

ocean

VILLAGE

Things to know before you go

Mediterranean Holidays
May-October 2007
Ocean Village and Ocean Village Two

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

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'll be pleased to help.

We hope you enjoy a great holiday with Ocean Village.



	Page		Page
Action Ashore	6, 23, 26	Gym	19
Airport Parking	12	Health Issues	8
Arrival in Crete	13	Holiday Information Form	5
Arrival In Majorca	13	Karma Spa	20
Art Auctions	21	Laundry	29
Babies	22-25	Luggage	7
Bars	18	Leaving The Ship	29
Boarding The Ship	14	Lost Property	30
Cabins	14	Medical Centre	29
Cancellations	30	Mobility	9-10
Celebration Packages	11	Money	5
Change Of Address	30	Mountain Bikes	27
Children's Centre	22	Packing	6
Children's Meals	18	Passports	4
Children's Night Nursery	24	Photos	21
Children's Prams	25	Prohibited Items	7
Children's Safety	25	Reception Desk	15
Contacting Ocean Village	31	Safety Information	15
Contacting The Ship	28	Seasickness	9
Credit/Debit Cards	5	Security	15
Cyber Café	20	Shops	21
Delays	30	Smoking	15
Electrical Information	14	Special Diets	17
Emergency Drill	15	Sports Facilities	19
Entertainment	19	Stay And Cruise	13
Family Information	22	Tipping	28
Flights	12	Travel Documents	4
Florist	21	Travel Insurance	4
Food	16	Vaccinations	4
Foreign Currency	5	Visas	4
Golf Bags	6	Your Feedback	29

Before you go

Passports

For all Ocean Village holidays you **MUST** have a full passport which will be valid for 6 months after you return from your holiday. Remember that children under 16 need travel documents too – if not already included in a valid passport then they must have their own passport in order to travel.

If you have any questions about your travel documents you should contact your travel agent or call Ocean Village on 0845 358 5000.

Visas

At the time of writing no visas are required for holders of full British Citizen passports on any Ocean Village holiday. If you do not hold a full British Citizen passport you should contact your Embassy or travel agent, or call Ocean Village on 0845 358 5000 to make sure you have the right documents for your holiday (particularly if you hold a British Subject passport).

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!

If you've booked your holiday within 2 weeks of departure you will need to collect your flight tickets at the airport (we'll arrange for you to board Ocean Village without cruise tickets). For further information please call 0845 358 5000.

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, by calling 0800 555 777 or by visiting www.dh.gov.uk) before you leave. You can also telephone MASTA (Medical Advisory Service for Travellers Abroad) on 0906 550 1402 (calls are charged at £1 per minute) or visit www.masta.org for the latest news.

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 Form

Immigration regulations mean that we need certain details from everyone travelling with us. To give us this information you can go online at www.oceanvillageholidays.co.uk (and select 'Already Booked?' then 'Check And Update Your Holiday Details'), or complete the Holiday Information Form supplied and either fax it to us on 023 8065 7001 or return it by post in the pre-paid envelope provided.

Whichever way you choose, 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.**

Money

We operate a 'cash-free' system on board. Your account is open from the moment you join the ship, so all you do is sign for your purchases (priced in Sterling) as you go then settle up at the end of your holiday. Simply register your credit or debit card when you check-in at the ship. We accept Visa, Mastercard, American Express, Diners Club and Visa Debit – **we are unable to accept Switch/Maestro, Visa Electron or Solo cards.** Please note that cash/currency advances cannot be made against these cards. Alternatively, you can pay by Sterling personal cheque drawn on a UK bank (supported by a valid cheque guarantee card) but we regret that we are unable to accept any foreign personal cheques. You can also pay by Sterling or Euro travellers' cheques. Unless a credit or debit card is registered we may apply a £150 account limit per passenger.

Foreign Currency

Although everything is 'cash free' on board the ship, when you are in port (or if you are on a Stay and Cruise holiday) you'll need foreign currency. In the Mediterranean the Euro is the most widely accepted currency (or local currency for Cyprus). Foreign currency is available at competitive rates from Reception on board, with payment by Sterling cash, UK personal cheque (supported by a valid cheque guarantee card) and Sterling or Euro travellers' cheques. 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 in denominations as sold on board, 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

One of the beauties of an Ocean Village holiday is that you can wear what you want. So forget the ball gowns and dinner jackets, 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!

Please note that if you are on a 'Stay and Cruise' holiday you may be required to wear smart casual clothes/long trousers for dinner at some hotels.

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 (eg 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 25kg 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 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 firearms and explosives of any kind.
- Knives and other sharp bladed weapons (including ceremonial 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 flights is 25kg for checked luggage. If combining your belongings with someone else in your group, please note that individual items of luggage must not exceed 30kg for lifting purposes.

