SETTING SAIL



WINDSTAR®
CRUISES
180° FROM ORDINARY



TABLE OF CONTENTS

The Windstar Experience **2**

Pre-Departure Information **4**

Departure & Embarkation **6**

Dining with Windstar **8**

Special Services On Board **10**

Windstar Disembarkation **13**

THE WINDSTAR EXPERIENCE

Welcome

As your journey with Windstar Cruises draws near and your excitement becomes anticipation, these tips from our expert staff will help you to best enjoy your time aboard one of the finest ships at sea. There are many elements common to a vacation, but few things as uncommon as a Windstar cruise. So, as you prepare for your voyage, our friendly, gracious crew is preparing for your arrival, ensuring everything is in place for the perfect cruise vacation. The only thing missing? You.

Casual Elegance

Cruise past the formal nights, dinner jackets, and dry-clean-only atmosphere of larger, traditional cruise ships and find yourself fitting in with the casual elegance of your Windstar ship. Relax and sleep all day without fear of overzealous activity directors, or wander the streets of one glittering port after another. Your life may have to be lived by a schedule but your vacation doesn't.

Watersports Platform and Shipboard Activities

A wonder unique to vessels our size, all Windstar ships are equipped with a private marina (our Watersports Platform) that deploys from the aft deck while the ship is at anchor and conditions permit. You may choose to take advantage of our Watersports Platform, where a range of activities is available:

- Snorkeling equipment, water skiing, and wakeboarding are available free of charge.
- Swimming, water toys, and floats are available on a first-come, first-served basis. Availability varies per ship and itinerary.
- Guest's surfboards can be brought onboard as well.

Note: The Watersports Platform cannot be deployed when the ship is docked, or where conditions or local regulations prohibit such activities.

Shore Excursions

Windstar Cruises hand selects the best excursion partners available in each of our destinations. Our optional shore excursion programs give you access to highlights, hidden gems, and historical secrets about the cities you'll visit.

Shore excursions may be booked online by visiting My Windstar (www.windstarcruises.com/voyage-plan/). Information regarding price, capacity, durations, and difficulty of the excursion is included for your convenience. For further assistance in pre-booking your shore excursions, contact Destination Manager at 800-258-7245.

There will also be a shore excursion planning form in your stateroom or suite upon your arrival. You can reserve available tours when you arrive by visiting the Voyage Leader or inquiring at Reception.

Note: Shore excursion reservations are processed in the order received, so pre-booking online or over the phone is strongly encouraged. Though Windstar will attempt to add additional departures to popular excursions, we are limited by availability. Some of the most popular tours may reach capacity prior to embarkation. Visit My Windstar (passengers.windstarcruises.com/Account/LogOn) or contact Voyage Services at 800-258-7245 at least 7 days prior to sailing. Otherwise available shore excursions will have to be booked on board.

All-In Package

The Captain's Exclusive package with unlimited cocktails, unlimited Wi-Fi, laundry service, and gratuities are offered all in one convenient package. A wonderful savings of $20 per day with a variety of amenities. Place your order prior to the cruise at https://www.windstarcruises.com/voyage-plan/gifts-services/ or contact your Vacation Planner to schedule the package at 800.258.7245.

PRE-DEPARTURE INFORMATION

What to Pack

The less you bring, the better. We suggest clothes that are light, cool, and made of natural fabrics like cotton and silk. You may wish to bring warmer clothing (layers are best) if you are traveling on a Transatlantic voyage or an autumn Mediterranean cruise. The tone for dinner and evening aboard is one of "casual elegance." Imaginative, yet relaxed. Stylish, yet comfortable.

For ladies, sundresses, slacks, and informal evening wear are appropriate. For gentlemen, we suggest slacks and collared shirts or polos. There are no formal nights, no costume parties, no requirements for suits and ties (however, if your cruise takes you to Monte Carlo, please note that many casinos require men to wear both a jacket and tie). Our only restriction is that shorts, jeans, hats, flip flops, and t-shirts not be worn in *Amphora* Restaurant, *Stella Bistro,* or public rooms during the evening. Country Club casual is also acceptable for *Candles*.

