

ocean
VILLAGE the cruise for people
who don't do cruises

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Things to know
before you go

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Ocean Village is a trading name of Carnival plc. Printed January 2010.

Mediterranean holidays
April-October 2010
Ocean Village

Welcome

Thank you for booking your holiday with Ocean Village. You're in for a great time exploring the very best Mediterranean hot spots and we look forward to welcoming you on board.

Whether you're new to cruising or have been many times before you've probably got lots of questions about your holiday. Whatever type of holiday you're planning – wall-to-wall activity or pure relaxation – you'll find all the information you need in this booklet, from the really important stuff to general information about what to expect on board and ashore.

If there's anything that's not clear or if you have any queries then please call our Reservations team on **0845 358 5000**.

We hope you enjoy a great holiday with Ocean Village.



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Before you go

Passports And Visas

If you are a British Citizen you'll need a full passport (which will be valid for six months after the date you return from your holiday) in order to travel with us. Please note that British Visitor passports are no longer valid. If you need a new passport you should apply in good time prior to your departure. If you are applying for a passport for the first time you may be required to attend an interview with the Passport Service and should allow a minimum of six weeks for it to be issued. For more information please visit www.direct.gov.uk/passports or call Ocean Village on 0845 358 5000. At the time of going to press no visas were required for holders of British Citizen passports.

If you do not hold a British Citizen passport then your passport, travel documentation and visa requirements may be different and you should check with your Embassy or travel agent, or call Ocean Village on 0845 358 5000 to ensure you have the correct documentation for your holiday (particularly if you hold a British Subject passport).

Non-European passport holders may need a Schengen Visa to enter Europe and should check the entry requirements in advance, as these must be applied for in person.

Remember that children under 16 need travel documents too. If not already included in a valid passport they must have their own passport in order to travel.

Travel Documents

Around 2-3 weeks before your holiday you will receive your travel documents via your travel agent – or they will be sent to your home address if you have booked direct with Ocean Village. Please check that the details are correct – and don't forget to bring them with you!

Travel Insurance

It is a condition of each holiday booking/contract that every passenger travelling with Ocean Village must have travel insurance in force for the entire duration of their holiday. If your travel insurance was not obtained through Ocean Village (see our main brochure for full details) then details of a suitable alternative insurance policy (which must, as a minimum, include medical and repatriation coverage for not less than £2 million) must be provided before you travel. You must also bring the details of your insurance policy with you on holiday.

Holiday Information

Immigration regulations mean that we need certain details from everyone travelling with us. To give us this information (such as passport details) please go online at www.oceanvillageholidays.co.uk (select 'Already Booked?' then 'Check And Update Your Holiday Details').

Please use the name stated in your passport and make sure that we receive your details as soon as possible – **if we don't receive this essential information it could delay the start of your holiday.**

Vaccinations

If you don't like needles then the good news is that there are no compulsory vaccinations required before you travel. However, requirements do change so you should check with your GP or see the Department of Health's leaflet 'Health Advice For Travellers' (available from Post Offices or by visiting www.dh.gov.uk) before you leave. Alternatively, you can find the location of your nearest MASTA (Medical Advisory Service for Travellers Abroad) at www.masta.org.

Money

We operate a 'cash-free' system on board. Your account is open from the moment you register your credit card when you check-in at the port to join the ship. All you have to do is sign for your purchases (priced in Sterling) as you go and your account will automatically be settled against your registered credit card at the end of your holiday. We accept Visa, Mastercard, American Express, Diners Club and Visa Debit – **we are unable to accept Switch/Maestro, Visa Electron or Solo cards.** You can use Sterling, US Dollar and Euro travellers' cheques to pay some of your account, but you must do this by 6.00pm on the last evening of your cruise. Any final charges will be settled against your registered credit card. You can also acquire cash from Reception in the form of Sterling or foreign currency. This will be charged to your on-board account to be settled by your registered credit card. Please note we no longer accept personal cheques to acquire cash or to settle your on-board account. We recommend that you advise your bank or credit card company that you will be visiting several different countries during your holiday. Also, as your on-board account will be closed late on the final night of your holiday, we recommend that you carry some Sterling for use on board on the day you disembark.

Foreign Currency

Although everything is 'cash free' on board the ship, when you are in port you'll need foreign currency. In the Mediterranean the Euro is the most widely accepted currency. Euros are available at competitive rates from Reception on board, with payment by Sterling cash or by Sterling or Euro travellers' cheques. They can also be charged to your on-board account once you've registered your credit card. Unfortunately we cannot accept American Express Travellers' Cheque cards as this is prohibited under the terms and conditions of the card issuer.

All foreign currency transactions are converted through Sterling. Reception can re-exchange Euro notes, but we regret we cannot exchange coins. In addition many major currencies can be converted to Sterling on board – please ask at Reception.



Before you go

Packing

Forget The Formal Gear

The beauty of an Ocean Village holiday is that there are no set formal or semi-formal dress codes on board. Casual wear is always fine – all we ask is that you cover-up when eating or drinking inside the cafés, bars and restaurants.

The only place on board where you may want to dress up a bit is in The Bistro, where things are more smart casual. A visit to The Bistro will make any evening special – it's a great opportunity to put on your smartest gear and push the boat out for the night!

Going Ashore

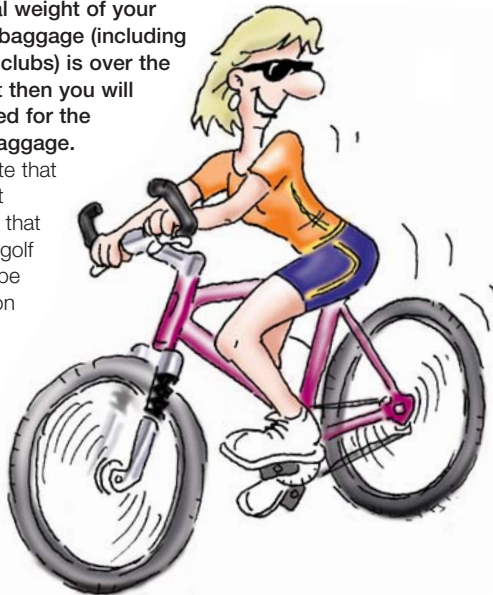
You'll also want to pack the right gear for when you go ashore. In our 'Action Ashore' booklet you'll find details of all the activities available and advice on specific things you may want to take with you. It's a good idea to bring comfortable walking shoes plus sports gear if you're going to join one of our many sporting activities (e.g. mountain biking, walking, golf etc).

