

CRYSTAL

Before  
You Sail  
Guide



# Welcome to Crystal

Thank you for choosing Crystal for your exceptional voyage. We are delighted to be sailing on this journey of exploration together.

At Crystal, we are committed to delivering an onboard experience that exceeds your expectations. From our opulent suites and superlative service to our world-class dining and enriching activities powered by the pioneering travel company Abercrombie & Kent, every aspect of your stay has been carefully curated for your comfort.

This Pre-Planning Cruise Guide has all the essential information you need to prepare for your remarkable voyage. It offers helpful tips on embarkation and disembarkation procedures and what to pack, and it addresses frequently asked questions about such matters as gratuities, luggage handling, medical services, dining, and dress codes for your cruise.

Once again, we extend our warmest thanks for choosing Crystal. We look forward to welcoming you onboard soon.

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# Welcome Onboard Crystal

Crystal has been elevating and redefining the traditional notions of cruising with innovative excellence, exquisitely designed ships, bold itineraries, customized destination immersion, and the highest standards of personalized service at sea and on land. Our mission is founded on our commitment to providing guests with award-winning service, spacious suites and guestrooms, first-class dining, and choices on voyages all around the world.

A&K Travel Group Ltd., the pioneering travel company owned by Geoffrey Kent and Heritage (the industrial holding company chaired by Manfredi Lefebvre D'Ovidio), acquired the brand name and our two ocean cruise vessels *Crystal Serenity* and *Crystal Symphony* in 2022.

More information is available online at [www.crystalcruises.com](http://www.crystalcruises.com). You may also contact Crystal Onboard Guest Services Department at [obgs@crystalcruises.com](mailto:obgs@crystalcruises.com) or reach out via phone: +1 (786) 464-4431. Once onboard, you will be assisted by our friendly and expertly trained officers, staff and crew who will attend to your every need with pleasure.

We invite you to enjoy Crystal's special blend of exceptional friendliness as you sail onboard The World's Most Awarded Exceptional Cruise Line.

# Before You Sail

## AIR TRANSPORTATION AND LUGGAGE

Transfers, portage, and luggage handling are part of our optional Crystal Air/Sea Program. If you choose to arrange for air travel independently, you may purchase embarkation and disembarkation airport transfers from Crystal up to seven (7) days before the cruise.

When making your air arrangements, we recommend allowing a minimum of five hours between your flight arrival time and the ship's sailing time. Specific port and pier information and embarkation times are stated on your cruise ticket. Port authorities sometimes change the location of the pier or berth number, so be sure that you see your ship when you arrive at the port/pier. You must be onboard the ship at least two hours before sailing. If the ship is scheduled to remain in port overnight or has a scheduled departure time after 9pm, please plan to be at the pier no later than 7pm to allow ample time for security clearance and to complete check-in.

When planning your return flights, please take into consideration the date and time the ship docks at the final port. Customs and Immigration must conduct various inspections before you are allowed to disembark. Disembarkation usually starts around 8am. and all guests must disembark the ship by 10am. Times may vary if the ship is in port the night prior to disembarkation. Before booking your departing flights, please also consider the time needed at the airport for airline check-in and security procedures. Some cities require a longer transfer time due to stringent customs procedures or travel time to the airport.

If you are making independent reservations to fly home directly after the cruise, your travel advisor should contact Crystal Reservations for flight departure guidelines, which vary by cruise itinerary and port. Flights departing on the day of disembarkation should be scheduled no earlier than 1pm.

Guests should contact the airlines directly to add frequent flyer numbers for mileage accrual, secure seat assignments, arrange for special service requirements, and provide a personal phone contact for last-minute flight updates. Details regarding checked and carry-on luggage allowances (restrictions, size, weight and quantity) and applicable fees, miscellaneous

service airline fees or other flight-related inquiries should be discussed directly with the airlines or your travel advisor.

Flight schedules sometimes change. Therefore, we strongly suggest that you reconfirm all flight numbers, flight times, check-in times, departure terminals and locations, and seat assignments for both outbound and return flights 96 hours prior to departure.

#### BAGGAGE, VALUABLES AND OTHER POSSESSIONS

Guests may bring a reasonable amount of clothing and personal effects onboard the ship without charge, subject to airline restrictions. All baggage must be securely packed and distinctly labeled with the guest's full name, the name of the ship, the suite number of the guest, and the sailing date of the ship. We recommend that all checked luggage be locked.

Guests must personally carry baggage containing breakable items and valuables, including but not limited to jewelry, watches, electronics, money, medication, precious stones and metals, securities, checks, documents, and other financial instruments and/or tickets, at all times during transit, on and off the ship.

Guests should not give such baggage containing breakable items or valuables to anyone at any time, including but not limited to porters, ship personnel or anyone else who is not known personally to the guest, regardless of any assurances given that it is safe to do so, at any time, including during transit to and from the airport, arrival at the ship, boarding and checking into guest's suites, or at any other time while traveling.

Such baggage is the full and sole personal responsibility of the guest at all times and may not be included with checked baggage.

Guests are personally responsible for their baggage throughout the travel process and should personally ensure that their valuables are carried to their suites and stored appropriately in the suite safe or in the ship safe available at Reception. Crystal is not responsible for loss of or damage to any such items.

#### BOARDING THE SHIP

The exact embarkation and sailing times are specified on your cruise ticket. All guests must carry a passport that is valid for six months after the end of the cruise in order to embark. Please be sure to have your valid passport

readily available throughout the check-in process, as you may be required to present it at various checkpoints at the pier.

At most embarkation ports, the ship is usually available for guests to board after 12pm (after the ship has been cleared by the local port authority). Suites are available for guests after 3pm

On succeeding cruise days (cruise day two through the last cruise day or night prior to disembarkation), all guests must be onboard no later than 30 minutes prior to the scheduled departure.