Personal Laundry Service

Personal Laundry Service is provided on board at a nominal charge. Information and pricing is available in the Onboard Guest Packages, Gifts & Services form included with your travel documents. Dry cleaning is not available, but we do offer pressing services as ironing is not allowed in staterooms or suites for safety reasons

Customs Registration

We recommend that you register any foreign manufactured items such as cameras, lenses, jewelry, watches, binoculars, etc. with the Customs officials in your country prior to taking them out of the country. Otherwise, you may be required to supply proof of purchase or to pay duty on these items upon returning home. This cannot be done at the pier prior to departure.

Immigration

All guests must carry a valid passport. In addition, certain countries may require entry visas. U.S. Department of State regulations require all passports to be valid for at least 6 months beyond your intended stay. You are responsible for securing proper documentation for the countries visited on your cruise. Boarding may be denied or fines may be levied against those guests without proper documentation. Payment of any fines levied is the responsibility of the individual guest. Furthermore, visiting certain foreign countries may require that you be inoculated prior to leaving the U.S. Please check with the nearest office of U.S. Customs or the U.S. Department of State in order to determine whether you will need a visa and/or inoculations.

The Russian Federation requires visas for visiting American and Canadian visitors; however, there is an exception made for guests traveling with an escorted tour group. If you plan to explore St. Petersburg on your own, a visa is required and must be obtained before departure. If you have chosen to take part in one of our shore excursions, a visa is not required.

For non-U.S. citizens who have previously been admitted to the United States for permanent residence and who make the entire cruise without transshipment or stopover en route, no reentry permit is required, but you must carry your passport and your Alien Registration Receipt Card, Form I-151. Resident aliens not in possession of this form should obtain one at the nearest office of the U.S. Immigration Service.

Please visit www.travel.state.gov or call the National Passport Information Center at 877-487-2778 for more details. Foreign nationals should contact their respective governments to obtain details regarding current passport requirements.

Immunizations

We strongly recommend all guest consider their personal health history regarding immunizations and recommend you consult your personal physician as to which immunizations, if any, you require based on your own unique medical history.

Shipboard Account and Currency Exchange

Our cashless society is designed to make your life on board as simple as possible. When you board the yacht, your account will already be active. You may make purchases by simply showing your guest identification card and signing a receipt. On embarkation day, you will need to register your credit card (American Express®, Discover Card®, Visa®, or MasterCard®) in order to use your onboard account for shipboard purchases. We do not accept debit cards or prepaid cards. Your card will be pre-authorized for USD $600 per guest for your cruise. An incremental authorization will occur mid-cruise if your current balance exceeds the $600 per person initial authorization. At the end of the cruise you will receive a final statement, and your card will be charged only for the actual amount of your purchases.

Please inform your credit card issuer in advance that your card will be used on a Windstar ship. This will help prevent delays in obtaining pre-authorization on board. Products and services on board are in USD. Windstar is not liable for any foreign exchange fees imposed by your card issuer, and there are no currency exchange services offered on board.

Payment On Shore

You may save money by using the local currency. Most locations will accept major credit cards and some will accept U.S. dollars.

DEPARTURE & EMBARKATION

Airline Reservations

Please review your air and cruise documents to ensure that your tickets are correct. We recommend that you call the airline 72 hours prior to your departure time to reconfirm your flight (departure times may change without prior notice). Plan to check in at the airline ticket counter at least 3 hours before flight time for international passport/security checks. For post-cruise departure flights, please allow at least 4 hours between the ship's debarkation and flight departure when booking your flights.

Airline Tax

Some countries impose an arrival or departure tax which cannot be included on an air ticket. In most cases this is paid by each guest upon airport check-in and may be due in either U.S. dollars or local currency.

Airline Delays

If you believe a delay will cause you to arrive in the port of embarkation less than 2 hours before the ship's scheduled departure, call us at 800-258-7245 or 206-733-2704. Air/Sea representatives are available 6:00 a.m. to 6:00 p.m. Monday through Friday, or Saturday 7:00 a.m. to 3:30 p.m. Pacific Time. Outside of these hours and during holidays, call 206-733-2991*.

**This number is for emergency use only; please do not call unless you are experiencing a travel delay or other emergency of an urgent nature.*

Baggage

All checked baggage must be tagged with your name, address, and phone number. Please refer to your Cruise Contract for the Windstar baggage policy.

Carry-On Baggage

We suggest that you hand-carry the essentials: air and cruise documents, passports, visas, medications, eyewear, electronic devices, credit cards, cash, jewelry, and cameras. All carry-on baggage must fit either under the seat or in an overhead storage compartment on the airplane.

