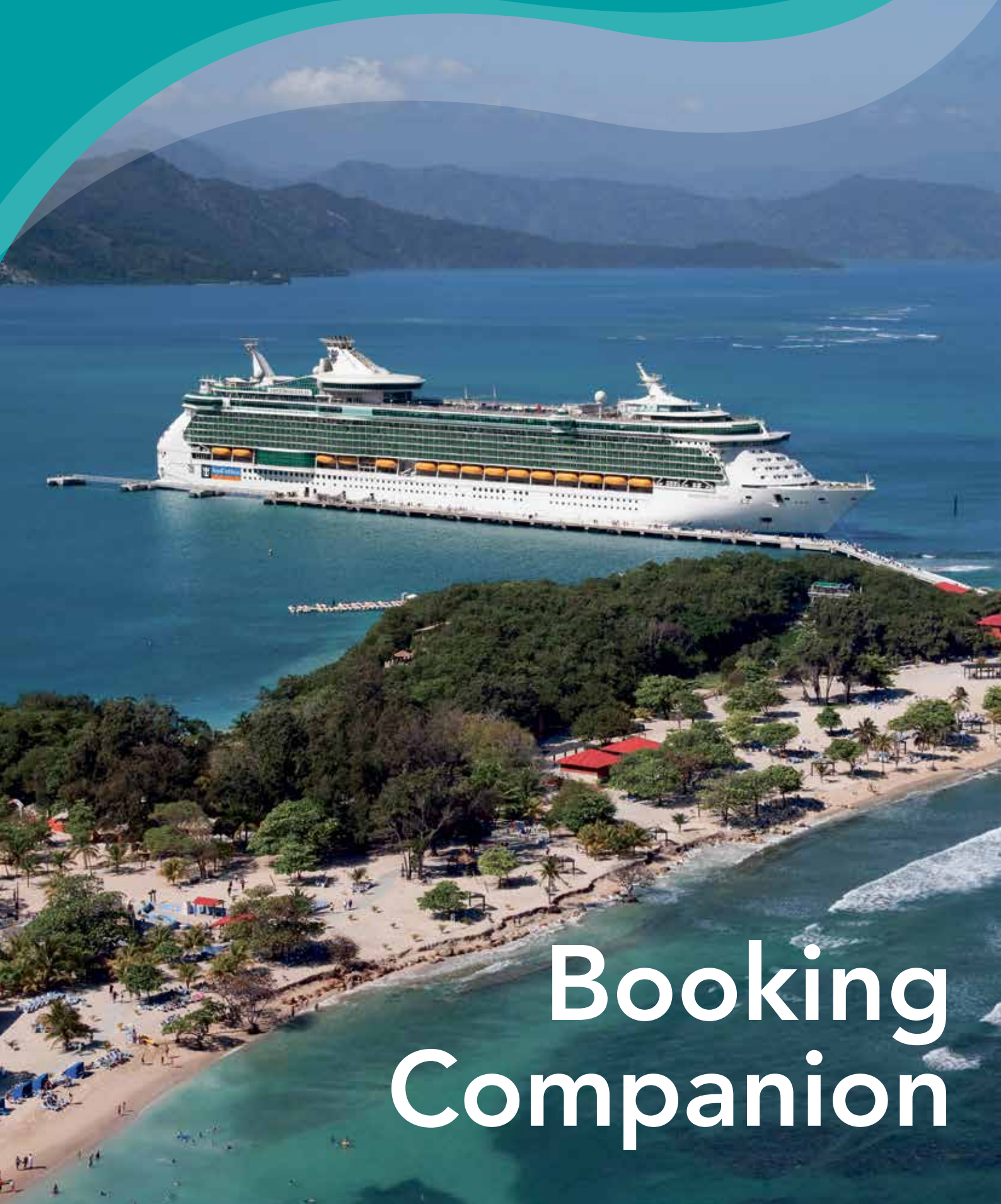




JetlineCruise



Booking
Companion



Introduction to this guide

This guide has been designed to give you as much information as possible that you will need for your cruise booking. It will assist you in completing your cruise and flight information, explain some common travel terms and provide you with our Booking Conditions. We recommend that you keep this booklet safe so that should you need to check something, you can refer to the relevant chapter.