Golf Bags

If you're planning to join one of our golf trips then you can hire golf clubs at the course. If you would prefer to bring your own clubs you can – but please note that they will be included as part of your baggage allowance.

If the total weight of your checked baggage (including your golf clubs) is over the 23kg limit then you will be charged for the excess baggage.

Please note that we cannot guarantee that space for golf clubs will be available on all flights.



What Not To Pack

Obviously there are certain items that shouldn't be packed in your luggage for security and safety reasons. Details of items that cannot be carried in baggage on flights can be found on your flight documents.

The Aviation and Maritime Security Act also prohibits the carrying of certain items on the ship without authorisation from Ocean Village, including :

- All firearms and ammunition, sporting weapons, replica and toy firearms and explosive material of any kind.
- Knives and other sharp bladed implements that can be used as a weapon (including ceremonial knives and swords).
- Flammable substances (petrol, methylated spirits, paint thinners etc).
- Items containing incapacitating substances that could be used to maim or disable.
- Any other item made, adapted or intended for use as an offensive weapon.

If you are thinking of taking fruit, vegetables, plants, seeds, bulbs or cuttings on board, please be aware that there may be restrictions on the import/export of these items in many countries. Please contact the Department for Environment, Food and Rural Affairs (DEFRA) on 0845 933 55 77 or visit www.defra.gov.uk for the latest information.

Luggage

Don't forget that whatever you pack has to fit into limited space in your cabin, and must not exceed the baggage allowance. The baggage allowance on all flights is 23kg per person for checked luggage. If combining your belongings with someone else in your group, please note that individual items of luggage must not exceed 23kg in weight.

Each person is also allowed one piece of hand baggage which must not exceed 43x28x23cm (17x11x9 inches) in size and 5kg (11lbs) in weight, that must fit in an overhead locker or under the seat in front of you while on the flight.

We strongly recommend that you carry any essentials (e.g. passports, medication, travel documents etc) plus any valuables in your hand luggage. Restrictions on items that can be carried in hand luggage may apply – please check the Department for Transport website (www.dft.gov.uk) for details.

Please make sure that all of your baggage is clearly identified using the baggage tags included in your ticket pack – and that all sections of the tag are completed.

Before you go

Health

For your own safety and well-being – and that of our other passengers – you must be fit and healthy to travel with us and to undertake all the flights and activities you've booked. Although there is a well equipped Medical Centre on board the ship supported by qualified doctors, the facilities are not designed for extensive or continuing treatment of pre-existing conditions. Please note that all treatments on board are charged at private rates, although you should be able to claim most charges back through your holiday insurance after payment of any excess.

Please note that:

- You should have informed us at the time of booking of any medical condition that requires special treatment whilst you are on holiday with Ocean Village. In particular we must be advised if you will be taking a nebuliser, CPAP machine or any other medical electrical equipment, if you will be taking an oxygen cylinder or oxygen concentrator, if you require peritoneal dialysis or if you will need to dispose of medical sharps.
- We are unable to carry passengers suffering from a contagious disease (e.g. measles, chicken pox, etc).
- Passengers who normally require assistance in the activities of daily living are advised that they must be accompanied by a fit and able travelling companion who will be responsible for their general care at all times during the holiday.
- Ocean Village regrets that it cannot carry passengers who will have entered their 24th week of pregnancy or beyond at any point in their holiday. All pregnant women are required to produce a doctor's or midwife's letter stating that mother and baby are in good health, fit to travel and that the pregnancy is not high-risk. The letter must also include the estimated date of delivery (EDD) calculated from both Last Menstrual Period (LMP) and ultrasound (if performed). We cannot accept children under the age of 6 months (12 months on transatlantic holidays) at the start of the holiday.
- If the condition of your health as declared at the time of booking changes, you must inform us immediately.

If you have failed to advise us of any condition we consider may be harmful either to yourself or any other passenger during the course of your holiday we shall refuse boarding. Please also note that, if in our reasonable opinion or that of the Ship's Doctor or Master, your condition is, or becomes, such that it is beyond the care that we would be able to provide, we reserve the right to terminate your holiday.

This may mean you will be landed at any port that the ship calls at and in this situation you will be fully responsible for any costs or expenditure incurred. Failure to disclose details of any specified or diagnosed condition may also result in your insurance being invalidated.

Health Advice

Before you travel you should check with your GP for the latest health advice or see the Department of Health's leaflet 'Health Advice For Travellers'.

European Health Insurance Card

The European Health Insurance Card (EHIC) will provide access to state-provided emergency medical treatment for UK residents on temporary visits to other EU countries. Information can be found at Post Offices, by calling 0845 606 2030 or by visiting www.dh.gov.uk. Please note that the EHIC will not cover you for medical treatment whilst on board.

Norovirus

As you may be aware, there have been outbreaks of a mild gastrointestinal illness (caused by the common Norovirus) throughout the UK and on a small number of cruise ships. If you or anyone in your party is affected by a gastrointestinal upset during the week before you travel, please call us on 0845 358 5000.

Seasickness

People who have never been on a ship before worry about seasickness, but there is nothing to be concerned about as the ship is large and fully stabilised. If you suffer with seasickness we recommend you bring suitable tablets with you – or homeopathic tablets can be purchased on board. Alternatively, the ship's doctor can treat seasickness with tablets or an injection when you are on board (a charge will apply).