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 would advise you to carry any essentials (eg passports, medication, travel documents etc) plus any valuables in your hand luggage.**

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

Before you go

Health

For your own safety and well-being – and that of other passengers – you must be fit and healthy to travel with us and to undertake the flights and activities you've booked. Although there is a well equipped Medical Centre on board both ships, the facilities are not designed for extensive or continuing treatment of pre-existing conditions. Similarly there is no provision for such treatment on land stays. 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. 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 (eg 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 companion who will be responsible for their general care at all times during the holiday.
- We cannot carry passengers who will be in the 24th week of pregnancy (or beyond) by the end of the cruise, or children under the age of 6 months (12 months on transatlantic holidays) at the start of the cruise.
- 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' before you leave.

On 1st January 2006 the E111 form was replaced by the European Health Insurance Card (EHIC). This card will provide access to state-provided emergency medical treatment and healthcare for UK residents on temporary visits to other EU countries. Further 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 both ships are 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

Both ships are able to cater for passengers bringing wheelchairs or mobility scooters (referred to collectively in this section as wheelchairs), whether full-time or part-time users. With lifts and wheelchair access to the vast majority of public areas on board, as well as a number of cabins specially 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 9 of the booking conditions in our main brochure.

We do our best to take the requirements of disabled passengers into consideration but a ship is not always the easiest place for wheelchair use. Although our crew are always very helpful, they are unable to assist in getting around the ship, or in any day-to-day tasks. For this reason, we require passengers who use a wheelchair to be accompanied by a fit and able-bodied travelling companion. There must be one able companion per wheelchair user. Please be aware that standard cabins (i.e. cabins that have not been specially adapted for wheelchair users) 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 must travel in a standard cabin and therefore should bring a standard collapsible wheelchair to ensure it fits into the cabin. Passengers must be able to negotiate entry into the cabin without assistance from the crew. 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 note that none of our land stay hotels offer specific disabled access or facilities, and are therefore not suitable for full-time or part-time wheelchair users. Further details are available on request.

Mobility – Going Ashore

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 our ships, 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, it should not be a problem for you to go ashore providing that you are able to walk the steps with help from your fit and able travelling companion, or if necessary, with arm assistance from a crew member. Each ship carries a wheelchair "stair climbing" machine which will enable full-time wheelchair users to go ashore provided they can be transferred between their own wheelchair and the wheelchair that is fitted to the stair climber at the top and bottom of the accommodation ladder. The stair climber is not capable of being used with electric wheelchairs – these will need to be taken ashore separately. 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"). You will be able to go ashore at these ports if you are able to bear your own weight so as to step in and out of the launches, with help from your travelling companion or a crew member, if necessary. Please note that for Health and Safety reasons, the crew are unable to lift passengers into launches. If you are unable to bear your own weight so as to step in and out of the launch, it will not be possible for you to go ashore at these ports.

In cases where passengers who use a wheelchair are capable of going ashore by launch or accommodation ladder, we will transfer wheelchairs into the launch or onto the quayside as appropriate, provided that no part of the wheelchair weighs more than 32kgs 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, difficulties may be encountered by passengers using wheelchairs. We provide information on such issues in advance of the cruise.

Mobility – Action Ashore

The majority of our shore excursions use coaches. We use our best efforts to obtain appropriate transport although it is not always possible to secure vehicles that are easily accessible by people who find it difficult to walk or to climb stairs. The descriptions in our Action Ashore brochure offer 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 needs and is within your capability. In some ports we are able to arrange, at an additional cost, excursions especially for passengers who use wheelchairs. Accessible vehicles are not always available, although taxis usually are available for hire close to the ship's berth.

Celebration Packages

Whether you're celebrating a special event on board or want to treat 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.

Just call Ocean Village on 0845 358 5000 at least one week before sailing and we'll do the rest!

The Fun Event (from £22)

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

The Big Event (from £24)

Same as the Fun Event but with a luscious fruit cake instead of the sponge version.

Welcome Surprise (from £40)

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

Absolutely Fabulous (from £50)

Find flowers, chocs and a fruit basket in your cabin on the day you sail. Then indulge in a luxury continental breakfast in bed (for up to 2 people) including a bottle of champagne and chocolate-dipped strawberries, delivered 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.

Please note that these packages can only be delivered on the ship and not to a hotel during a stay ashore. Prices correct at time of going to press. 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 our passengers discounted rates on pre-booked car parking at **Birmingham, Bristol, Cardiff, East Midlands, Gatwick, Glasgow, Luton, Manchester, Newcastle** and **Stansted** airports (not available at Bournemouth). 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 5% 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 – and there's also the option to swap the hustle and bustle of the airport terminal for the quiet and comfort of an executive lounge.

For more information, to check prices and to book online go to www.aph.com/oceanvillage or call **0870 733 0553** and quote reference **OVH**.