When in port during a cruise, our computerized security system takes a reading of each guest's room key card at the gangway to validate identity and advise the ship's crew of each guest's onboard status. All personal items are scanned by an X-ray machine each time a guest boards to ensure the safety and security of all onboard.

#### CLOTHING SUGGESTIONS

For days in port, be sure to bring comfortable walking shoes. Check with your travel advisor for special items to pack for your destination and the time of year you are traveling. There are bathrobes, kimonos and slippers in each suite for your use during the cruise. Other amenities include a clothes brush, shoehorn, hair dryer, soap, shampoo and conditioner, body lotion and umbrella.

#### EVENING DRESS CODE

After 6pm, guests have multiple options for preferred attire depending on the evening as published in the daily program *Reflections*, Crystal Casual (including all-white attire for The White Dress Party on all voyages of seven (7) or more days, see Dancing and Dance Lessons on page 21) and Formal Evening(s). Please refer to the dress codes described in detail below. After 6pm, casual daytime attire is not appropriate. Shorts and baseball caps are not permitted for men or women. If you choose to change your attire following the evening dinner and other festivities, please maintain a minimum style of dress in keeping with the dress code described in Crystal Casual.

#### CRYSTAL CASUAL

##### Day Casual

A less formal look allows guests to feel comfortable during the day. Day Casual attire may be worn everywhere, including our restaurants (covered swimsuits may only be worn at Trident Grill, Beefbar and Bar, and Marketplace), until 6pm.



PLEASE NOTE: Swimwear on its own, wet swimwear, revealing clothing, bathrobes, bare feet, tank tops, baseball caps, and clothes bearing any offensive messaging is not permitted.

Suggestions for a Day Casual look:

Women

- Sundresses
- Elegant shorts
- Jeans
- T-shirts or blouses
- Linen clothing
- Swimsuits with cover-ups (when not poolside)

Men

- Shorts
- Smart jeans
- T-shirts or polo shirts
- Linen clothing
- Swim shorts with T-shirt or polo (when not poolside)

## EVENING RESORT

A step up from Day Casual, after 6pm we ask that guests adopt the more refined Evening Resort dress code.

Suggestions for an Evening Resort look:

Women

- Skirts
- Pants
- Blouses or sweaters
- Dark-wash jeans with no rips
- Tailored dress shorts

Men

- Shirts
- Sweaters or smart designer sweatshirts
- Dark-wash jeans with no rips (only when accompanied with a jacket)
- Chinos
- Sports jacket, or blazer

- Tailored shorts (these may only be worn in Beefbar and Bar) NOTE:

Please avoid flip-flops, sliders, swimwear, and hats.

#### FORMAL EVENING

On sailings over seven (7) days, there will be one ship-wide formal night, which will require more formal cocktail chic attire.

Suggestions for a Formal Evening look:

Women

- Cocktail dresses or gowns
- Suits
- Evening skirts or pants with an elegant top
  
- Evening shoes

Men

- Suits or tuxedos
- Shirts
- Dress shoes
- Ties (optional)

Crystal White Extravaganza: Crystal is pleased to present “Crystal White Extravaganza” on all voyages of seven (7) or more days. (See page 21 for details)

#### CRUISE TICKET AND LUGGAGE TAGS

Your cruise ticket is enclosed with your travel documents; it must be in your possession, along with your valid passport, when you board the ship. Please read the complete terms and conditions on your online GIF (Guest Information Form), as you are bound by them.

Prior to leaving for the airport, please be sure to complete and attach a Crystal luggage tag to each checked bag so it can be easily identified upon arrival.

#### CRYSTAL SOCIETY

If you have sailed with us before, you are a member of the Crystal Society and have a personal Crystal Society number. Please make sure your travel advisor has this number to ensure that you receive your Crystal Society benefits and savings on future cruises. If you wish to redeem a Crystal Society Milestone on your cruise, it must be requested by your travel advisor before you sail. Please refer to the terms and conditions of the Crystal Society Benefits

Program for further information, available at [www.crystalcruises.com](http://www.crystalcruises.com). Once onboard, please visit our Future Sales Managers for any loyalty program inquiries.

## INOCULATIONS

Requirements for inoculations often change. It is your responsibility to have all required vaccinations with a signed International Certificate of Vaccination. We recommend that you contact your personal physician with any health concerns.

Failure to comply can result in refusal of passage by international Customs and Immigration authorities.

## MEET AND ASSIST

### Domestic

If you are participating in our optional Air/Sea Program, have purchased our transfers, or requested Meet and Assist services in cities where this service is available, a Crystal representative will meet you in the baggage claim area. Please claim your luggage and leave both the luggage and claim checks with the representative.

### International

If you are arriving on an international flight, you will need to proceed through Immigration, claim your luggage and clear Customs prior to meeting your representative. You will then be escorted to the motor coach for the transfer service.

## PASSPORTS AND VISAS

A passport valid for six (6) months after the completion of the cruise is required for ALL guests. Four (4) blank visa pages are recommended per cruise for international voyages (if you are traveling on two back-to-back voyages, you need eight blank visa pages). Guests must take full responsibility for securing the required travel documents prior to departure. Failure to comply may result in refusal of passage by Customs and Immigration authorities.

On most cruises, passports are collected and retained by ship staff for the duration of your voyage in order to facilitate official clearance in each port of call. Passports may be checked out from the Reception Desk at any time during the cruise except during immigration formalities. If your passport

is checked out while in port, it must be returned to the Reception Desk at least 30 minutes prior to sailing. In the event the vessel's departure time is compromised due to delayed passport returns, guests may be called on the ship's public address system. It is recommended that guests bring an additional form of government-issued picture identification to carry ashore.