Mobility

The ship caters for passengers bringing wheelchairs or mobility scooters (referred to collectively in this section as wheelchairs). With lifts and wheelchair accessible routes to the vast majority of public areas on board, as well as a number of cabins adapted for wheelchair users, including wide doorways and bathrooms featuring wheel-in showers, we aim to make your stay as relaxing and comfortable as possible.

If you are planning to bring a wheelchair on board with you, you should have let us know at the time of booking (please note that we are unable to provide wheelchairs, walking frames, or other mobility aids for passenger use). If not, then please call us on 0845 358 5000 and please familiarise yourself with clause nine of the booking conditions in our main brochure.

Please be aware that a ship is not always the easiest environment for using a wheelchair. Although our crew are always very helpful, they are unable to assist in moving you around the ship, or in any personal day-to-day tasks. For this reason, we require passengers who use a wheelchair to be accompanied by a personal assistant/travelling companion to provide these services. There must be one able companion per wheelchair user. Standard cabins (i.e. not adapted) are not suitable for full-time wheelchair users because their doorways are not wide enough for most wheelchairs to pass through and the bathrooms have raised thresholds. Part-time wheelchair users who wish to travel in a standard cabin must bring a collapsible wheelchair and negotiate the cabin without assistance from the ship's crew.

Before you go

Mobility – Going Ashore

For all bookings, scooters must meet the following specifications: width – no more than 20 inches (51cm); weight – no more than 45kg total (with no component piece to weigh more than 23kg when dismantled); battery – Gel or Dry Cell only. For the safety of the ship and everyone on board, all wheelchairs and other aids to mobility must be stored inside your cabin at night or when you are not actually using them.

Please bear in mind that it may not be possible for wheelchair users to get ashore at ports of call. At the majority of ports visited by the ship we are able to deploy a short ramped low-level gangway, commonly referred to as the ship's brow, to give all wheelchair users easy access to shore. We do our very best to make sure that all passengers are able to get ashore in as many ports as possible, although there will be times when it is not possible to deploy the ship's brow, particularly in ports with a large tidal range. At ports where it is not possible to use the ship's brow, all access to shore will be by a narrow stepped gangway that pivots to take account of the tide, known as the accommodation ladder. When the accommodation ladder is in use, you will need some independent mobility in order to walk down the gangway.

At ports where the ship is unable to dock at the quayside, and where conditions permit, passengers are taken ashore by the ship's launches (or 'tenders'). Every effort will be made to offer access ashore via the 'tenders' but you must have some independent mobility in order to step into the tenders and out of them on the shore side. Please note that for Health and Safety reasons, the crew are unable to lift passengers into and out of tenders.

For passengers who use a wheelchair part-time and have sufficient independent mobility to step in and out of the tender, we will transfer wheelchairs into the tender or onto the quayside as appropriate, provided no individual part of the wheelchair weighs more than 23kgs when broken down. You or your travelling companion will be responsible for dismantling and assembling your wheelchair, although if requested, we will endeavour to assist where practical and safe to do so. Occasionally, at certain terminals at which the ship berths, there are specific access issues and we aim to provide information on such issues in advance of the cruise.

Mobility – Action Ashore

The descriptions in our Action Ashore brochure offers practical advice based upon our operating experience. We would strongly advise you to read the descriptions to make sure that your chosen trip is suitable for your individual personal requirements. The majority of our Action Ashore trips use coaches. We use our best efforts to obtain appropriate transport, although it is not always possible to secure fully accessible vehicles. Please note that should passengers wish to travel independently taxis are usually available for hire close to the ship's berth.

Celebration Packages

Whether you've got something to celebrate on board or just fancy treating somebody else, we can help you make it really special with one of our celebration packages. There's a whole range of goodies to choose from – put a smile on someone's face with a champagne breakfast in bed or make it a day to remember with a cake, party poppers and fizz.

Orders can be paid for using a credit or debit card, but please note that we only accept Delta debit cards (not Switch/Maestro). Just call us on 0845 358 5000 at least one week before sailing and we'll do the rest!

The Fun Event (from £22)

Get things off to a great start with a bottle of champagne delivered to the cabin on the special day, along with a 'Best Wishes' sponge cake, balloons, party poppers and card.

The Big Event (from £24)

Same as The Fun Event but with a delicious fruit cake instead of a sponge cake.

Welcome Surprise (from £40)

A great welcome in the shape of a bottle of champagne, flowers and a box of chocolates waiting in your cabin on the day you set sail.

Absolutely Fabulous (from £50)

Flowers, chocs and a basket of fruit in your cabin on the day you sail, plus a luxury continental breakfast in bed (for up to 2 people) – with chocolate-dipped strawberries and a bottle of champagne – on the morning of your choice.

Kids Birthday Surprise (from £14.95)

For birthday boys and girls we can arrange a sponge birthday cake, a birthday card from the Captain, streamers, an 'It's My Birthday' badge and a 'Happy Birthday' balloon. This package can only be booked on board the ship.

Prices correct at time of going to press, but please note that the prices and exact content of the packages are subject to change.

We can also help you celebrate if you want to throw a party on board. We can provide a private area, a full bar and staff to serve drinks and nibbles. Just contact Reception on board at least 24 hours in advance.

Airport Parking

Ocean Village has teamed up with APH to offer discounted rates on pre-booked car parking at **Birmingham, Gatwick, Glasgow, Manchester** and **Newcastle** airports. By pre-booking you'll pay much less than if you turn up and park on the day you fly – and Ocean Village customers will receive a further discount on these pre-booking rates.

If you're on an early flight, why not stay in an airport hotel the night before you fly? APH also offer a range of airport hotel and parking packages – or swap the hustle and bustle of the airport terminal for the comfort of an executive lounge. For more information, to check prices and to book online go to www.aph.com or call 0844 871 7554.

Flights

Your travel documents will be sent out around 2-3 weeks before departure via your travel agent – or they will be sent to your home address if you have booked direct with Ocean Village. This is all you need to check in at the airport for your flight, so please make sure that the details are correct, check your flight/check-in times – and don't forget to bring them with you!