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'll need to check in at the airport for your flight, so please make sure that the details are correct and also check your flight/check-in times.

If you've booked your holiday within 2 weeks of departure you will need to collect your tickets at the airport.

Please note that 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 7 days before departure. Please note that dietary requests will be forwarded to the airline but we cannot guarantee that these requests can be met.

Passengers who choose to travel independently to/from the ship must inform us prior to travelling that they will not be using Ocean Village flights. Passengers who travel independently of the Ocean Village flights programme, and those who book a 'Cruise Only' holiday on Ocean Village Two, 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.

On Arrival

Heraklion Airport, Crete (Ocean Village)

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.

Palma Airport, Majorca (Ocean Village Two)

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.

Transfers

At both Heraklion and Palma 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 your hotel (Stay and Cruise passengers only) or direct to the ship. If you are travelling straight to the ship, please note that once your luggage has been loaded on to an Ocean Village coach/minibus it will be delivered direct to your cabin.

Transfers are not provided for passengers who have booked a 'Cruise Only' holiday on board Ocean Village Two.

'Stay and Cruise' Holidays

If you are on a Stay and Cruise holiday, an Ocean Village representative will be available at your hotel during your stay. They will be there to make sure that your holiday goes as smoothly as possible, by helping with any queries and passing on local information. Your representative will also provide details of the Ocean Village 'Action Ashore' activities that are available during your stay and can also book hire cars for you.

Towards the end of your stay you will be advised of arrangements for leaving the hotel and transferring to the ship for your second week away. In most cases you'll be asked to check-out of the hotel by around 10am-12noon. Don't forget you'll need to settle your bill for any sundry items when you leave the hotel.

You and your luggage will then be taken from the hotel to the port to check-in at the ship and start the second week of your holiday.

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 then 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 (where you'll have your photo taken for security reasons) 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 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 facilities (with hair and body wash), air conditioning, tea and coffee making facilities, a fridge, a TV, a 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 or personal cheques (supported by a cheque guarantee card) and purchase currency. The staff will also answer your questions and help with any queries that may arise while you're on board.

Smoking

Please do not smoke while using staircases, lifts or corridors and please remember that all restaurants are non-smoking. Smoking is allowed on deck and within designated areas in some public rooms (but not in the Bayside Club on Ocean Village until after 8pm).

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 around the ship in the designated smoking areas.

Please note that at the time of going to press the UK Parliament has voted in favour of a total ban on smoking in public places. Whilst the application of the new law won't become fully clear until detailed regulations are published, it is likely that it will have some impact on our ships and therefore the ability of passengers to smoke whilst on board. We will of course make sure that passengers are clearly informed of the position as it then stands whilst they are travelling with us.

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 at the restaurants for all meals.

Please note that all restaurants on board are non-smoking.

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 croute) and tempting desserts in the Plantation restaurant.

If you fancy lunch by the pool then head for La Luna, the Mediterranean-style restaurant, which offers lighter bites such as freshly baked pizza and salads for lunch, 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 green Thai 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 à deux 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 we can accommodate low salt, strict vegan, lactose intolerant, diabetic, coeliac and gluten free diets (but not Kosher foods). Please contact the relevant Restaurant Team Leader on board for more details.

Please note that Ocean Village cannot guarantee that dietary requests can be met during a hotel stay if taking a Stay and Cruise holiday.



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 with you to the restaurant!

The on-board shops stock a range of spirits that can be purchased at duty free prices. A small charge will be applied to bottles purchased for consumption in your cabin – please note that drinks purchased in the shops cannot be consumed in the ship's bars.

Please 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.

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 outdoor Jacuzzis, 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.

Gym

Whether you're a regular gym-goer or just fancy burning off those midnight snacks, be sure to check out our fantastic ocean-view gym facilities on both ships (deck 14). Each gym is 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 on Ocean Village – and particularly on Ocean Village Two – 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
- Massages
- Manicures (including nail extensions)
- Pedicures
- Waxing
- Tanning
- Stone therapy
- Make-up application
- Body wraps
- Slimming treatments
- Teeth whitening
- Hair styling (cutting, blow-drying, colouring and perming)

For further information or to make an appointment you can call **023 8022 8396** (8am-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!

Cyber Café

If you're addicted to surfing the web the good news is that both ships have 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. Access cards can be purchased at Reception.

Retail Therapy

You won't have to go far to indulge in a bit of retail therapy. The shops are centred in Village Square, where you'll find everything from travel essentials right through to sparkly treats, including:

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

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

Art Auctions

At the Art Auctions you can pick up anything from signed footy shirts to gold discs, masterpieces and movie animation cells. From original works to limited edition prints and all sorts of sport and music memorabilia there's something for everyone. You don't even have to worry about packing it into your suitcase – the Art Team will arrange for any purchases to be sent home to you!