However, we realise it is not possible to provide answers to every question in this guide, and our Customer Service Team are available on 00353 12469685 if you cannot find what you need here.

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About Jetline Cruise

Jetline Cruise is a trading name of Jetline Travel Limited, registered in England, number 4094279. Registered Office: Becket House, 36 Old Jewry, London, EC2R 8DD.

Jetline Travel has been trading since March 2000 and has established itself as one of the UK's leading travel agents, carrying thousands of passengers worldwide. We pride ourselves in providing an efficient, courteous and helpful service to our customers at all times and we are committed to achieving and maintaining the highest quality at affordable prices.

Jetline Travel is a large, independent travel agent / tour operator with thousands of flights, holidays and cruises on offer. The reason that we are able to offer such great

prices and such a wide selection of holidays is because we work with so many well-known suppliers. This guarantees that you will have a huge range of holidays and deals to choose from. Our extensive database allows us to access the very latest special offers and early booking bargains, all at the lowest possible price.

We hold a License with the Irish Department of Transport. (T-0727). A copy of the Package Travel and Linked Travel Arrangements Regulations 2018 can be found at <http://www.legislation.gov.uk/uksi/2018/634/contents/made>

DATA PROTECTION

We are fully compliant with the revised Data Protection Regulations (GDPR). Full details can be found in our Booking Conditions.



New to Cruising?

If this is your first cruise, then you are in for a treat. Regular cruise passengers will already know the great experience awaiting them.



Embarking the cruise ship is very straightforward. Usually, your baggage will be collected from you as soon as you arrive at the port; and you will keep your hand luggage with you.

Once your baggage has been taken you will 'check in' and pass through security as you would at an airport. There may be a waiting area where you will await your embarkation call, but there is normally a minimal delay. You will then board the ship and be directed to your cabin.

Your baggage could take a couple of hours to arrive at your cabin, especially on larger craft with lots of passengers, so it is good to keep in your hand luggage anything you may need until your baggage arrives.

The ship may be very busy at this time as arriving passengers are exploring the facilities. Some passengers may have had long journeys and head straight to one of the buffet restaurants which will be very busy for the first couple of hours; but they do quieten down after a while.

You will be given an I.D. card when you check in. This card is vital and you should carry it everywhere. The card gives you access to your cabin, allows you on and off the ship on shore-based days, and records all purchases on

the ship. There is no other payment method on ships; you have to use your I.D. card. All purchases are recorded on your account. Many cruise lines provide access to your account details via the TV in your cabin. If this facility is not available on your cruise, and you want to check your account, then simply enquire at the reception desk.

Moving around the ship may be daunting initially, but you will soon familiarise yourself with the layout and facilities. You will normally find directional aids close to the lifts and stairwells.

There are many daily activities on the ship. Most cruise lines will deliver a 'newsletter' to your cabin in the evening detailing all of the activities for the next day, so you can plan your time on the ship, or arrange shore excursions that you have not pre-booked.

Many cruise lines have set evening dining times and you would have chosen or been allocated a set dining time prior to your voyage. Some cruise lines have a 'freestyle' dining arrangement where you can choose your restaurant and the time you wish to eat. Some offer both.

If you do have a set dining time then it is advisable to arrive as close to this time as you can. You will need to check the dress code for that day. If you prefer not to use the restaurant

on any given day, for example on a "formal" dining evening, you may use the buffet restaurants at any time.

Some cruise lines have additional speciality restaurants and often there is a surcharge to use them. You will need to book these early on your cruise as they often get booked very quickly. You will need to check with reception for the booking arrangements for these restaurants. You may not have pre booked any excursions, or you may wish to add or enhance a booking you have made. It is advisable to check how to do this as soon as you get to the ship, to avoid later disappointment, as popular excursions get booked quickly.

Onboard Gratuities

Many clients like the convenience of having gratuities billed automatically and distributed to all crew members by the Cruise line. When the service received has been of a good standard, this ensures that staff who are not readily apparent, e.g. kitchen and laundry staff, share in the total tips received. Also, if a client is happy with the service on board, this method of tipping saves the need to queue at the purser's desk to have tips removed from their bill.