Please make sure that all of your baggage is clearly identified using the baggage tags included in your ticket pack – and that all sections of the tag are completed.

All flight times given are approximate and are subject to change. Ocean Village has no control over changes airlines may make to flight times but will inform you of any changes. All flights are designated non-smoking. Seats cannot be pre-booked, as all seats (including emergency exit seats) will be assigned by the airline at check-in. Due to passenger numbers and aircraft configurations the airline may not be able to seat people together as requested.

If you have any special dietary or medical requirements, or if you need help with boarding or leaving the plane, you should have advised us when you booked your holiday. If not, then please contact your travel agent or call Ocean Village on 0845 358 5000 as soon as possible, and at least seven days before departure. Dietary requests will be forwarded to the airline but we cannot guarantee that these requests can be met.



On Arrival

Palma Airport, Majorca

When you arrive at Palma airport, please be aware that you will have a 15-20 minute walk from the aircraft and through Customs to baggage reclaim, where you should collect all of your luggage.

Heraklion Airport, Crete

On arrival at Heraklion airport please proceed through passport control to baggage reclaim, where you should collect all of your luggage (this may take some time). Ocean Village representatives will meet you outside the arrivals hall once you have cleared Customs. Please note that Heraklion airport can be very busy and that facilities are limited.

Transfers

At both Palma and Heraklion airports, as you leave the arrivals area one of our representatives will meet you and direct you to a coach/minibus which will take you from the airport to the ship. Your luggage will then be taken from the coach/minibus on the quayside straight to your cabin, so please make sure that your cabin number is clearly written on your baggage tags and that they are attached to all of your bags. Please note it may take a little time for your bags to be delivered to your cabin.

'Cruise Only'

If a booking is made without Ocean Village charter flights or transfers between the airport and ship as part of the package then this is classed as 'Cruise Only'. Passengers with these bookings are responsible for making their own transfer and travel arrangements to and from the ship in time for embarkation/disembarkation, do so at their own risk and cost and should leave enough time in their travel and transfer arrangements to allow for unforeseen delays. If it becomes necessary to change onward travel arrangements they are also liable for all costs incurred.

Independent Travellers

Passengers who choose to travel independently to/from the ship must inform us prior to travelling that they will not be using their Ocean Village flights. Passengers who travel independently of the Ocean Village flights programme do so at their own risk and are responsible for making their own travel and transfer arrangements to/from the ship in time for embarkation/disembarkation.

Welcome Aboard

Joining the ship couldn't be easier. To check-in, simply show your travel documents, passport and the credit or debit card you want to use to settle your on-board account (see page 5 for details). You will have your photo taken for security reasons and will be given your cruise card, which is both your security ID card (allowing you to get on and off the ship) and the card you use to buy things on board – **so make sure you sign it immediately and keep it with you at all times.** Under 18's will also receive a cruise card, but this will have one corner removed to prevent the purchase of alcohol on board.

After check-in you'll go through a security check, then it's off up the gangway and on to the ship.

Please note that cabins may not be ready for those arriving on board before 3.00pm – but this is an ideal time to explore the ship or relax on deck and start on the tan (just remember to put your swimwear in your hand luggage).

When you arrive at your cabin (the cabin number is on your travel documents) you'll find a keycard in the door and more on the dresser inside (depending on the number of passengers staying in the cabin).

In your cabin you'll find a folder of information about the ship and its facilities – plus an entertainment programme with full details of what's on, when and where. A copy of the ship's newspaper will also be delivered to your cabin daily to keep you up to date with the latest information.

Cabins

All cabins have en suite bathrooms (with hair and body wash), air conditioning, tea and coffee making kit, fridge, TV, telephone (the cost of calls off the ship will be added to your on-board account) and hairdryer as standard. Bathroom towels are provided, along with towels for you to take out on deck or ashore to the beach. There is also a safe to keep your valuables secure, for which there is no charge. The cabin staff will service your room once a day, keeping things clean and tidy during your holiday.

Electrical Information

Cabins are fitted with a standard three-pin British-style socket and the current on board is 220 volts AC at 60 cycles, so all British-style hairdryers will operate normally (although we do provide hairdryers in the cabins). Additionally, all bathrooms have razor sockets with 220/110 volt switchable sockets. For safety reasons, please do not try to run any electrical appliances from the light fittings in your cabin.

Safety Information

Please familiarise yourself with the safety information in your cabin. **Before you sail, an emergency drill will be held to make you aware of the safety procedures and what to do in an emergency situation.**

Security

As required by the Aviation and Maritime Security Act and in order to protect yourself, the other passengers and the ship's crew, you may have to undergo security checks when you board the ship or whilst you are on board.

When you leave the ship you **MUST** take your cruise card with you, as without it you will not be able to get off or rejoin the ship. When you return to the ship both you and your hand luggage may be subject to examination. Be sure to keep all of your bags and packages with you – do not leave anything unattended at any time. If you fail to meet our security requirements then you will endanger yourself and others and in certain cases you could be prevented from boarding. Deliberately refusing to comply with any security requirements may also leave you open to prosecution.

Reception

The Reception Desk is a cross between a hotel reception, a bank and an information office. You can buy stamps, post letters, cash travellers' cheques and purchase currency. The staff will also answer your questions and help with any queries that may arise while you're on board.

Smoking

For the safety and comfort of all our passengers, and in response to UK legislation restricting smoking in public places, smoking is only allowed in a limited number of designated outside areas of the ship. Further details will be provided on board.

Please don't throw any cigarettes, matches, cigars or pipe ashes overboard, as there's always a chance they could blow back on to the ship and start a fire. You'll find plenty of ashtrays in the designated smoking areas.

Food

Dining arrangements on board are very informal. With 24 hour buffet dining in the Plantation restaurant and a choice of three other dining venues, you can usually eat wherever you like, with whoever you like, at whatever time you like. Vegetarian options are offered in the restaurants for all meals.