### Visa Requirements

It is your responsibility to obtain all necessary visas. Visas must be obtained regardless of whether you plan to go ashore or remain onboard while in ports that require visas. Everyone must be cleared by local Immigration authorities upon arrival in port, regardless of the length of the ship's call.

PLEASE NOTE: We recommend you contact your travel advisor to ensure you have secured all necessary visas and that all documentation is up to date. Crystal cannot be held responsible at the time of sailing for any visa information provided by us or travel advisors, as visa rules and requirements change regularly. Failure to comply with requirements may result in refusal of passage.

### GUEST INFORMATION FORM (GIF)

The online Guest Information Form (GIF) at [www.crystalcruises.com](http://www.crystalcruises.com) will streamline your embarkation process and allow you to reserve shipboard and shoreside activities.

PLEASE NOTE: Guests will not be able to access GIF within three (3) days prior to sailing. However, guests who have paid for their cruise in full and completed GIF may also make the following pre-cruise reservations online:

- Spa and salon appointments.
  - Specialty restaurant dinner reservations  
(see Dining Choices on page 21 for details).
  - Only one reservation per specialty restaurant, per segment can be made online. Additional reservations can be made onboard based on availability.
  - Crystal Destination Experiences requests (confirmed onboard).
- All reservations are subject to availability.

### SPECIAL DIETARY REQUESTS

If you require a special diet, have food allergies, or if you need special food

items available during your cruise, please submit your dietary requests in writing to our Onboard Guest Services department at [obgs@crystalcruises.com](mailto:obgs@crystalcruises.com) or +1 (786) 464-4431 no later than 90 days prior to your cruise, and confirm your arrangements with the Food and Beverage staff on the day of embarkation. There may be a charge for some special requests, as well as any applicable shipping fees.

## KOSHER

A diverse selection of pre-packaged kosher-certified meals, including meats, seafood and poultry, as well as white and red kosher wines, is available on a limited basis on every itinerary.

All chefs, and kitchen and dining staff have been trained in kosher food preparation, handling, and servicing. Only kosher pots, pans and utensils are used, and plates, silverware and glassware are washed separately. Due to limited provisioning resources, the number of guests per cruise who may partake in our kosher program is restricted to 28 guests on *Crystal Serenity*. Guests whose diets require it or who wish to dine kosher style must provide us with advance notice at the time of the initial reservation and no less than 90 days prior to sailing. We will do all that we can to ensure your needs are met. Due to limited availability, kosher-style dining is subject to confirmation by Crystal.

## VALUABLES

While in transit to and from the vessel or when participating in a Crystal Destination Experiences shore excursion, personal items, and valuables such as jewelry, medication, tickets, passports and visas should be packed with your hand luggage and kept with you at all times.

**PLEASE NOTE:** We highly recommend that you keep your carry-on luggage with you when in transit. Should you choose to check your carry-on luggage, Crystal cannot be held responsible for the luggage or the contents.

Every suite is equipped with a personal safe. Because you must assume full responsibility for items kept in your suite, we recommend that items of special value be placed in the complimentary safe-deposit boxes at the Reception Desk.

## VISITORS

Whenever conditions allow, visitors will be permitted onboard. Should you

wish to request a visitor onboard, please contact Onboard Guest Services at [obgs@crystalcruises.com](mailto:obgs@crystalcruises.com) or by phone +1 (786) 464-4431. The numbers and types of visitors allowed are capacity-controlled and subject to the security protocol at each port of call.

Due to changing global conditions, from time-to-time Crystal may institute a no-visitor policy onboard its ships. This policy is subject to change, without notice, at any time.

By making prior arrangements with the Restaurant Manager, you are also welcome to invite visitors to join you for a meal onboard, subject to space availability and the above security conditions. This request requires an additional confirmed reservation which must be made once onboard. Charges for your visitor's meals, as well as beverage fees (regardless of consumption), will be added to your shipboard account at the current rates.

# Shipboard Lifestyle

## AMBASSADOR HOSTS

Crystal Ambassador Hosts are onboard each voyage to act as dining companions, dance instructors and partners for guests sailing solo. These engaging gentlemen are highly accomplished ballroom dancers well versed in many of the subjects relevant to our voyages and the regions we visit.

## AURŌRA SPA AND SALON

The Aurōra Spa and Salon offers a full-service menu of beauty and spa treatments for ladies and gentlemen, performed by professionals trained by the experts at One Spa World. Featured services include haircuts, hairstyling, coloring, facials and skin analysis, teeth whitening, manicures and pedicures, and classic barbershop services for men. Aurōra is open every day of the cruise.

## AS YOU WISH CREDITS

As You Wish credits are subject to change and may be adjusted or denied based on changes to this reservation, such as category assignment, fare revisions or travel dates. Credits may not be applied as a deduction towards current or future cruise fares, port, security and handling charges, prepaid excursions, or medical expenses. As You Wish credits may not be applied to canceled reservations (whether paid in part or in full) and are not covered by Crystal's Protection Plan. Credits are non-redeemable for cash, valid for one (1) sailing (defined as a booking) only.

## PLEASE NOTE:

1. As You Wish shipboard credits are not accepted for Bingo.
2. Crystal Society and World Cruise shipboard credits are non-transferable to other guests' accounts, no exceptions.
3. Shipboard credits that are applied by Travel Advisors, Consortia, Crystal Guest Relations and other Crystal partners are transferable to other guests' accounts and valid until guests disembark.
4. If shipboard credits are not used, they will be forfeited at the end of the cruise.

Guests are encouraged to use their As You Wish credits on services and offerings including, but not limited to, spa treatments, Vintage Room reservations, wine selections from the Crystal Connoisseur List, onboard shopping, and Crystal Destination Experiences.