However, if you feel that the service has not met your expectations, or you specifically wish to reward individuals personally, then you can ask for automatic gratuities to be taken off your bill. Cruise lines advise us that crew members aren't told which passengers have removed their auto-gratuities until after the sailing has ended, so you do not have to feel that service levels will be affected should you decide to remove them.

You may have more questions than we can answer here, many of which may be specific to your particular ship. Please access the cruise line website (addresses listed in this booklet) as many of your answers will be there.

We hope you enjoy your holiday with Jetline Cruise.

Happy cruising!!

TRAVEL INSURANCE SHOULD ALWAYS BE PURCHASED AT THE TIME OF BOOKING

It is a condition of booking that you have adequate travel insurance; however, some customers delay purchasing Insurance until nearer the sailing date, or arrange for cover to commence on their departure date. This would be fine if Travel Insurance covered only baggage and belongings, but it is recognised that the most important cover for travel abroad is medical. The most common claim under medical cover is for cancellation due to illness, whether your own or that of a close relative, and you cannot claim if you knew about the illness at the time of commencing the insurance; so:

It is advisable to obtain insurance from a company recognised by The ABI (Association of British Insurers). Our recommended Insurance Company is Holiday Extras. Call 0800 042 0216 for a quote (agent code to quote WH882).

You should check that the cover includes:

1. Cruising
2. All of the countries being visited
3. Travel delay/disruption
4. Cover for Force Majeure

If you already have an annual insurance, please check that this is adequate for each holiday that you take.

What happens next?

The process between booking and paying your deposit for a cruise, and actually getting on the ship, is quite straightforward and there is very little to be done. So there may be many weeks of no contact, which is quite normal, but can cause some customers feel a little uneasy. Please remember that, generally, no news is good news. You can utilise this guide at all stages of the process, which is outlined as follows:



Initial Booking

This is the point where you agree to proceed and book your cruise with Jetline.

You may have paid a deposit only at this stage or, if you cruise is sailing within 14 weeks, you will have paid for your holiday in full.

Initially you would have received an acknowledgement e-mail explaining that your confirmation will be with you within the following 7 – 10 days. There may be several elements to your booking, each of which must be checked and confirmed.

7 – 10 days after Booking

You will receive your detailed confirmation which you should check thoroughly to ensure that all dates and details are correct. It is important that any errors or concerns should be reported to us immediately at this point as changes can be difficult to make any later in the process. If all is correct, there is no need to sign anything or call us. The cruise line, airline (if there is one) and any other ancillary supplier will have a confirmed record of your booking. In particular please check:

- All names are spelt correctly (exactly as they appear in your passports)
- Dates and itineraries are correct
- Have all elements been included, including excursions, hotels and transfers, if booked.
- Dining Options (except for cruises with free-style dining only)

Between receiving your confirmation and paying your balance there will be little contact from us, which is normal. However, if you have any queries that cannot be answered by this guide or by visiting the cruise line website (details later in this guide) then please call our Customer Services Dept on 00353 12469685

You may wish to use this time to research any excursions that are available on your cruise. Please use the cruise line website for a list of these, and advice on how to book them. Details of the web addresses are listed later in this guide. Please note that availability can be limited so early booking is advised.

You may also need to find out if you need any visas or an ESTA for travel to the U.S.A. Please see page 28 of this guide for advice.

14 weeks before Departure

You will be contacted to pay any outstanding balance of the holiday.

7 – 10 days prior to Departure

You will receive your tickets (or vouchers) for your holiday. Most cruise lines and airlines now only use electronic tickets (or vouchers) and you will not receive tickets in the traditional formats of the past. We understand that this continues to feel lacking to some people, but please rest assured that you will have received everything you need.

Between Receiving Tickets and Departure

If you have not already done so, it is necessary to access your bookings on both your cruise line and your airline (if included) as you will need to complete essential information. Advice on how to log-on to suppliers' web-sites is on page 5 of this guide. The sites will also advise you when you can check-in, and whether this should be done on-line. For some airlines, there is a fee to check in at the airport, so on-line check-in is advised.