Buffet Breakfast Choices (from 6.30am)

Luxury Continental and full English breakfasts, plus fruit and healthy selections such as yoghurts, compôtes and smoothies are available in the main Waterfront restaurant along with a wide range of fruit, herbal and traditional teas and coffee. The Plantation restaurant also offers a range of popular breakfast choices plus a hot daily special.

Buffet Lunch Choices (from 11.30am)

There is an extensive salad bar with cold meats, fish and cheeses plus hot speciality dishes (such as Spanish tortillas, gnocchi with sun-dried tomatoes, honey baked ribs and salmon en crouete) and tempting desserts in the Plantation restaurant.

If you'd like to enjoy lunch by the pool then head for La Luna, where you're free to tuck into a freshly baked pizza and a crisp salad, plus a range of speciality dishes for which there is a small charge. Or if all you fancy is a burger or a hot dog then the Plantation restaurant serves a range of snacks right around the clock.

Dinner Choices (from 6pm)

The **Waterfront** restaurant offers a daily buffet with a mainly British theme, and you can also select items from the carvery which changes daily.

The **Plantation** deck restaurant features buffet dining on an Asian and Oriental theme, with items such as Malay chicken kofta curry, noodles, stir-fries and Indian dishes with all the trimmings. If that's not enough, you'll also find an alternative range of dishes with a different International or European theme each day.

At **La Luna** you can dine by the pool and under the stars, with waiters serving dishes such as steaks, pasta and 'fish of the day'. An extra charge does apply at La Luna in the evening (up to £10 per person* cover charge plus an extra charge for some optional dishes) and booking is recommended – but please note this can only be done when you are on the ship and that a charge may be applied to your on board account if you cancel your booking.

* Price correct at time of going to press. `

The **Bistro** offers a tempting array of choices, perfect for a special dinner for two or a big night out with friends or family. With menus created by celebrity TV chef James Martin – who also travels on board a number of times each year – The Bistro offers a menu packed with modern British and Mediterranean flavours. An extra charge does apply in The Bistro (up to £20 per person*) and booking is strongly recommended – but please note this can only be done when you are on the ship and that a charge may be applied to your on-board account if you cancel your booking.

Snack Attack Packs

Whether you're off on one of our 'Action Ashore' activities or lazing on the beach, our great value 'pick and mix' packs offer a choice of drinks and munchies to satisfy those hunger pangs while you're ashore.

Special Diets

Passengers who are vegetarian or follow a low fat diet will be able to select dishes from the wide selection available on board. If you have a special dietary requirement resulting from a medical condition then we can accommodate low salt, strict vegan, lactose intolerant, diabetic, coeliac and gluten free diets (but not Kosher foods). Please contact the relevant Restaurant Manager on board for more details.



Children's Meals

With 24 hour buffet dining on board your children, just like you, can eat whenever it suits them. Children normally join their parents for breakfast and lunch, but so that parents can enjoy an evening meal together we also serve a special children's tea at around 5.15pm every day (actual times will be included in the ship's newspaper). We can also provide a selection of baby foods on request (please make sure to advise us early) and will try to meet any special dietary requirements, but we cannot guarantee to meet all specific requests.

For treats in-between meals you can buy a discount card that lets your child have a number of ice creams or sodas from the bars without you having to sign for them. The soda card also includes a free Ocean Village sports bottle which you can take home.

Thirsty?

You'll find plenty of places to relax over a drink. There's a range of drinks available in the four restaurants on board, but there's also a bar for every night of the week. From quiet and stylish bars to lively Connexions, there's always something to suit your mood. Bars are open throughout the day, mainly from mid-morning until the small hours – with prices similar to your local!

If you like wine, then you can also choose from a selection of wine packages available on board. Delivered to your cabin and available at discounted prices, you can either enjoy the wines in your cabin or take a bottle to the restaurant to enjoy with your meal.

The on-board shops stock a range of spirits that can be purchased at duty free prices, but please note that drinks purchased in the shops cannot be consumed on board the ship. Purchases can only be collected on the last night of your cruise.

Please also be aware that alcohol bought ashore may not be brought on board for consumption. We reserve the right to check passenger bags and any alcohol found will be retained by the ship and returned to you at the end of your cruise.

Passengers may be asked to verify their age when purchasing alcohol on board, and we reserve the right to refuse to serve alcohol to anyone on board should it be deemed necessary.

Club Lounge

Looking for something a bit special? For just a little extra, our exclusive Club Lounge offers personal service and a relaxing retreat from 7am-8pm throughout the week. Each day, the Club Lounge staff will serve a luxury Continental breakfast with a choice of Whittards tea or cafeteries of Costa coffee, and will keep you topped up with soft drinks and beverages throughout the day. You'll find a selection of UK newspapers and magazines to read and a period of free internet access is provided each day. A delicious afternoon tea is served from 3pm and between 5pm and 8pm you can relax over pre-dinner drinks (including champagne) with nibbles and canapés. Tempted? If you're travelling in an AA, AB or BB grade cabin you'll have first option on the limited number of places available for purchase on board.

Entertainment

To help you plan your time, when you arrive in your cabin you'll find details of the events planned for the week. Check out the shows, tribute acts and live music in The Marquee, or have a giggle at the comedians in Connexions. Splash the cash in the casino, test your brain at one of the quizzes or head for the Sunweaver bar and enjoy a long drink as you relax on deck.

Sports Facilities

On deck you'll find plenty to keep you occupied. There's table tennis, golf driving nets (clubs are available for use free of charge) and a jogging track.

You can also make a splash in one of the ship's two outdoor pools (pool towels are provided). One pool is for both adults and children (although children must be supervised at all times) while the other pool is for adults only.

Between the two pools are four outdoor hot tubs, where you can relax and unwind in a warm froth of bubbles. We do, however, recommend that these are not used by the under 10's, and that children between 10 and 16 are accompanied by an adult.

Cyber Café

If you're addicted to surfing the web the good news is that the ship has a fully equipped Cyber Café on deck 5. Here you can go online to check your e-mail, send internet postcards and keep in touch with the outside world. Wireless internet access is also available in the Cyber Café for laptop users. Access cards can be purchased at Reception.