## BARS AND LOUNGES

The ships offer a variety of bar and lounge venues, including the Avenue Saloon, The Connoisseur Club, Crystal Cove, Galaxy Lounge, Palm Court, Pulse Night Club, Stardust Club, and Sunset Bar. Each features a unique style and atmosphere as well as differing hours of service.

In addition, each suite is equipped with a refrigerator, stocked with complimentary bottled water and soft drinks. You may have alcoholic beverages delivered to your suite by calling In-Suite Dining. Alcoholic beverages from our beverage menu are included in your cruise fare.

Fine wines and premium spirits selected from our Crystal Connoisseur List will be charged to your shipboard account.

Guests must be at least 18 years old to be served wine and beer, and at least 21 years old to be served spirits. When docked or anchored in U.S. ports, within the 3-mile limit, guests must be at least 21 years old to be served any alcoholic beverage.

#### BRIDGE GAMES AND LESSONS

Complimentary Bridge instruction and supervised games are offered by an accredited ACBL instructor on most sailings.

#### BUSINESS SERVICES

Conference and meeting facilities are available onboard. Select administrative services are available upon request for a nominal charge. For your convenience, complimentary Wi-Fi access is also available throughout the ship, reception permitting.

#### BUTLER SERVICE

Available to guests in all categories, your butler attends to every detail of your stay. Services offered upon request include packing and unpacking, shoeshine, dinner reservations in the specialty restaurants, shore excursion reservations, salon and spa appointments, and arranging private cocktail parties.

#### COMMUNICATION

##### Mail

Included in your travel documents is a communications brochure that lists the addresses of the embarkation and disembarkation ports where mail can be forwarded or delivered to you onboard. Postage and mailing services are available on the ship. Be sure to allow sufficient time for delivery to distant destinations.

##### Telephone\*

*Crystal Serenity* is equipped with a sophisticated telephone system that allows you to make direct-dial satellite\* phone calls from your suite.



Calls are billed to your shipboard account or a major credit card. However, please be aware that the \$2.50\* per-minute cost to use this satellite system is significantly higher than a normal shoreside call. You may also wish to use pay phones located in various ports of call.

Through an agreement with Telenor Crystal affords full use of your wireless devices while at sea.

Using your own mobile phone and telephone number, you can make and receive calls to and from fellow travelers who are on the ship, as well as to land-based friends and family. If you currently have the service through your home provider, you can also send and receive text messages.

Charges for using the Telenor system will appear as roaming charges on the regular monthly bill of your service provider. Contact your mobile home service provider for more information about rates, additional fees and taxes. While you do not need to do anything special to connect, you must have authorized service for international dialing through your home provider. To determine if you will be able to access Telenor please contact your home service provider. Crystal recommends that you contact your personal service provider prior to your voyage to determine the services available to you and avoid unexpected international or roaming charges.

\* Satellite phone rates are subject to change without notice. Connection depends on satellite availability and cannot be guaranteed.

#### Internet Access

See "Computer University@Sea." on page 17.

#### Satellite Reception\*

All electronic communication to and from the ship is via satellite. Interruptions in satellite reception can occur at any time without notice. While we regret this, and apologize for any inconvenience it may cause, Crystal cannot guarantee that communication connections for telephone, television, Internet, email or fax will be always available in all areas of the world.

\*The following destinations are extremely sensitive to interference: Baltic, North Cape and the Chilean fjords.

## COMPUTER UNIVERSITY@SEA®

Our popular Computer University@Sea program is offered on all cruises. CU@Sea provides Internet access, group and individual computer lessons, and extensive complimentary enrichment course offerings. Each ship has dedicated computer labs with state-of-the-art workstations and hardware. Complimentary lectures or classes are offered on each cruise. Details are listed in the daily newsletter, *Reflections*.

### Home and Business Email Access

If your home or business email provider has Internet access to your email, you will be able to access it from the ship via the Internet. If you are not sure, please contact your email provider prior to your cruise.

### Internet and Wi-Fi Access

Complimentary Internet and Wi-Fi access is available onboard throughout the ship. Crystal encourages you to bring your own devices with you for use during your voyage. Once onboard, please connect to Crystal's complimentary Wi-Fi. Certain applications (apps) available on personal phones and other devices are satellite-dependent and thus subject to interrupted availability.

### Private Computer Lessons

Some private lesson times are available. You can arrange for these after you arrive on the ship. Please note, that fees apply.

### Technology Concierge

Crystal's knowledgeable Technology Concierges help guests fully understand the features of popular devices they own or are considering for purchase. This complimentary service is available through Computer University@Sea. Guests can learn the latest trends and the nuances of today's most popular devices. We can configure your personal laptops, tablets, and mobile devices for Internet access from your suite.

PLEASE NOTE: It is not possible to connect a laptop through the shipboard phone system directly to any phone number ashore. Skype and other video communication apps are not available onboard.

CrystalTab, Crystal App and Crystal TV

Crystal Tablet is available in all suites providing access to entertainment, shipboard information and daily activities. With this tablet, guests may connect with each other via phone calls and text messages. You may also connect via Tablet with your Butler and Suite attendant.

#### CRYSTAL DESTINATION EXPERIENCES

The shore excursion operators in every port of call have been fully vetted by Crystal and are expected to meet our six-star standards, ensuring a seamless and enjoyable shoreside experience. The benefits of reserving Crystal Destination Experiences shore excursions are:

- Protection: No penalties in the event of inclement weather, site closures or sailing time changes.
- Safety: Operated only by licensed and reliable tour operators that meet and exceed Crystal's high safety standards and insurance requirements.
- Quality: Providing the best available qualified guides and transportation for a luxury touring experience.
- Convenience: Drop-off and pick-up points in each port are perfectly planned and coordinated with your ship's arrival and departure.
- No Hidden Fees: All-Inclusive pricing — all entry fees, admissions, refreshments, meals, etc., included as detailed in each shore excursion description.
- Book Now — Pay Later: Reserve your Crystal Destination Experiences in advance of your cruise and pay when you embark on the ship.
- Flexible Cancellation Policy: The majority of shore excursions may be canceled within 48 hours with no fee\*.
- Comfort: Limited group size for a more intimate and personalized experience ashore and while touring.
- Professional Team: Experienced Shore Excursions staff available to assist you onboard, pier side and ashore.
- Crystal Difference: A Crystal Escort (onboard staff) accompanies most excursions to assist as needed.