N.B. Please do this at least 7 days prior to departure to ensure that everything is in order.

It is advisable to print off all of your tickets and/or vouchers and any relevant insurance documents ready for departure.

Financial Protection

We provide full financial protection for our package holidays.

To ensure that you would be refunded and/or repatriated in the unlikely event of the Company's insolvency the Company is licensed and bonded by the Irish Department of Transport, Kildare St, Dublin 1 (T - 0727). This ensures that monies paid to Jetline Travel are secure.

For more information visit:
<http://www.aviationreg.ie/>



T-0727

Cruise line information and 'Personalisers'

Many cruise lines require that you access your booking information on their websites prior to your holiday to complete essential information. The following section will advise you about the information you will require to access your booking; including the website addresses, and other information that may be of assistance to you.

In logging on to your 'Cruise Personaliser' you can action many things such as adding excursions and extra on board packages. It also lets you print off your baggage labels and create a personal account so that you can use it for any future cruises that you may choose to take with that cruise line.

If you have any problems with this process please call us on 00353 12469685 and we will assist you.

To log into your 'Cruise Personaliser' and to check in to your cruise you will need the following information:

- Lead passenger name
- **Cruise Line reference number**
(found on your invoice under the cruise section)
- Date of departure
- Ship name

IF YOU NEED TO CREATE AN ACCOUNT PLEASE FOLLOW THE INSTRUCTIONS OF THE PARTICULAR CRUISE LINE. PLEASE KEEP YOUR USERNAME AND PASSWORD SAFE SO THAT YOU CAN USE IT IN THE FUTURE.

NB: FOR CUNARD BOOKINGS YOU ARE REQUIRED TO LOG INTO YOUR BOOKING ONLINE TO ACCESS AND PRINT YOUR LUGGAGE TAGS.

www.amawaterways.co.uk

www.americancruiselines.com

www.azamaraclubcruises.com

www.carnival.com

www.celebritycruises.co.uk

www.costacruises.co.uk

www.cruiseandmaritime.com

www.crystalcruises.com

www.cunard.co.uk

www.discoveregypt.co.uk

www.disneycruise.disney.go.com

www.emeraldwaterways.co.uk

www.americanqueensteamboatcompany.com

www.gadventures.co.uk

www.fredolsencruises.com

www.hollandamerica.com

www.hurtigruten.co.uk

www.msccruises.co.uk

www.ncl.co.uk

www.oceaniacruises.com

www.pocruises.com

www.pgcrises.com

www.princesscruises.com

www.rssc.com

www.royalcaribbean.co.uk

www.seabourn.com

www.silversea.com

www.starclippers.co.uk

www.starcruises.com

www.scenic.co.uk

www.travelmarvel.com.au

www.uniworld.com

www.vikingrivercruises.co.uk

www.windstarcruises.com



IMPORTANT NOTICE REGARDING FLIGHTS

If you have booked your own low-cost flight, your contract is directly with the airline and your confirmation receipt and details will be sent to you directly from them. In the event of any flight time changes, please let us know immediately as it may affect elements of your trip that have been booked with us. For example, we may need to advise your transfer company and/or your accommodation that you will be arriving at a different time.



Night Flight Passengers

As explained at the time of booking, we remind you that early check-in to your accommodation on the day of arrival, or late check-out on the day of departure, is on a request basis only, and cannot be guaranteed. However, if the room is not immediately required (e.g. if the previous or next occupant is also arriving on a night flight), there is every likelihood that you would be accommodated. There is sometimes a small fee charged which you would pay directly to your hotel, mainly to cover out of hours cleaning services.

Your luggage will be stored by your hotel until check-in and /or departure and whilst your meal plan will commence and finish in accordance to your accommodation voucher, you are generally able to utilise other facilities. For early morning arrival we recommend that you have a change of clothes, e.g. swimwear, in your hand luggage.

Should you decide at a later date that you would prefer to add an extra day at the beginning of your holiday in order to have instant access to your room on arrival, and/or at the end of your stay to keep the room right up until your departure time, this can be done up to three days prior to departure, but of course is subject to availability. However, you would be paying for 24 hours accommodation each end for just a few hours use.