Gym

Whether you're a regular gym-goer or just fancy burning off those midnight snacks, be sure to check out the fantastic ocean-view gym on deck 14. It's full of the very latest equipment and there's also a complete range of personal health and well-being classes, including:

- Personal Training
- Introduction to Pilates
- Legs, Bum and Tums
- Fit Ball
- Body Tone
- Gym Introduction
- Introduction to Yoga
- Aerobics
- Step Aerobics
- Advice on weight management and detox

Please note that children under 14 are not permitted to use the equipment in the gym unless accompanied by an adult, and those under 16 are not allowed to use the weight lifting equipment.

The Karma Spa

If going to the gym sounds a bit too energetic then book yourself an appointment at the Karma Spa, where you can enjoy the ultimate in relaxation and can be pampered to within an inch of your life.

In the Karma Spa you'll find a whole range of health and beauty treatments designed to totally relax, rejuvenate and revive body and spirit. You can relax in the sauna, work up a glow in the steam room or just lay back and let one of the beauty therapists do their stuff.

Here are just a few of the treats you can enjoy:

- Facials
- Manicures (including nail extensions)
- Tanning
- Make-up application
- Slimming treatments
- Hair styling (cutting, blow-drying, colouring and perming)
- Massages
- Pedicures
- Waxing
- Stone therapy
- Body wraps
- Teeth whitening

For further information or to make an appointment you can call 023 8022 8396 (9am-1pm and 2-5pm, Monday to Friday) up to 14 days before you travel. You can also make an appointment at the Karma Spa while you are on board – but be sure to book early as these fabulous top-to-toe treatments are very popular!

Photographers

Want a great memento of your holiday? Then look out for our professional photographers, who are on hand to capture those special moments on board. Visit the photo gallery to see their pictures (and maybe buy one or two to take home), or if you're looking for something different then why not book a private 'Nouveau' session for a taste of contemporary photography?

If you want to get the best from your own photographs then you can use the photo kiosks to develop them or download them onto a CD. The photography team can also arrange to have your photos professionally printed.

As well as selling a selection of cameras, frames and albums the photographers also produce a cruise DVD, which captures all of the events and destinations on your holiday and is available from the photo gallery towards the end of your stay.

Retail Therapy

Need some retail therapy? The shops are in Village Square, where you'll find everything from travel essentials to sparkly treats, including:

- Everyday items such as toiletries, postcards and books
- Alcohol and tobacco
- Perfume and cosmetics
- Electrical goods and gadgets
- Casual clothing, logo ware and accessories
- Jewellery and designer watches

With many items at great tax free prices – and with unmissable special offers (see the ship's newspaper for details) – you're sure to find something to tempt you!



Family information

Family Information

We want everyone to have a fantastic time on board and we know that for families, the best way to ensure that happens is to provide great facilities and daily programmes that capture the imaginations of kids from tots to teens, especially in peak season.

At the start of the holiday families will be invited to an informal meeting where our Youth Team will tell you all about the child facilities on board, the activities planned and the few restrictions we impose.

Relevant qualifications for the Youth Team working with under eights are NNEB / CACHE Diploma in Nursery Nursing, BTEC National Diploma in Early Childhood Studies, CACHE / OCR / EDEXCEL City & Guilds Certificate in Childcare & Education and/or a Teaching Certificate.

Children's Centres

The Youth Team will be keen to make your children feel instantly at home in the Base Camp children's centre. The centre has a fully netted deck area and a paddling pool, and the children's programme is scheduled daily from 9am-12noon, 2-5pm and 6-10pm (6-11pm for 5-8 year olds, 6pm-midnight for over 9's). Although children are grouped by age, occasionally they may join with other groups to participate in certain activities and events. Please note that where there is high demand it may be necessary to limit the number of children taking part in an activity, although where possible we will suggest an alternative activity.

Use of the centre is free while one parent/guardian stays on board. Parents must register each child at the children's centre and complete a medical disclaimer.

6 months – under 2 years

Babies and toddlers are welcome at Base Camp during opening hours provided a parent stays with them at the centre. However, during peak periods parents can enjoy a break on mornings when the ship is in port and can leave their child in good hands at the centre while they go ashore (see 'Going Ashore' information opposite for details).

2 years and 3-8 years (2-4 years and 5-8 years in peak periods)

Children aged 2-8 years are sure to have a great time at the centre, with an extensive programme of play, sport and entertainment to keep them fully occupied.

9-17 years (9-12 years and 13-17 years in peak periods)

The centre remains open until midnight for older children. During peak school holiday periods extended hours and extra arrangements are laid on for both age groups. They also have their own zone – The Hideout – with loads of cool stuff going on, including videos, karaoke, discos, competitions and more.

Going Ashore

Many of our Action Ashore activities are ideal for children and no doubt you'll be looking forward to going ashore together as a family. Please note that children aged under 18 must be accompanied by a parent or guardian on all Action Ashore trips.

With so many great places to visit some parents may want to spend some time ashore alone during their holiday. During peak periods – school summer holidays and half term breaks – parents or guardians wishing to go ashore alone can leave the kids on board in the care of the Youth Team at a rate of £3 per hour for the first child and £2 per hour for each brother or sister. Places are limited and parents must register each child at the children's centre and complete a medical disclaimer – **children must not be left unaccompanied on board.**

During peak periods, if parents/guardians book one of our half or full day Action Ashore trips valued at over £30 each then we'll look after children at a reduced rate (up to a maximum of only £12 per child per day) for the duration of that excursion.

Places in the children's centre are limited and preference will be given to people who have booked an Action Ashore trip or spa package. Places cannot, however, be guaranteed. Please also note that children's mountain bikes are not available and that a minimum height of 5ft applies for use of the ship's mountain bikes ashore.