Full-fare guests who have made a deposit and have a booking number may reserve their Crystal Destination Experiences shore excursions online.

\*Please contact our onboard Staff for details.

## CRYSTAL IMAGES

Crystal Images, our onboard photo shop, meets a wide range of photographic needs, including the sale of cameras and photographic accessories as well as digital photo processing.

Our professional photographers are often on shore to capture memorable moments in port, or onboard to take portraits of guests during special occasions. Photos are on display and available for purchase at Crystal Images.

Crystal also offers guests the opportunity to revisit vacation memories with a beautiful and artistically produced photo journal. Your Crystal Celebrations® album will feature contemporary photos of you in your Crystal surroundings taken by our onboard photographers. For details and pricing information, visit Crystal Images upon check-in.

## CURRENCY AND SHIPBOARD ACCOUNT

At the beginning of the cruise, to expedite the settlement of your account, your credit card will be registered, and a disclaimer signed.

Your shipboard account and charges may be settled with MasterCard®, VISA®, American Express®, Diners Club®, Discover Card®, or JCB Card.

Guests may cash traveler's checks up to \$500 USD within a 24-hour period. The maximum amount of traveler's checks that can be cashed by one person is \$2,500 USD per cruise. Credit card payments are subject to credit clearance. In some ports, a local currency exchange service may be available onboard. Crystal does not accept personal checks.

**PLEASE NOTE:** If not used before the end of your cruise, some shipboard credits may not be redeemable for cash and will be forfeited.

Please note that all guests are responsible to review and verify their onboard account prior to departure. It is each guest's sole responsibility to ensure that all credits, promotions, and charges are accurate prior to account closure. Please be aware that any missing credits or promotions not addressed before account closure will be forfeited and cannot be refunded or redeemed for cash following the voyage.

For your convenience, you may visit the Reception Desk at any point during your sailing to confirm the application of any credits or promotions as

reflected on your invoice. Please note that all onboard accounts will be closed on the evening prior to disembarkation. With this in mind, we encourage all guests who may have credits to review their account with the Reception team during the voyage to avoid any inaccuracies.

We also would like to bring to your attention regarding a credit card transaction that will take place on your account. Credit Card Authorizations are automatically processed during your time onboard in the amount of \$200 at the beginning of your voyage. This is solely an authorization to secure funds and are not posted charges. If you have any questions about your account balance or folio details, please contact the Front Desk. We remain at your service to assist with reviewing your folio to clarify any charges or policies.

There will be additional incremental pre-authorizations during the cruise for subsequent spendings once the total charges exceed the initial pre-authorization of \$200 (with \$50 buffer)

#### CUSTOMS AND DUTY- FREE EXEMPTIONS

All luggage is subject to inspection by U.S. Customs upon return to the United States. U.S. residents originating or terminating their cruise in a foreign port are also subject to inspection by U.S. Customs officials. U.S. residents are allowed a duty-free exemption of \$800, or up to \$1,600 USD when combined with another family member. There are limits on the number of alcoholic beverages, cigarettes, cigars and other tobacco products you may include in your duty-free personal exemption. Additional information can be obtained at any local U.S. Customs office or by visiting the travel section of [www.cbp.gov](http://www.cbp.gov). Customs regulations are subject to change without notice, and guests are responsible for familiarizing themselves with the regulations.

#### DAILY PROGRAM

The *Reflections* daily program is available for you on your In-Suite tablet every evening to help you plan for the next day. It is a valuable guide to the activities onboard, including a complete schedule of the following day's events, hours for the ship's many venues and important announcements. It also contains informative articles on ports of call as well as personality profiles of shipboard officers, staff, entertainers, and Crystal Enrichment Program lecturers.

## DANCING AND DANCE LESSONS

Crystal offers an abundance of dancing opportunities and venues, each with its own style and ambiance. Stardust Club and the Palm Court offer dancing before or after dinner on most evenings. Our nightclub on *Crystal Serenity*, Pulse, also offers late-night dancing to the music you request from our disc jockey.

On all cruises, professional dance instructors offer complimentary classes in the most popular dance steps and our distinguished Ambassador Hosts will escort guests to the dance floor. Private dance lessons can also be arranged onboard.

Crystal is pleased to present the “Crystal Dress White Party” on voyages of seven (7) or more nights. This signature dance party event features our Showband, our featured vocalist, violinist, and Crystal’s own Latin dance performers. Guests are encouraged to dress all in white to help create a truly spectacular evening.

## DINING CHOICES

Our ships feature a tempting variety of dining options, from the early-bird breakfast through dinner and into the late evenings. Guests have nine dining options, including Nobuyuki Matsuhisa’s only restaurant at sea, Umi Uma, and the ocean-going debut of international culinary sensation Beefbar. Visit [www.crystalcruises.com](http://www.crystalcruises.com) for additional information.

### Specialty Restaurants\*

Crystal provides alternative specialty restaurants on both ships to enhance evening dining options and provide a variety of culinary venues.

Osteria D’Ovidio features menus designed by the Michelin-rated Alajmo brothers. Nobu Matsuhisa’s Umi Uma and Sushi Bar is a delicious blend of Japanese–Peruvian cuisine in a new, beautifully designed restaurant.

