



CRYSTAL
YACHT EXPEDITION CRUISES™

FREQUENTLY *asked* QUESTIONS

CRYSTAL ENDEAVOR™



Why entrust my expedition vacation to Crystal?

For more than 28 years, Crystal Cruises has been a leader in luxury travel and is recognized as the most awarded luxury cruise line in the world. We are experienced in operating cruises to some of the world's most remote locations, from Alaska to Antarctica, as well as **two transits of the Northwest Passage** — Crystal was the first luxury line to embark on this legendary route. Together with a team of expedition cruise experts, we are incorporating all our knowledge gained from these historic voyages to curate the *Crystal Endeavor* Experience.

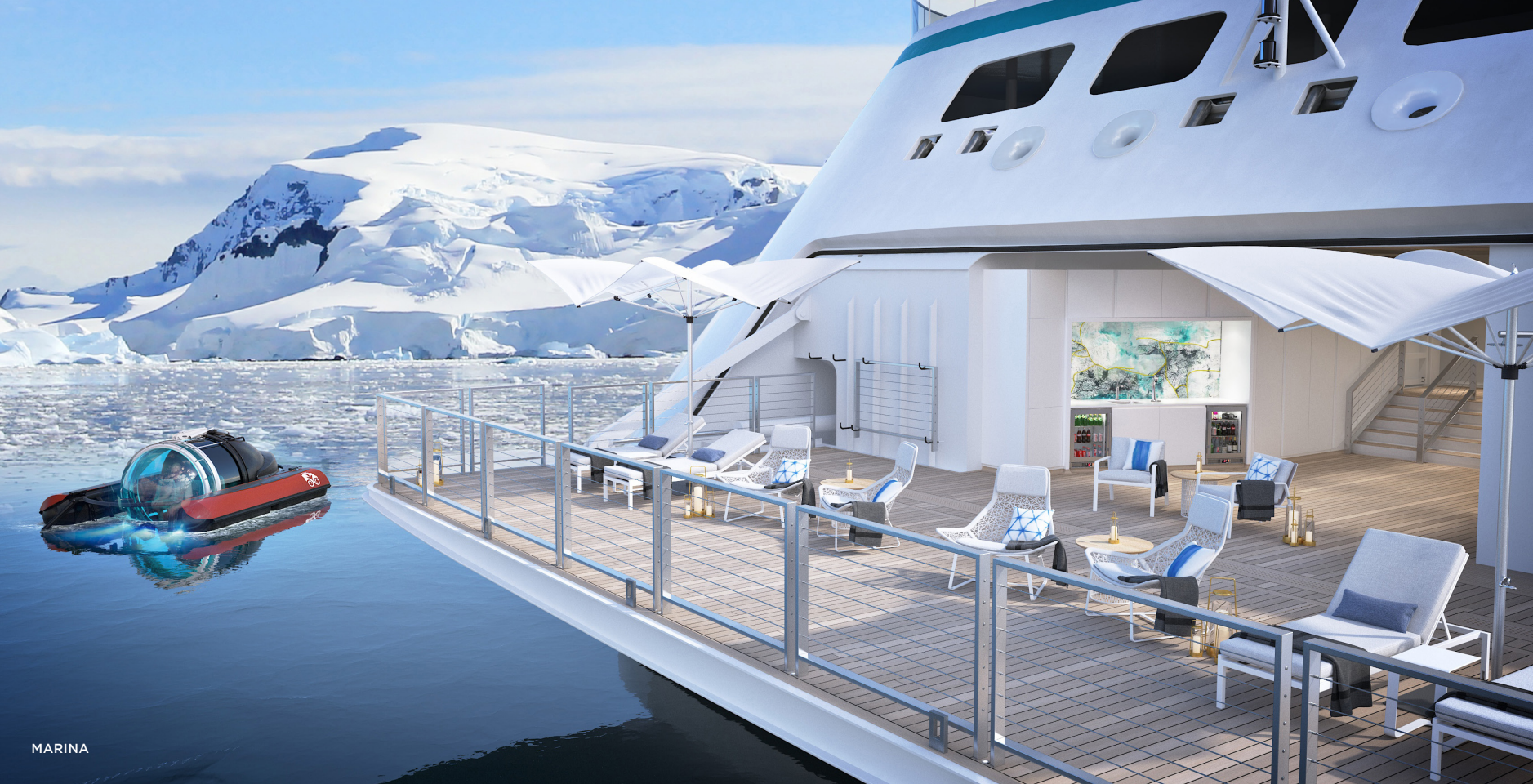
What kinds of adventures can I expect?