Great Escapes

During peak school summer holiday periods, 9-17 year olds can get away from the ship (and their parents!) with our 'Great Escapes', a range of specially selected activities for teens that are escorted by members of the Youth Team. Further details are available on board but please note that places are limited and subject to availability.



Night Nursery

A supervised night nursery is open every day from 6pm until 3am for children aged 6 months to 5 years. Children aged between 5 and 8 are also welcome if space permits. Children should be taken to the night nursery before 11pm and you will be asked to settle your child before you leave. The nursery is free between 6pm and midnight, then costs £3 per hour for the first child and £2 per hour for each brother or sister between midnight and 3am.

Please note that the number of places in the nursery is limited and will be offered on a first-come-first-served basis daily. There is also an in-cabin baby listening facility available through the cabin telephone system that can be set up on request.

Babies/Young Children

Please remember to bring all of your baby's bottles and nappies with you. We do stock a limited range of disposable nappies, baby wipes and sterilising fluid in the on-board shops, but we recommend that you bring your own with you then top up on board if you need to.

Please note that children in nappies or swimming nappies and children who are not toilet-trained are not permitted to use the swimming or paddling pools on board.

We can provide a limited range of baby foods and are happy to provide bottle heaters and sterilising equipment on board. If your child has special dietary requirements then please advise us as soon as possible – we will try to meet these needs where possible but we cannot guarantee to meet all specific requests.

We can provide cots and bed guards for young children and safety nets for cabins with balconies, but availability is limited. Please call us on 0845 358 5000 to request any of these items.

Special Needs

If your child has special needs you should have advised us before booking. If you have not advised us, please contact your travel agent or call us on 0845 358 5000 as soon as possible. Children requiring one-to-one care and assistance must be accompanied by a parent/guardian in the children's centre at all times.

Prams

For your own convenience we recommend you bring a lightweight collapsible pram or pushchair with you, but please note that it must be stored in your cabin.

Child Safety

Obviously we want your children to enjoy themselves on holiday, but for their safety and comfort we do have some restrictions. We try to keep these to a minimum, but we hope you'll find the ones that we do impose to be in your child's best interests.

If anyone under 18 is travelling without a parent or legal guardian, we need an adult passenger to be responsible for that individual on board – we also need written permission from their parents or guardians stating who is responsible for them whilst on board. This written permission must be brought with you on the cruise.

Respect!

Although we operate a 'child-friendly' ship, we must ask parents or guardians to respect other passengers on board and make sure that their children behave in a reasonable way while they are on board. Please do not allow them to sit on the ship's rail, run around, use the lifts on their own or use the 'Adults Only' swimming pool.

Alcohol And Cigarettes

When the ship is at sea or in port we still abide by UK legislation on smoking and alcohol. Passengers under the age of 18 will not be sold tobacco products or served alcoholic beverages on board (and must not be in possession of alcohol). Cruise cards for those under 18 will be marked accordingly. It is prohibited to attempt to purchase alcohol for minors in the bars and shops on board. However, 16 and 17 year olds may be bought beer, cider or wine to drink with a meal in the restaurants when accompanied by an adult.

Children's Meals

For information on Children's Meals please see page 18.

Ship Arrival and Departure Times

The timings displayed in the main brochure itinerary grids for the time the ship will be in port are guidelines only and the actual times may vary. We will provide you with information on board so you are able to stay informed about our actual times of arrival and departure each day.

Getting Ashore

Where possible, the ship will dock in port and you can come and go as you please via the ship's gangway. However, in some ports the ship will anchor at sea and tenders/launches will transfer passengers to and from the port on a regular basis. In these cases passengers on Action Ashore trips will be transferred first, but you can usually expect to be ashore about an hour after arrival in port. Whilst in port the ship's restaurants, bars and other facilities will remain open but the shops will be closed (the Kiosk may be open for the purchase of limited items depending on local customs regulations).

In most cases, the main destination is the port itself. However, in some instances the main place of interest lies further afield – in which case we have listed both in the itinerary. At these ports and others where the ship berths some distance from the main centre, passengers who wish to travel independently will usually find public transport links and private taxis close to the port. Useful local information can also be found in the ship's newspaper/port guide. Passengers who choose to go ashore independently of the Action Ashore programme do so at their own risk. Please note that if you are not on the ship by the 'Back On Board' time stated in the ship's newspaper and on the gangway signage then the ship **will** sail without you.

Action Ashore

Full details of the activities available on your holiday are included in your 'Action Ashore' booklet. You can book activities before your holiday by going online at www.oceanvillageholidays.co.uk (select 'Already Booked?' then 'Book Your Action Ashore'), by calling our Reservations team on 0845 358 5000 or by completing and returning the booking form by post. No payment is required at this stage. You will receive confirmation of your booking (which you must bring with you) then when you are on the ship your tickets will be delivered direct to your cabin and the cost will be applied to your on-board account. Alternatively you can book excursions at the Action Ashore desk next to Reception on the ship, but please note that some of the trips may have already sold out!

By booking a trip or activity passengers are declaring that they are fit and able to carry out the expected level of activity, and are able to board a conventional coach/minibus or boat unaided. Passengers with limited mobility should contact staff at the

Action Ashore desk on board who will try to accommodate requests on a case by case basis and charge accordingly. Please see pages 9-10 for more Mobility information.

On Your Bike

Did you know that the ship carries a fleet of mountain bikes on board? With guided rides available at most ports on your holiday, whether you want an adrenaline-pumping ride along tracks and trails or a gentle pedal around the highlights then there'll be a trip to suit you.

The guided rides cost around £30 per person and last for around 4 hours. For further information see your 'Action Ashore' brochure or contact the Biking desk on the ship and get ready to sightsee from a saddle!



Whatever you do ashore, we recommend that you apply sunscreen, leave any valuables on the ship, take some water with you and look after your belongings while ashore.

Useful information

Keeping In Touch

By Cabin Phone – Ship to Shore

Outgoing ship-to-shore calls can be made from your cabin – the cost (details can be found in your cabin) will be added to your on-board account.