Our specialty restaurants are meant to be enjoyed equally by all of our guests. In order to ensure that each guest has a chance to dine at Osteria D’Ovidio and Umi Uma and The Sushi Bar at least once during their voyage, a maximum of one reservation per restaurant, per segment can be confirmed per booking via our Guest Information Form (GIF). All additional reservations or visits to these venues will be confirmed onboard on a space-available basis for a nominal fee of \$75 per person. Guests in Crystal

Penthouse or Jr. Crystal Penthouse suites are entitled to unlimited complimentary Specialty Restaurant reservations; however, the same one (1) GIF pre-reservation per restaurant restriction as noted above will apply.

\*See page 11, Guest Information Form (GIF), for details on making reservations.

- Full World Cruise Guests and Full Grand Voyage Guests: All Specialty Restaurant reservation fees will be waived. One complimentary reservation or visit per Specialty Restaurant venue for the first WC segment may be booked via GIF prior to the voyage. Additional complimentary reservations or visits will need to be confirmed onboard the ship after the voyage begins.
- Guests 50+ Milestone Crystal Society benefit: All Specialty Restaurant reservation fees will be waived for all guests who have achieved their 50th (or more) Crystal Society Milestone. One complimentary reservation or visit per Specialty Restaurant venue per segment may be booked via GIF prior to the beginning of each voyage. Additional reservations or visits may be confirmed when onboard the ship, on a space-available basis.

### The Vintage Room

An intimate, innovative concept in wine education and cuisine, The Vintage Room offers guided pairings and dinners highlighting the vast selection of wines in the ship's onboard cellar, as well as other specially selected vintages. In addition to daytime tastings and discussions, guests may enjoy in a variety of private wine "themed" lunches and dinners by special arrangement with the Head Sommelier. Shorter pairings as well as Ultimate Vintage Room Dinners are available on select Crystal Wine and Food Festival theme cruise sailings. Ask OBGS for details: [OBGS@crystalcruises.com](mailto:OBGS@crystalcruises.com)

### Beefbar

The most exciting flavors from the global street-food scene – Beef, Reef and Leaf – are fashioned from the freshest ingredients by creative chefs and served for sharing in stylish surroundings. Beefbar is open for lunch and dinner. Reservations for Dinner are required.

### Waterside

Waterside is our main restaurant, featuring a large number of tables for two and four guests. Waterside serves breakfast, lunch and dinner. No reservations are required, and dinner guests are invited to dine anytime between the hours of 6.30pm and 9pm (opening times subject to change). For lunch, guests may enjoy handmade pastas, custom sandwiches, fresh

salads and more, while Waterside's dinner menu offers contemporary favorites alongside modern creations.

### The Marketplace

Buffet-style dining wrapped in floor-to-ceiling windows and a chic open-air dining area. This venue offers breakfast and lunch with a variety of choices from appetizers to desserts. Itinerary-driven food selections keep the menus fresh while carving stations and individual *à la minute* cooking add a dynamic element. The Marketplace experience is open seating. Reservations are not required or accepted.

### ELECTRICAL APPLIANCES

Both 110-volt (American current) and 220-volt (European current) outlets are provided in your suite. One hair dryer is provided in each suite. If you have any questions about the compatibility of appliances, please ask your Suite Attendant.

### ENTERTAINMENT

#### Le Casino Monte-Carlo

The Casino offers international-style gaming including Blackjack and Roulette. Three-Card Poker and Ultimate Texas Hold 'em® are available periodically or by request. Poker and Slots are also offered. Guests can withdraw \$500/day and up to \$5000 per cruise. This will be charged to their on-board folio. Guests must be at least 18 years of age to enter the gaming areas or to play any monetary-based games of chance. Please note: The casino may be subject to closure in certain areas due to local regulations.

#### Production Shows

The Galaxy Lounge is the venue for our award-winning production shows and a host of other evening performances. The showroom was custom-designed to offer perfect views from each of its seats, and features state-of-the-art sound and lighting systems. Each production is a dazzling blend of music and dance performed by the finest talent in musical theatre.

#### Variety Entertainment

Each cruise features a variety of cabaret entertainers, which may include a vocalist, pianist, comedian, ventriloquist, multi-instrumentalist or classical artist.



### Music and Dancing

Before and after dinner hours, musical entertainment and dancing are offered in a number of venues around the ship. Each lounge features a diverse array of performances from classical artists, piano bar entertainers and dance bands.

### Piano Bars

Soft piano melodies fill the Crystal Cove in the afternoons and each evening at cocktail hour. The popular Avenue Saloon features a pianist performing favorite tunes.

### CrystalApp

CrystalApp is our exclusive Internet portal and digital app featuring the ships' daily newsletter and Press Reader (international news services). In addition, new interactive in-room HD ultra-thin flat televisions will offer current movies and popular TV series (new streaming video allows for viewing on personal devices as well as throughout the ship). Our new interactive televisions also allow guests to order room service, watch pre-recorded destination lectures or enjoy a selection of videos representing Crystal's various experiences.

### GRATUITIES

With Crystal's all-inclusive experience, pre-paid gratuities for housekeeping (butler, suite attendant and trainee suite attendant), bar and dining staff (including in-suite dining and specialty restaurants) are included in your cruise fare. If you would like to present gratuities for other service personnel, you may do so at your discretion. Or, if you have any questions regarding gratuities, please contact the Reception Desk. We suggest a 20% gratuity for Aurōra services, which will be automatically added to your bill and charged to your shipboard account for your convenience.

### JUNIOR ACTIVITIES AND BABYSITTING

During select holiday cruises and selected sailings from June through August, both ships feature a fully supervised Junior Activities program for children between the ages of three (3) and 17, each with dedicated play areas for both young children and teens. A minimum of 12 children are required to operate a Junior Activities program. Activities may include scavenger hunts, story times, fashion shows, cookie baking, karaoke, movies, dancing, supervised pool games, video game tournaments, volleyball, paddle tennis, water polo, swimming, late-night pool parties and more.