The nature of expedition cruising is intentionally flexible to take advantage of wildlife sightings. While certain encounters cannot be guaranteed you can expect to enjoy thrilling experiences such as Zodiac landings, kayaking adventures, helicopter flight-seeing and submersible underwater exploration. Ashore, overland and private adventures include visits to historic and protected sites, expert-hosted nature hikes and walking tours, professionally led photography tours and more.



What will I experience on a Crystal Endeavor voyage?

- ◆ Discovery of the most remote regions of the world
- ◆ Exploration of secluded fjords, rugged terrain, isolated beaches and areas with wild scenic beauty, unique flowers and rare wildlife
- ◆ A deeply experienced Expedition Team of 25 aboard every voyage, offering insight and leading small-group exploration ashore
- ◆ Photography workshops, destination lectures and topical discussions
- ◆ Immersion with local communities with rich cultural heritage and iconic monuments representing the tapestry of each unique location
- ◆ Itineraries designed with flexibility, deliberately allowing for unexpected and spontaneous exploration as conditions warrant (wildlife sightings, pod of whales, penguins, bears walking along a wilderness shoreline, etc.)



What will Crystal Endeavor have on board that makes it different from classic ocean cruising?

- ◆ Expedition Team of 25
- ◆ 18 Mark V & Mark VI Zodiacs
- ◆ 14 2-person kayaks with dry suits
- ◆ Two customized areas for expedited boarding of Zodiacs, kayaks and other discovery equipment
- ◆ Two luxuriously appointed Mud Rooms offering boot-washing stations, warming racks and lockers for expedition gear
- ◆ Fold-out Marina Platform for launching of water excursions and activities
- ◆ Two Alana Airbus H135 helicopters (5-6 guests including pilot) housed in dedicated hangers on board
- ◆ Gyro-stabilized camera technology and ROV (remotely operated underwater vehicle)
- ◆ A submersible accommodating up to six guests, one pilot, reaching depths of up to 650 ft. (200 meters) depending on location; fully acrylic pressure hull with top-hatch



Is there an age restriction for any of the discovery activities?

All guests are required to complete a Health Statement in advance of their travels aboard *Crystal Endeavor*. Guests should note the rugged nature of expedition travel and carefully select their shoreside and wilderness adventures based on individual fitness levels. Certain landings and activities may be restricted for some guests due to conditions and guest ability. Please note, children under the age of six are not permitted aboard *Crystal Endeavor's* zodiacs.

Will there be planned shore excursions as there are on ocean voyages?

Crystal Endeavor will offer two types of discovery ashore.

Crystal Expedition Adventures are planned in advance allowing you to pre-reserve before your travels. **Crystal Unexpected Adventures** are serendipitous stops in locations when weather and wildlife present the opportunity for impromptu discovery. These might be by Zodiac, by kayak, or by helicopter. In some instances, the Captain may position the ship for guests to view wildlife and wilderness from various public rooms, or even by TV via the gyro-stabilized camera or ROV (remotely operated underwater vehicle).

What is an example of a Crystal Unexpected Adventure?

The Captain, Crew and Expedition Team will be on continuous lookout for naturalistic features such as ice formations, wildlife sightings, and visits to uninhabited islands. In these instances, the Captain will position the vessel to the extent possible dependent on weather and local permissions, to maximize discovery. These unexpected opportunities might be explored by Zodiac or even by helicopter, conditions allowing.