By Cabin Phone – Shore to Ship

If your family or friends need to contact you while you are on board they can call **0808 234 7247** (UK only). This is an automated service, where they will be asked to provide their credit card number and expiry date, and then press the button for the Ocean Village ship when prompted. The call will be answered by the staff on board the ship, who will ask for the name of the passenger and the cabin number before directing the call. If you are not in your cabin they will be able to leave a message. Calls will be charged at £3 per minute wherever the ship is, and charges will only commence when the call is connected to the ship.

By Mobile Phone

The ship has a mobile network which is activated when it is at sea. When the service is available your mobile will show either 'MCP' or '901 12' on the display, meaning you are using International Maritime Roaming. Your mobile phone must have international access for this service to operate and the rates may vary – please check with your service provider.

By Fax

Staff at Reception can send outgoing faxes for you – the cost will be added to your on-board account. To send a fax to the ship dial 023 8065 7579, ensuring that the passenger's name and cabin number is included in the fax. There is a small charge for the delivery of faxes, which will be added to your on-board account.

By E-mail

If you want to check your own personal e-mail account, you can log-on in the Cyber Café on deck 5 – just remember your user name and password. If you do not have an email account, the staff at Reception will be pleased to help you.

By Mail

Postcards and local stamps are available at Reception. We'll even post mail for you at the next port!

Tipping

Basic tips on board are included in the price of your holiday, but you are welcome to recognise great service with discretionary tips.

Medical Centre

If you're unlucky enough to be ill or have an accident while you're on board then our team of medical staff are able to treat you in the Medical Centre on deck 4. Please note that all treatments are charged at private rates, although you may be able to claim these charges back through your travel insurance after payment of any excess.

Our Medical Centres hold the distinction of being the first and only facilities in the industry to be accredited by the prestigious UK Health Quality Services and certified to ISO9001:2000.

Laundry Services

There's a fast and reasonably priced laundry and pressing service on board as well as a self service launderette (charges apply).

Leaving the Ship

Towards the end of your cruise you'll be given details on arrangements for leaving the ship to return to the UK. You will be asked to pack any luggage to be checked-in on your flight (but not your hand luggage or overnight bag) and leave it outside your cabin the night before you leave the ship. Where possible, on the day you disembark we will try to give you as much free time as possible before transferring you back to the airport for your flight, but please be advised that you will be asked to vacate your cabin early in the morning. Changing and shower facilities will be available to passengers during the day and you'll also be able to join one of our Action Ashore trips. Please refer to the Action Ashore brochure for details.

HM Revenue & Customs

As part of the fight against terrorism, international crime and money laundering, EU Regulation (EC) No 1889/2005 requires all passengers entering or leaving the European Union with €10,000 or more in cash (or its equivalent in other currencies or easily convertible assets – e.g. bonds, shares, travellers' cheques etc.) to declare the sum to the customs authorities of the Member State which he/she is entering or leaving.

If you need to make a declaration under this regulation – or if you have any other queries on items that you can bring back into the UK – please contact the HM Revenue & Customs National Advice Service on 0845 010 9000 or visit www.hmrc.gov.uk for further information.

Customer Feedback

Your feedback is really important to us, so at the end of your cruise you'll receive a questionnaire asking you about your holiday. This is your chance to tell us exactly what you thought of everything on board and ashore – so be honest!

Other stuff

Change of Address

If the address or telephone number you gave us when you booked your holiday with us changes, then please let us know your new details so that we can stay in touch with you.

Cancellations

We hope you don't have to cancel your holiday with Ocean Village. But if you do, for whatever reason, you must contact us immediately to confirm the cancellation and return any deposit confirmations or tickets you've received. Cancellation charges will then apply in accordance with the scales set out in our booking conditions (see our main brochure for details), although normally your insurance should cover most of your loss.

CCTV

Closed circuit television (CCTV) may operate in certain areas on board the ship. Please be aware, however, that Ocean Village does not undertake to operate all the cameras or monitor or record CCTV images at all times.

Lost Property

Left something behind? Then please call 023 8065 6426 and leave a message including your contact details and outlining what item(s) you have lost. Please note that we do **not** store any items that cannot be directly attributed to a passenger/cabin, consumable items or items that have been in close body contact (such as toiletries and clothing).

Destination Safety

The Foreign and Commonwealth Office Travel Advice Unit may have issued information about your holiday destination. You are advised to check this information on BBC2 Ceefax page 470 onwards, on the internet at www.fco.gov.uk/knowbeforeyougo or by telephone on 0845 850 2829. Alternatively, you can contact the ABTA Information Department on 0901 201 5050 (calls are charged at 50p per minute).

Delays

Delays to the ship and to flights we have arranged, whilst rare, do occur occasionally. In such situations where the ship or a flight arranged by Ocean Village is delayed, we will (in liaison with suppliers of services where appropriate) use our best efforts to ensure the comfort of passengers during the course of any such delay. Depending on the particular circumstances, refreshments, meals and accommodation may be provided as appropriate, subject to the facilities and services locally available. Ocean Village's aim will always be to minimise the inconvenience of any delays.

Disclaimer

The information in this booklet represents Ocean Village's plans and intentions at the time of going to press. Events subsequent to the printing of the brochure may cause us to change our plans unavoidably, which could affect the published information. In the event of such changes or alterations, you will be told immediately, but Ocean Village gives notice that all information is subject to alteration with or without notice.

Have a great holiday!

We hope that you've found this information useful and it answers all of your questions. If you do have any queries then please contact us:



Via the www.oceanvillageholidays.co.uk website, or send your query by email to us at ovreservations@oceanvillageholidays.co.uk



Call our Reservations team on **0845 358 5000**. Lines are open Monday to Friday 8.00am-8.00pm, Saturday 9.00am-5.00pm and Sunday from 10.00am-4.00pm. (Calls are charged at local rates and may be recorded for training and quality purposes)



By post at: **Ocean Village, Carnival House, 100 Harbour Parade, Southampton SO15 1ST**

We look forward to seeing you on your Ocean Village holiday!