On all sailings, in-suite babysitting services for children aged one (1) year and older are available on a first-come, first-served basis. Fees apply. Arrangements can be made through the Concierge located at the Reception Desk. We kindly ask that should you require babysitting services, 24-hour notice would be greatly appreciated. Fees are \$30 per hour for one child, \$40 per hour for two children and \$50 per hour for three children. For safety reasons, the maximum number of children/babies watched by one babysitter is three (3). Babysitting services are not permitted for children under the age of one (1), or overnight. Babysitting is limited to three (3) hours per babysitter. Should you require childcare for longer than three (3) hours, a second babysitter will be arranged.

#### LAUNDRY AND VALET SERVICES

Complete valet services are available, including laundry, pressing, and dry cleaning. Services may be arranged through your suite attendant or your butler. Valet charges are billed to your shipboard account. Laundry services are complimentary, however dry cleaning and pressing services are subject to change. Complimentary self-service laundrettes, including washing machines, detergent, fabric softener, dryers, irons, and ironing boards are provided on *Crystal Serenity* Decks 7, 8, 9, 10 and 11.

#### LECTURES AND ENRICHMENT

Our popular Crystal Visions Enrichment Program and Crystal Creative Learning Institute™ are offered on every cruise and, depending on the sailing, featuring a range of noted destinations, world affairs, and cultural, historical, and artistic speakers. You can expand your horizons with the Creative Learning Institute, our complimentary interactive classes in the areas of Arts and Entertainment, Business and Technology (including our popular Computer University@Sea), Lifestyle, Wellness and Wine and Food.

#### LIBRARY

Our well-stocked Library contains more than 2,000 books, from classics to popular biographies, history to contemporary mysteries. There is also an array of current magazines and news publications for your reading pleasure while in the Library, plus board games, which may be borrowed free of charge for your enjoyment during the cruise.

## LUGGAGE

All check-in luggage is collected outside your suite door on the last night of your cruise in order to be cleared through Customs before disembarkation. It is recommended to lock your luggage and not to pack critical travel documents such as passports, wallets, and air tickets in your check-in luggage. You may wish to pack a small overnight bag to keep your personal items, valuables, medications and identification with you.

During your cruise, your empty luggage may be stored under the bed in your room.

## MEDICAL SERVICES

A trained physician and nurse are on call 24 hours a day. Their professional services, as well as certain medications, are available onboard at reasonable costs. Guests who require ongoing medication or who have specific dietary needs are advised to bring an ample supply of medication or dietary supplements with them in their carry-on luggage.

Guests with existing medical conditions, guests who cannot completely care for themselves and who may require ongoing treatment by the ship's medical staff, or guests who may constitute a risk or danger to anyone else onboard must be reported in writing to Crystal Onboard Guest Services department at least 30 days prior to departure. Crystal reserves the right, without liability, to refuse to board or transport, and has the right to disembark during the cruise, guests who are in need of constant, unusual or unreasonable medical care for existing conditions.

### Guests requiring oxygen equipment

Requests for oxygen equipment for a specific cruise must be made at least 30 days prior to departure and will be processed by Crystal Onboard Guest Services department in the order of date received.

## MOVIES

The Hollywood Theatre features a selection of current and recent-release films and is equipped with devices for the hearing-impaired.

## NEWS SERVICES\*

While you relax and unwind at sea, you can still stay in touch with the world. BBC World, CNBC, Fox News, MSNBC, PrimeUS, Sky News and Sky Sports News are transmitted live via satellite to your suite television, 24 hours a day.

CNN International, CNN Español, ESPN, TNT, TCM and TBS are available in many regions, signal permitting.

PressReader by Newspaper Direct delivers full, free access to select national and international newspapers — along with digital versions of *Reflections* and shore excursion booklets direct to your smartphone or tablet. Available for download in the iTunes app store and Google Play.

\*Rates are subject to change without notice. Connection depends on satellite availability and cannot be guaranteed.

#### PARTIES AND SPECIAL OCCASIONS

Our Bar Manager is happy to make arrangements for any special occasions or parties in the public rooms, if available. The Bar Manager can provide you with available packages, including waiters, barkeepers, special hors d'oeuvres and invitations. Flower arrangements may also be ordered onboard. Private receptions can also be requested through your butler.

#### POOLS AND JACUZZI

We have sparkling saltwater pools and hot tubs on our ships for relaxation and exercise during your cruise. We ask that you help us maintain the standards of cleanliness for which we are known by following these guidelines:

- For everyone's safety, please refrain from bringing glass into the pool areas. Only plastic containers for beverages may be used around the pools and hot tubs.
- In compliance with United States Public Health regulations, children wearing diapers (including swimming diapers) and children who are not toilet-trained are restricted from using the pools and hot tubs.

Please also note the following:

- Three- to 12-year-olds must be accompanied by a parent or legal guardian at all times.
- 13- to 17-year-olds may use the facilities on their own, unaccompanied by a parent or legal guardian.
- There are no lifeguards on duty.
- Proper pool behavior is required at all times.

## RELIGIOUS SERVICES

Jewish services are available during major holidays, and Catholic services are offered on most cruises.

Interdenominational services are performed on Sundays at sea. Details on the services are provided in the *Reflections* daily program.

## SAFETY AND SECURITY

Our ships have been designed with our guests' safety in mind, equipped with modern stabilizers and built to the world's highest standards of shipbuilding quality. Our ships comply with all safety codes and pass annual testing inspections with the highest marks.

All Veranda Suites are equipped with a lock safety system that may be used by parents/guardians to ensure the safety of children in the suite. Please see Reception onboard for further information. For more details regarding room key cards and boarding the ship, refer to page 6, Boarding the Ship.