May I plan a customized shore excursion?

Yes, in certain ports of call our Crystal Adventures Land Programs Team will be available to curate customized experiences at an additional cost.



What is a Zodiac?

Zodiacs are small inflatable, multi-chambered rubberized boats that are used in expedition travel for transport to and from the ship as well as for viewing wildlife up-close and cruising in areas of scenic beauty. Pictured here is a Zodiac from our luxury yacht *Crystal Esprit*.



What is a typical expedition day?

Every day is an adventure with the anticipation of wildlife encounters, glacial ice, remote islands or local community and cultural discovery. The Expedition Team will share their insight and knowledge at lectures and conversational discussions on board, and host small-group excursions ashore. It is important to note that facilities and infrastructure in many of the destinations visited are limited or nonexistent. *Crystal Endeavor* will be equipped with the latest outfitter gear to provide the ultimate expedition experience.

What is a wet landing vs. a dry landing?

A wet landing occurs when a zodiac maneuvers onto a beach or close to land and guests are asked to step out into shallow water in order to reach the shore. The Expedition Team will prepare guests for potential wet landings so that you can dress appropriately. A dry landing is when the Zodiac approaches a dock or other structure and guests can step out of the Zodiac onto a dry surface.

What is included on a Crystal Endeavor voyage?

Some Crystal Expedition Adventures and Crystal Unexpected Adventures will be offered complimentary (please consult website). We will also offer a wide-variety of high-end Crystal Expedition Adventures that offer a more in-depth experience with certain added value components. Use of stand-up paddleboards, kayaks and snorkeling gear in warmer climates, and expedition parkas and attendant gear in the polar regions, is also included. Binoculars will be provided complimentary. *See Signature Hallmarks on last page.*

What is not included on a Crystal Endeavor voyage?

Services provided at the Crystal Life Spa, gaming in the Resorts World at Sea casino, shopping and items/services of a personal nature will be available as an added expense. Helicopter flightseeing adventures, submersible tours, scuba diving, Crystal Overland, Boutique or Private Adventures, or any Crystal Expedition Adventures as noted, will be offered at an additional cost.

Is an expedition voyage good for those with physical limitations?

It depends on the itinerary. Guests are advised to carefully review the itinerary when selecting a Crystal Yacht Expedition voyage to ensure it is in line with personal fitness levels. In many instances, we will be making wet landings on uneven surfaces ashore from Zodiacs in places without any docks. Our Expedition Team will be on hand to assist each person on and off the Zodiac. It is important for all guests and their travel professionals to review the “Important Notes” included on every shore excursion description to learn the physical requirements to participate on any given tour. This is important to set the right expectation to ensure each guest gets the maximum enjoyment out of every day of the voyage.

For Zodiac access, guests must be able to walk up and down stairs and negotiate challenging gangways. The same applies for kayaks. Crystal reserves the right to refuse passage to anyone who fails to inform us of a physical disability or is deemed unfit for travel. As per the required Health Statement, guests must advise Crystal of any physical disability or frequent or on-going medical requirements prior to the cruise.



BALI, INDONESIA

What will Crystal do to protect the environment in these destinations?

The ship's sophisticated waste management equipment, storage and procedures ensure nothing will be left behind unless pre-arranged with a specific community equipped to handle waste. Grey and blackwater discharge parameters exceed international requirements as per Crystal's policy. The ship will be equipped with advanced dynamic positioning technology to ensure no harm is made to delicate underwater ecosystems and reefs.

Will I have Internet access and mobile phone coverage?

The ship's Internet and telephone services will be available throughout each voyage, although signals may be slowed or not available at all in some areas. Shore-based cell phone signals may or may not be available in some of the more remote places we visit. The Captain and crew will always have operational and emergency communication throughout the entire cruise.



Do I need to purchase Travel Insurance?

