

FAQ and information`s (in alphabetical order)

Clothing suggestions

Dress code on our cruises is casual and comfortable, so we suggest:

Clothing – few lightweight, easily washable items for travel and daily wear, swimwear, sun hat with brim, warm sweater for the evenings

Outerwear – lightweight rain jacket, waterproof and breathable

Footwear – sturdy walking shoes for sightseeing excursions, water shoes

Travel Accessories – sunglasses, sun block and lip balm, personal first aid kit (including any medications you use), mosquito repellent, small backpack, beach towel

Crew on the ship

Depending on its size, ships have about six crew members, and it is usually the captain, chef, waiter, chambermaid and two sailors. The larger vessels have up to 9 crew members (2 waiters, chambermaid).

At least one crew member can communicate in English. You will be introduced to all of your crew members when you arrive on a ship. Mostly, there is a cruise manager on board.

Currency

The main currency accepted is the Croatian Kuna. Where possible; exchange your money in a bank or retrieve money from an ATM. Drinks can be paid in EUR or Kn, but all extra services such as transfers, excursions and accommodation need paying in local currency KUNA.

Payments on board can be made in cash in either euro or kuna. Credit cards on board are not accepted.

Documents

Before leaving home, please ensure that your passport and visa (if needed) are valid. It is best to have a copy of the front page (with your photo and passport number) with you kept in a separate location from your passport, in case your passport gets lost or stolen.

All Passengers must be in the possession of proper travel documentation at the time of embarkation, including any visas that may be required. Passengers are advised to consult with their travel agents and/or appropriate governmental agencies in this respect. Passengers shall indemnify Ship owner/ J.E.M. Trade Ltd. for any fines or penalties imposed on Ship owners by any government, governmental agency, port authority, health, immigration or customs & excise authorities. Ship owners/ J.E.M. Trade Ltd. shall not be liable for any loss, damage, delay etc. in connection with the passengers' missing or invalid travel documentation.

Electricity Sockets

Everywhere in Croatia, standard European sockets are used (Type F) - 2 pins, grounded, 16 A, 220 V. Socket is compatible with plug types C, E & F.

Emergency numbers

In case of an emergency you can dial following numbers:

112 – Emergency telephone number

194 – Ambulance

192 – Police

193 – Fire brigade

In case you miss your flight, or are unable to arrive in port of embarkation on time for any reason, please call your booking agent.

Gratuity

We believe that tips should reflect excellent service and your satisfaction with the guide/cruise manager, team and overall tour. Crew gratuities will distribute among the crew. Tipping is voluntary and entirely at the discretion of individual trip participants. Your owned currency or Croatian kuna is acceptable.

Insurance

We suggest that passengers pay travel insurance policy which also covers the risks of cancelling of the voyage. Besides, if you need medical assistance or evacuation during the trip, we cannot absorb these fees.

Internet Wi-Fi

Please note that Internet connection used is cellular service and connection might be unreliable during some stages of the cruise. For that reason, reception sometimes might not be possible, or connection speeds might drop. Skype calls will work in bigger towns on the route. Connection provided is best for checking emails or accessing news portals. Wi-Fi connection can be located in the salon or from the rear lounge of the upper deck.

Maritime Law

Captain is responsible for the ultimate safety and comfort of the vessel and its passengers. It is within the Captain's jurisdiction to change the sequence of stops, ports if necessary due to inclement weather conditions, high or low water levels, dock and lock schedules, technical reasons etc. The Captain has the right to remove unruly passengers, quarantine the ship in case of disease and similar. Therefore, although unlikely, certain changes in schedules may happen. Though we expect to provide sightseeing of all of the major attractions listed in our cruise program, there is always a possibility that the sequence of touring may be altered to take into account the operating hours at museums, galleries and monuments. Shore excursions may be changed in response to sailing conditions and other factors.

Meals on board

Food on the ships is similar to traditional Croatian cuisine.

Breakfast will serve in a lavish buffet style. A selection of complimentary fresh fruit is available all day long (on some ships in higher class).

Breakfast is usually continental and consists of tea and coffee, fruit juice, bread, butter, jam, and eventually ham and cheese. If you want an English breakfast, it is possible to order it while making a cruise reservation or on the spot.

Lunch is traditionally plentiful.; with soup or pasta as starter, main dish with side dishes, salad, and desert. The main dish is two or three times weekly a fish and in other cases, meat or chicken. Side dishes are potatoes, cabbage, and other vegetables. Dessert is fruit or a cake. Dinner is usually not included because we encourage you to explore local restaurants.

Guests are kindly asked to inform the Agency upon confirmation of booking or as soon as possible of any dietary preferences, such as diabetic, gluten-free, vegetarian, vegan etc. Our galley team will make reasonable efforts to accommodate these requests.

- Drinks on board

It is not allowed to bring and to consume your own drinks on the ship. You can get drinks at ship salon which is at the same time restaurant, living room, and a bar. The bar is equipped with different alcohol and non-alcoholic beverages. In a case that you would like to consume some particular type of drink that generally can not be found in the ship bar, according to your earlier **demand crew can get that beverage, and serve you with it during the cruise.**

- Food on board

Passengers are not permitted to bring food on the ship. That include all drinks and food products purchased on shore in ports of call. The exceptions are personal care products, liquid medicine, food products specifically for infants and food products for special diets. Typical regional products purchased during visits to the ports will be stored onboard to be returned to passengers at the end of the cruise.

- What is 'Captains dinner'?

Once a week captain offers "Captains dinner" mostly a fish menu, which is a chance for guests and the crew to gather in a ceremonial mood. "Captains dinner" can be ordered while making a reservation or arrange it and pay it on the spot.

Ships in higher category have captain's dinner is included in the price!

Noise level

As the boat is explicitly acoustic, all guests are asked to behave accordingly and respect the night peace that officially starts at midnight. Since the ship will be docking for the night, in ports of call, you can expect a certain level of noise coming from the shore and other boats in the harbour. Noise level usually drops by midnight. Still, sometimes there are festivities such as Patron saint's day and similar, which often last long into the night. We are unable to influence the noise level in any of the ports of call.

Safety

Ship have a life jacket for each guest and crew member. Upon embarkation, your cruise manager will brief you on the safety measures and steps to be taken in case of an emergency. Life jackets you can found under the bed in your cabins. Ship also has a small boat or inflatable safety raft which will use in case of an emergency. Fire extinguishers are located at critical points on the ship.

Swimming opportunities

Depending on weather and season, there will be several stops during the cruise in secluded and peaceful bays where the boat will drop anchor. Guests who prefer to swim off the beach will also have ample opportunities to do so during the cruise.