Florist

Whatever the occasion, our florist can make it special with anything from a single red rose to an exotic bouquet. Please note that flowers can only be ordered on board.

Photographers

Want a great memento of your holiday? Then the professional photographers on board can capture those special moments. The photographers also sell films, frames and albums – you can even have your snaps printed on board so you don't have to wait until you get home!



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 children's 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.

Children's Centre

At our Base Camp children's centres the Youth Team will be keen to make your children feel instantly at home. Each centre has a fully netted deck area and a paddling pool, and the children's programme is scheduled daily from 9am-noon, 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 all age groups. They also have their own areas (The Hideout on Ocean Village and The Attic on Ocean Village Two) 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/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, half term breaks plus Christmas and New Year holidays – parents/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 excursions 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 5 feet applies for use of the ship's mountain bikes ashore.



Night Nursery

On both ships 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 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, bedguards for young children and safety nets for cabins with balconies, but availability is limited. Please contact 0845 358 5000 to request any of these items.

Stay and Cruise passengers should be aware that similar facilities for babies and young children may not be available in the land stay hotels.

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 Ocean Village on 0845 358 5000 as soon as possible. Please note that 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/legal guardian stating who is responsible for them whilst on board. This written permission must be brought with you on the cruise.

Respect!

Although we operate 'child-friendly' ships, we must ask parents/guardians to respect other passengers 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 or use the lifts on their own.

Alcohol And Cigarettes

When the ship is at sea or in port we still abide by UK legislation on smoking and alcohol. Cigarettes will not be sold to under 16's and alcohol will not be sold to those under 18. However, 16 and 17 year olds may be bought beer, cider or wine by a parent or guardian to drink with a meal in the restaurants but cannot drink alcohol in any of the bars. With this exception, we do not allow under 18's to be in possession of alcohol – and we do not allow adults to buy alcohol for anyone under 18 in any of the bars on board.

Children's Meals

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

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 our 'Action Ashore' booklet. To avoid any disappointment it's a good idea to book your places before you go – you can book activities by going online at www.oceanvillageholidays.co.uk (select 'Already Booked?' then 'Book Your Action Ashore'), call our Reservations team on 0845 358 5000 or complete and return the booking form provided 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 both ships carry a fleet of mountain bikes? 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 the '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.

Keeping In Touch

By 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. The staff at Reception will be able to assist you with any queries.

By 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 relevant 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 no matter where the ship is, and charges will only commence when the call is connected to the ship.

By Fax

Staff at Reception will be pleased to 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 administration charge for the delivery of faxes, which will be added to your on-board account. Please contact Reception for further details.

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. For Stay and Cruise holidays, hotel tips are also left to your discretion.

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.

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

As you get towards the end of your cruise you'll be given further 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 in Heraklion or Palma. Please refer to the Action Ashore brochure for details.

Remember that there are restrictions on items that you can bring back into the UK. Please contact HM Customs and Excise on 0845 000 0200 or visit www.hmce.gov.uk for the latest 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! We'll use what you tell us to make our holidays even better.

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.

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/travel 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 ships 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 everyone's comfort during the 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.

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).

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.

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

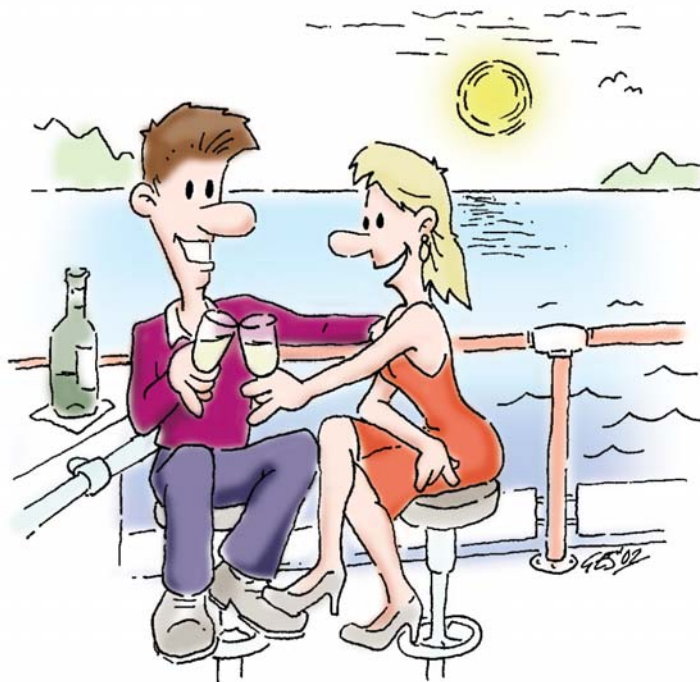


Call the Reservations team on 0845 358 5000



By post at: Ocean Village, Richmond House, Terminus Terrace, Southampton SO14 3PN

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



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