We strongly recommend that all guests traveling aboard *Crystal Endeavor* purchase travel insurance. In many of the remote locations to which *Crystal Endeavor* will travel, emergency medical evacuation is the only way to get urgent and/or critical medical attention which can reach costs of \$50,000 or more. Therefore, proof of a minimum of \$50,000 per person in Emergency Evacuation Repatriation insurance is highly recommended. Guests will be required to complete a Health/Travel Insurance Form via PCPC (Priority Check-in & Planning Center) prior to embarkation.

Am I required to get vaccinations?

Guests should confirm if the destinations visited on their itinerary of choice requires vaccinations prior to arrival. We also recommend guests seek a professional medical from their physicians regarding vaccinations; sometimes vaccinations may adversely affect people taking other medications. Travel to the remote regions to which *Crystal Endeavor* sails may not be suitable for people who require frequent or on-going medical attention.

KOMODO ISLANDS, FLORES, INDONESIA





What deposit amount is required to confirm my reservation?

A 25% deposit will be due within 7 days of making a booking to secure the reservation.

What are the cancellation penalties?

From time of deposit until 121 days prior to sailing, if a booking is cancelled there will be a \$500 per guest administration fee which may be applied toward a new booking by Ocean, River or Yacht Expedition within one year from date of cancellation. If canceled 120-91 days prior to sailing, there is a 25% penalty; 90-61 days prior to sailing, a 50% penalty; 60-31 days prior to sailing, a 75% penalty; and for cancellations made within 30-0 days of departure date, the penalty is 100%.

Will I receive Crystal Society® credits on Crystal Endeavor voyages?

Yes. However, only select milestones will be able to be redeemed on a *Crystal Endeavor* voyage.



Are Early Full Payment Savings available?

Yes. Guests who pay in full 6 months prior to sailing will receive a 2.5% savings off their cruise fare. *Restrictions apply.*

Will Crystal Endeavor be able to accommodate kosher, gluten free or other special diets?

At this time, *Crystal Endeavor* cannot accommodate Kosher meals for more than 6 guests on any given sailing. For other special dietary requests, we will try our utmost to accommodate each guest, but due to the remote destinations we will be traveling in it may be difficult to source certain foods. Guests are encouraged to make note of these special requests at the time of booking so that we may research and confirm.

Are third berths allowed?

Yes. However, there are some voyages where the capacity of the ship is restricted. Please contact us for further details regarding specific voyages.

Will Crystal Endeavor accommodate groups on board?

Yes. Please note the following group policy is currently in place:

- ◆ 1 for 9 TC (tour conductor)
- ◆ \$300 per person shipboard credit
- ◆ Maximum 3 TCs
- ◆ Maximum 15 suites / 30 guests
- ◆ Crystal Memories Groups will not be accommodated on *Crystal Endeavor*
- ◆ Holding space for a group is not permitted





SIGNATURE HALLMARKS

- ◆ Expansive all-suite, butler-serviced accommodations, among the largest in expedition cruising, with spacious bathrooms, walk-in closets and high-tech in-suite amenities
- ◆ Award-winning, Michelin-inspired cuisine served in multiple open-seating venues, including Nobu Matsuhisa's only sea-going restaurants
- ◆ Crystal's acclaimed six-star service, with a generous 1.03 staff per guest ratio
- ◆ All gratuities and unlimited fine wines, champagnes and premium spirits
- ◆ Expedition Team of 25 to lead lectures and host small-group exploration
- ◆ Complimentary water toys* including kayaks, snorkeling gear and more enjoyed from the yacht's fold-out Marina Platform
- ◆ Full service, well-appointed Crystal Life Spa & Salon staffed by dedicated, highly trained professionals
- ◆ Dedicated fitness facility with state-of-the-art equipment and instructor-led spinning classes, yoga, Pilates and more





BOOK YOUR CRYSTAL EXPERIENCE
1-877-592-5378 | CRYSTALEXPEDITIONCRUISES.COM
OR CALL YOUR TRAVEL PROFESSIONAL