In addition, weapons, ammunition, explosives, substances that are hazardous, disabling, or illegal, or any other article that in the opinion of the Master is deemed dangerous, are strictly prohibited onboard *Crystal Serenity*. Such additional dangerous articles include but are not limited to, firearms, stun guns, swords, ice picks or knives.

Further, due to the differing local regulatory requirements and restrictions in destinations around the world regarding the use of aerial drones, and in the interest in maintaining a safe and secure environment for all guests and crew onboard all of our ships, please be advised that aerial drones are prohibited and must be surrendered to the Captain at embarkation and will be kept in storage for the duration of the cruise.

A more comprehensive list of prohibited items is available through Crystal Onboard Guest Services. Any such items shall be surrendered to the Captain at embarkation and may be disposed of at the sole discretion of the Captain.

## SHIPBOARD SERVICES

### Concierges

Our staff take great pride in ensuring your entire journey goes smoothly. Our Concierges, professional affiliates of the prestigious Union International des Concierges d'Hotels "Les Clefs d'Or", and Reception Desk staff are available 24 hours a day to assist with any special needs.

### Future Sales Manager

Our shipboard sales representative provides itinerary details and is onboard to assist you with starting a future reservation on Crystal as well as any Crystal Society Program inquiries. All bookings made onboard are returned to your travel advisor, and for most cruises, you will receive a special onboard booking savings, as well as a Crystal Society (repeat guest) discount.

### SHOPPING ONBOARD

*Crystal Serenity* offers a chic and spacious Avenue of the Stars shopping arcade, featuring an exclusive selection of fine jewelry, designer apparel, accessories and cruise wear. The inventory is continually changing and often provides merchandise specific to the area in which you are traveling. In addition, the boutiques of Avenue of the Stars offer trunk shows throughout the year.

A full range of private-label logo apparel and popular items is always available. There is also a selection of sundry items, available through our Sundry Menu, plus duty-free cosmetics and fragrances. Due to Customs regulations, shops are closed when the ship is in port.

### SHUTTLE SERVICE

Crystal is pleased to provide complimentary shuttle service in ports of call where the town or city center is beyond a reasonable walking distance from the ship's pier. The shuttle schedule is announced in the onboard daily newsletter *Reflections*. Schedules and the operations of shuttles are sometimes dictated by local authorities, traffic, or security measures, which may create delays and, in some cases, prohibit shuttle service from operating inside the port area. The complimentary shuttle service is provided at the sole discretion of Crystal and is not guaranteed in any port.

PLEASE NOTE: We are unable to provide shuttle schedules prior to the start of a cruise.

## SMOKING POLICY

At Crystal, we recognize that some of our guests smoke and others do not. Therefore, the living environment on our ships is designed to satisfy everyone.

### Indoor Smoking

Indoor smoking is permitted only in the Connoisseur Club smoking lounge. Smoking is prohibited in all other indoor areas of the ship, including all other public rooms, lounges, corridors, and restaurants, as well as all suites and verandas. Please note: If smoke is detected in a suite or suite, a cleaning fee of \$250 per incident will be billed to your account.

### Outdoor Smoking

Outdoor smoking is allowed in a limited number of designated spaces as follows:

#### Cigarettes (Including E-Cigarettes)

- Decks 8, 9, 10 and 11 Aft on *Crystal Serenity*
- Seahorse pool area, port side forward area only
- Connoisseur Club

#### Cigar and Pipe Smoking

- Decks 8, 9, 10 and 11 Aft on *Crystal Serenity*
- Connoisseur Club

Electronic cigarettes (e-cigarettes) are allowed in the same venues where smoking is permitted. E-cigarettes are not permitted in areas designated as no smoking. Crystal kindly asks guests to observe the no-smoking areas, which have been created for the comfort and enjoyment of everyone onboard.

## SPA AND FITNESS CENTER

The sublime Aurōra Spa and Salon is the first floating spa to use the principles of Feng Shui in a calming atmosphere. The luxurious aromatic steam and sauna area complements an array of exotic cultural therapies from around the world. Panoramic sea views surround our award-winning facility, which includes a state-of-the-art fitness center and holistic fitness classes in our group exercise studio. Indoor cycling, yoga or mat Pilates classes are offered under the guidance of a qualified fitness director, as well as workouts on our Kinesis machines. Spa appointments may be requested

online at [www.crystalcruises.com](http://www.crystalcruises.com); see page 11, Guest Information Form, for details. The spa and fitness center are open every day.

Other fitness facilities include an outdoor saltwater pool, hot tub, an extensive, uninterrupted Promenade Deck for walking and jogging, regulation paddle tennis courts, table tennis, golf driving ranges and putting greens with TaylorMade® golf equipment, and shuffleboard courts.

#### WHEELCHAIR AND OTHER ACCESSIBILITY INFORMATION

For full details and guidelines, guests with special requirements, limited mobility, or the need to use oxygen equipment should refer to our website. The Onboard Accessibility Guide may be requested through our Onboard Guest Services departments by calling +1 (786) 464-4431, or by email at [obgs@crystalcruises.com](mailto:obgs@crystalcruises.com). All itineraries, fares, programs, promotions and policies are subject to change at the discretion of Crystal.

Crystal reserves the right to correct errors or omissions and to change any and all fares, fees, promotions and programs at any time with or without notice. Refer to [www.crystalcruises.com](http://www.crystalcruises.com) for the most updated Terms and Conditions.

If you have further questions, please contact your travel advisor, visit [www.crystalcruises.com](http://www.crystalcruises.com), call +1 (786) 464-4431, or write directly to:

Crystal  
Onboard Guest Services Department  
1010 S Federal Hwy, Ste 1500  
Hallandale, FL 30009