You can contact us on the customer services number 00353 12469685 or email us on admin@jetlinecruise.com

Checking In

Most airlines offer an online check-in so that it is an easier process when you get to the airport. Logging on also gives you the most up to date information on baggage allowance and seat selection charges.

Your PNR (Passenger name record) is usually required when logging on to an airline website in order to check in. This is found on your invoice.

N.B. THIS IS NOT YOUR JETLINE BOOKING REFERENCE NUMBER. PLEASE USE THE REFERENCE NUMBER SHOWN ON THE FLIGHTS PAGE OF YOUR INVOICE.

For these airlines listed below you will need:

- Lead passenger name
- Airline booking reference/PNR

www.britishairways.com
www.emirates.com
www.airfrance.co.uk
www.easyjet.com
www.cathaypacific.com
www.united.com
www.jet2.com
www.virgin-atlantic.com
www.airtransat.ca
www.norwegian.com
www.iberia.com
www.turkishair.com
www.singaporeair.com
www.qantas.com.au
www.qatarairways.com
www.delta.com
www.americanair.co.uk

www.virginamerica.com
www.etihad.com
www.malaysianair.com
www.aerlingus.com
www.klm.com
www.vueling.com
www.aircanada.com
www.finnair.com
www.airchina.co.uk
www.lufthansa.com
www.swiss.com
www.southwest.com
www.airnewzealand.co.uk
www.wizzair.com
www.wowair.com

For Ryanair you will need:
www.ryanair.com

If we have booked your Ryanair flight please call customer services to do the check in for you. However, you cannot check-in to any flight until 48 hours prior to departure at the earliest, which will affect your RETURN FLIGHT check-in. (i.e. it cannot be done before you leave the U.K.). We will automatically carry out your return check-in 24-48 hours prior to your departure from resort, and will forward confirmation to you by Email, or WhatsApp. It is extremely important that you advise us prior to your departure from the U.K. if your mobile telephone does not facilitate either of these options, or if you will not have the mobile phone that you provided at the time of booking with you on holiday. If this is the case, we will make alternative arrangements for you.

Please Note: Failure to advise us will result in your having to check-in at the airport, for which Ryanair make a charge that will not be recoverable from us.

Passports and Visas

Your passport should have at least six months to run after your return date to Ireland.

It is your responsibility to ensure that you have all travel documents necessary for your trip, including visas (the cost of which will be in addition to the price quoted for your travel arrangements).

As visa requirements are subject to change, you should always obtain up-to-date information by referring to each separate country's visa information prior to travel. In some cases the Cruise Line insists that you have a particular visa that may not be specified by the country in question, so it is important to also check in your Cruise Personaliser.

For your convenience CIBT provide a specialist Visa service offering the latest information and will obtain visas for you for a small charge. Tel: 020 7593 6100



ESTA (if travelling to USA).

Everyone travelling to the USA by air or sea must complete an ESTA before departure from the UK. There are no exceptions and failure to do this will seriously affect your travel. Access to the USA is likely to be denied.

Even if you are simply passing through the USA, an ESTA is still required.

AN ESTA costs \$14* for each person and you should NOT pay any more than that. There are sites on the internet that purport to be official sites that charge much more than this. It is a very easy process and you do NOT need to use one of these sites.

The only official site to obtain you ESTA is <https://esta.cbp.dhs.gov/esta/esta.html>

Once you have completed your ESTA it is recommended that you make a note of the unique reference number and keep it with your documents while travelling.

The only way to complete an ESTA is 'on-line'. If you do not have access to the internet at all then please call our Customer Services Department and they will make an appointment with you to complete a form on your behalf.

If a previous ESTA has expired or you have lost your passport you will have to purchase a new one from the above site.

If you are unsure if your current ESTA is still valid, you can use the above site to check

*Price is correct at the time of going to press March 2016. These may vary slightly at a later date.

ePassport required with ESTA

In preparation for your trip, please be aware that important changes have been made to passport requirements for the US. If you are travelling on the Visa Waiver Programme (ESTA) to the US on or after 1st April 2016, you must hold an ePassport.



