gear for the Arctic, it is very important to thoroughly clean all equipment (hiking gear, trousers, boots, fleece, velcro closures, etc.) to avoid accidentally bringing in foreign seeds, grasses or bacteria. Boots and clothes can carry seeds to the Arctic and introduce species from all over the world. It is recommended that you flip all pockets inside out and remove any residue. It is our responsibility to protect this pristine environment.

#### ESSENTIAL CLOTHING ITEMS

- Rain jacket — waterproof and breathable.
- Rain or wind trousers — waterproof and breathable.

#### ADDITIONAL ITEMS NEEDED FOR POLAR VOYAGES

- Insulated parka/ski jacket, down or synthetic — able to accommodate your sweater/jumper underneath. For guests sailing aboard Arctic voyages, a parka is provided onboard compliments of Silversea. Please be sure to select the size for your complimentary parka online. Go to [Silversea.com/MySilversea](http://Silversea.com/MySilversea)
- Heavyweight fleece top or woolsweater.
- Mid-weight fleece top.
- Mid-weight fleece trousers.
- Mid-weight thermal underwear tops and bottoms (synthetic or wool).
- Wool or fleece hat.
- Waterproof warm gloves (2 pairs).
- Wool or wool blend socks and thin sock liners.
- Heavier, ski-type gloves (2 pairs).
- Heat-treated foot warming insoles and hand warmers.
- Lightweight and waterproof backpack for carrying your items ashore and keeping your arms free for embarking/ disembarking the Zodiacs. (Provided onboard for all Expedition voyages, compliments of Silversea.)

- Waterproof, knee-high, rubber boots (wellies) with non-slip soles (For your comfort we recommend you bring your own boots. Boots are available onboard, however, sizes cannot be guaranteed).
- Pair of good sunglasses with U.V. filter protection. During the expedition, the sun can shine for many hours each day and light reflection off the ice can be harmful to under-protected eyes.
- Protective lotion for lips, hands and face. Reflected glare from sun, water, ice and snow, can be intense.

Wind chill can be a significant feature of a polar expedition. When the wind is constant, you can be robbed of body heat quickly. Adequate wind and rain gear is vital. Cotton is ideal in warm weather; however, once it becomes wet, it will drain your body heat. Bring wool or synthetics such as Capilene, MTS and Thermax instead. Always test layers before a trip. The outer layer should fit easily over the inside ones without binding and bunching up.

#### OPTIONAL FIELD GEAR

- Camera, film, memory cards and extra batteries. Bring more film and/or memory cards than you think you will need. Certain film types will be difficult to purchase or unavailable once the trip begins. Test your camera before leaving home to ensure it is working properly, and pack the manual for reference, should unexpected problems arise.
- Consider bringing a camera beanbag to support your 300mm+ lens for your camera's stabilisation.
- Binoculars are an essential part of your field gear and will enhance your experience ashore. Purchase a compact set and test them out before travelling to the Arctic.
- Motion sickness remedies.
- Spare contact lenses or glasses.
- A few large zip-seal bags to keep camera gear dry whilst riding in the Zodiac and during wet shore landings.
- Reading and writing materials.
- Insect repellent. A mosquito head net is also recommended for Iceland, Greenland and the Canadian Arctic.
- A lightweight, collapsible, walking staff (also called a trekking pole) provides a sense of security, increased balance and confidence when walking on ice, snow and rugged terrain.
- Ski Mask, which may be helpful in snowy conditions while in the Arctic.

## EUROPE & THE BRITISH ISLES

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#### ESSENTIAL ITEMS NEEDED

- Rain jacket — waterproof and breathable.
- Rain or wind trousers — waterproof and breathable.
- Comfortable walking shoes with rubber soles — for use onboard the ship and during expeditions.

#### ADDITIONAL ITEMS NEEDED

- Windbreaker or lightweight jacket.
- Several different weight sweaters (wool or fleece).
- Mid-weight fleece tops.
- Lightweight thermal underwear.
- Cotton slacks.
- Gloves.
- Bathing suit, for use in ship's heated whirlpools.
- Hiking boots and hiking socks.

#### TRAVEL ACCESSORIES

- Polarised, dark sunglasses and retainer strap.
- Sunblock and lip balm.
- Insect repellent.
- Small personal first-aid kit.
- Complimentary water-resistant backpack is provided onboard.
- A complimentary Stainless Steel Water bottle is provided onboard.

#### OPTIONAL FIELD GEAR

- Camera, film, memory cards and extra batteries. Bring more film and/or memory cards than you think you will need. Certain film types will be difficult to purchase or unavailable once the trip begins. Test your camera before leaving home to ensure it is working properly, and pack the manual for reference, should unexpected problems arise.
- Consider bringing a camera beanbag to support your 300mm+ lens for your camera's stabilisation.
- Binoculars are an essential part of your field gear and will enhance your experience ashore. Purchase a compact set and test them out before travelling.
- A lightweight, collapsible, walking staff (also called a trekking pole) provides a sense of security, increased balance and confidence when walking on rugged terrain.
- Motion sickness remedies.
- Spare contact lenses or glasses.
- A few large zip-seal bags to keep camera gear dry whilst riding in the Zodiac and during wet shore landings.
- Reading and writing materials.