If you are not sure if you already have one or not, simply check your current passport for the ePassport symbol on the front cover as shown above.

To find out more, please refer to: <https://www.gov.uk/foreign-travel-advice/usa>



Government of Canada

Canada Bound Passengers

New entry requirement is coming into effect from 15 March 2016. Under Canada's Electronic Travel Authorization (eTA) program, citizens from countries other than the United States (U.S.) who do not need a visa to enter Canada will need to obtain an online authorization before flying to Canada, unless otherwise exempted.

This includes travel in transit (connecting flights). For more information visit www.canada.ca/eta

The eTA is similar to the ESTA explained in the previous page. The cost of an eTA is C\$7*. You should NOT pay any more than that. There are sites on the internet that purport to be official sites that charge much more than this. It is a very easy process and you do NOT need to use one of these sites.

The official site to use to obtain your eTA is:

<http://www.cic.gc.ca/english/visit/eta.asp>

Once you have completed your eTA it is recommended that you make a note of the unique reference number and keep it with your documents while travelling.

The only way to complete an eTA is 'on-line'. If you do not have access to the internet at all then please call our Customer Services Department and they will make an appointment with you to complete a form on your behalf.

*Price is correct at the time of going to press June 2018. These may vary slightly at a later date.





Frequently Asked Questions

When will I receive my travel documents?

The majority of Travel Suppliers are now paperless and when you receive your booking confirmation and receipt, you should not expect to receive hard copy tickets. Where tickets are required, these are generally issued by the supplier 7-10 days prior to departure and NOT at the time of booking. Many bookings are made several months prior to departure and it is not practical to issue documents early which may be subject to later amendment.

Flights: All you need is your flight booking reference. You can then go online (usually 24 hours prior to departure) to select seats and print your boarding passes.

If you do not have a printer, this can be done at the airport. **

** With the exception of Ryanair who make a charge for printing your boarding passes.

N.B. Jetline does not pre-book your flight seats unless requested to do so.

Cruises: Most cruise lines require that you log on to their system and complete a "Cruise Personaliser". You will be able to view your itinerary, access other information, book shore excursions, etc. If your cruise line does send tickets, these will be 7-10 days prior to departure as described above.

Other docs: Train tickets, hotel vouchers, transfer vouchers, etc. These are generally sent to you as email attachments.

What should I know about Amtrak train journeys?

(This applies only if you have an AMTRAK journey as part of your travel. It does not relate to other rail travel, e.g. Rocky Mountaineer). Amtrak operate a maximum baggage policy, and this can be reviewed at www.amtrak.com/baggage-policy. You will need to carry your passport when travelling on Amtrak. Trains should operate as per your confirmation, but unforeseen circumstances could affect your journey. We recommend that you contact Amtrak on 0800 872 7245 (US number) 24 hours prior to travel to reconfirm your departure time.

If you have more than one leg to your journey, failure to check in for the first leg will result in the whole journey being cancelled.

If you are travelling from Niagara Falls, Canada, to New York you will stop at the border to clear immigration (see VISAS above) which could take approx. 2 hours. This is included in the journey time and will not affect your arrival time. However, it can take longer if there is an unusually high volume of passengers to process.

What are hotel resort charges?

Resort fees and City Tourist Taxes are now charged by hotels in some parts of the world. These charges are determined by the hotel or city council and are subject to change. They cannot be prepaid and are beyond the control of Jetline Cruise.

What are my baggage allowances?

Airlines: Each airline has its own baggage allowances for both hold and carry-on luggage. We advise that you check on your flight carrier's website which will give you their permitted weights and dimensions. Should you exceed these allowances it will be your responsibility to cover any excess baggage charges that may be incurred.

If you have internal flights booked with a different airline, these may differ from your international flight allowances. Please make sure that you take this into consideration.

N.B. US airlines no longer include any checked baggage allowance for internal domestic flights. Please check your carrier's website for charges payable at check-in.

Cruise Lines and Trains: It is important to check that all of your carrier's baggage allowances have been taken into consideration. For example, Amtrak have a maximum baggage policy (see left).