## WARM WEATHER

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### ADDITIONAL ITEMS NEEDED

- Rain jacket – waterproof and breathable.
- Sturdy, quick-drying reef walkers for getting into and out of the Zodiacs, NOT flip-flops. Water shoes that can slip off easily should be avoided.
- Comfortable walking shoes with rubber soles – for use onboard the ship and during expeditions.
- Long-sleeved shirts and blouses.
- Lightweight sweater for cooler evenings.
- Lightweight long trousers.
- Knee-length walking shorts.
- Bathing suit, for use in ship's heated whirlpools or on certain excursions.
- Hat and SPF 30 shirt for sun protection.

### TRAVEL ACCESSORIES

- Polarised, dark sunglasses and retainer strap.
- Sunblock and lip balm.
- Insect repellent.
- Small personal first-aid kit.
- Complimentary water-resistant backpack is provided onboard.
- Complimentary Stainless Steel Water bottle is provided onboard.

## OPTIONAL FIELD GEAR

- Camera, film, memory cards and extra batteries. Bring more film and/or memory cards than you think you will need. Certain film types will be difficult to purchase or unavailable once the trip begins. Test your camera before leaving home to ensure it is working properly, and pack the manual for reference, should unexpected problems arise.
- Consider bringing a camera beanbag to support your 300mm+ lens for your camera's stabilisation.
- Binoculars are an essential part of your field gear and will enhance your experience ashore. Purchase a compact set and test them out before travelling.
- Motion sickness remedies.
- Spare contact lenses or glasses.
- A few large zip-seal bags to keep camera gear dry whilst riding in the Zodiac and during wet shore landings.
- Reading and writing materials.
- Favourite energy snacks.

## OTHER ITEMS TO PACK

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Some toiletries are available in the Boutique onboard, as well as limited quantities and varieties of film and batteries for your camera. However, we do suggest that you pack a substantial supply of essential items, since they may be unavailable in foreign ports and remote destinations. Also, be sure to bring an ample supply of over-the-counter medications and prescription drugs in your carry-on hand luggage.

# AIR INFORMATION

## ALL GUESTS

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Please review your air schedule at least 72 hours prior to embarking on your trip. Changes to your flights/itinerary may not be possible after travel has begun without incurring change and/or service fees, or being required to purchase new air tickets at your expense. To secure your seat assignment, we recommend that you contact your travel agent and/or the airline directly. We regret that Silversea is unable to guarantee reserved airline seats for our guests. If you have any dietary restrictions or require a special meal, please be sure to advise the airline at least 48 hours prior to your scheduled flight departure.

## FOR US GUESTS

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If you find that your flight will be delayed beyond the ship's departure time, please contact Silversea's Miami, Florida office immediately at +1 800 722 9955 or +1 954 522 2299. Additional local contacts: +1 786 275 7089. To dial the ship directly without using a credit card, you will need to first dial the International Dialing code (i.e. 1, 011, 99) plus (954) then the telephone or fax number shown below:

*Silver Cloud*

Telephone: +1 786 292 4321

## SILVER SKY®

If you have opted to purchase the Silver Sky, available from select US and Canada gateways, you will receive your pre- and post-cruise flight details enclosed in your final documentation. We highly recommend contacting the airline(s) at least 72-hours prior to your scheduled departure to verify the flight times.

For guests who have not yet made their travel arrangements, please contact Silversea for additional information and availability of our optional air programme.

## FOR UK & EU GUESTS

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If you find that your flight will be delayed beyond the ship's departure time, please contact Silversea's London office immediately at +44 (0) 845 835 0078. Additional local contacts: +44 134 426 7961. To dial the ship directly without using a credit card, you will need to first dial the International Dialing code plus country code then the telephone or fax number shown below:

*Silver Cloud*

Telephone: +1 786 292 4321

## SILVERSEA AIR®

If you have opted to purchase the Silversea Air, available from select gateways, you will receive your pre- and post-cruise flight details enclosed in your final documentation. We highly recommend contacting the airline(s) at least 72-hours prior to your scheduled departure to verify the flight times.

For guests who have not yet made their travel arrangements, please contact Silversea for additional information and availability of our optional air programme.

## FOR AP GUESTS

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If you find that your flight will be delayed beyond the ship's departure time, please contact Silversea's Sydney office immediately at +61 (02) 9255 0600. Additional local contacts: U.S.: +1 786 275 7089, U.K.: +44 134 426 7961. To dial the ship directly without using a credit card, you will need to first dial the International Dialing code plus country code then the telephone or fax number shown below:

*Silver Cloud*

Telephone: +1 786 292 4321