Transfers

Windstar Cruises Hotel Packages:

If you have purchased or received a hotel stay as part of your Windstar Cruises vacation, your transportation between the hotel and ship (or reverse) is included. A voucher has been included with your travel documents.

Purchasing Transfers:

Complimentarily transfers are only provided in conjunction with hotel packages. Otherwise, transportation can be purchased separately for the following routes:

- Transfer from Airport to Pier
- Transfer from Airport to Hotel
- Transfer from Pier to Airport
- Transfer from Hotel to Airport

Group or private car transfers may be purchased until 7 days prior to departure by calling Voyage Services at 800-258-7245 or 206-733-2704.

Embarkation

Embarkation time is generally 1:00 p.m. time may vary, depending on itinerary, check your cruise documents for exact embarkation time. All guests should be on board no later than 1 hour before departure. Passports are collected upon embarkation and held safely by the Purser's Office until the end of the cruise. Disembarkation time is generally 8 a.m., but time may vary.

Alcohol On Board

For voyages of 7 or fewer days, guests may bring aboard 2 bottles of wine or champagne per stateroom for their enjoyment on board. For voyages of 8 or more days, guests may bring 3 bottles on board per stateroom or suite. All additional alcohol, including those bottles purchased at ports of call along the cruise route, will be kept by the ship's purser and delivered to your room the last evening of the voyage. Guests may consume the outside beverages in the dining room, but a small corkage fee will be applied to their onboard account.

DINING WITH WINDSTAR

Breakfast

It's morning. You awake to hear the gentle trade winds and think – breakfast – alfresco, full service, or buffet-style. The smell of freshly brewed coffee and buttery croissants lures you topside to *Veranda*. Full continental breakfast is available starting at 6:00 a.m. by the pool on *Wind Star* and *Wind Spirit*, and at Compass Rose on *Wind Surf*. At the Yacht Club on *Star Pride*, *Star Breeze,* and *Star Legend,* you can find light breakfast fare and freshly brewed coffee when you're ready. No need to hurry. Or if you prefer, linger over a continental breakfast served in the privacy of your stateroom or suite. After all, this is what the good life is all about: doing what you please, when you please.

Lunch

Again, the choices are many in *Veranda*. Choose the sumptuous, seemingly endless buffet. Or order from the lunch menu. On *Wind Surf, Star Pride*, *Star Breeze,* and *Star Legend* sandwiches and snacks are also available throughout the day from the Yacht Club, and can be enjoyed anywhere on the ship.

Dinner

In the evening, we turn the spotlight to the elegant *Amphora* Restaurant. Here, the dining room manager seats you. There are no pre-assigned tables or first or second sittings. When you dine, and with whom, are entirely up to you (seating usually begins at 7:00 p.m. and will be printed in the daily program). On *Wind Surf,* you can enjoy the intimate dining venue, *Stella Bistro*, featuring contemporary fare with a French twist and a wine list to match. *Candles* offers an alfresco dining experience with a set menu of grilled seafood and steak.

Windstar Cruises is committed to offering our guests healthy food selections and has eliminated trans fats from all menus. We offer vegetarian options, specially created by our chefs on board. In addition, our Executive Chef on board is available to help you choose light fare upon request. If you have food allergies, please notify us 7 days before sailing.

Note: Kosher and Halal meals are not available on Windstar. We apologize for the inconvenience.

Note: Guests who have other specific dietary needs should submit a Special Requirements Information (SRI) form at least 30 days prior to sailing.

Room Service

Noon or midnight, or any time in between, we offer 24-hour service for sandwiches, selected canapés, coffee, and tea.

Smoking/Vaping Policy

Smoking and vaping are not permitted in any of the staterooms, suites, or public spaces, including all restaurants and corridors. Smoking and vaping are permitted on the outside decks in designated smoking areas only.

Hotel Service Charge and Beverage Service Charge

Our crew works very hard to make sure that every aspect of your cruise meets the highest standards. This includes those crew members who serve you directly, such as wait staff, beverage servers, and the stewards who service your stateroom or suite each day. There are also many others who support their efforts whom you may never meet, such as galley and laundry staff. To ensure that the efforts of all of our crew members are recognized and rewarded, a Hotel Service Charge of $14.50 per person per day is automatically added to each guest's onboard account. If our service exceeds or fails to meet your expectations, you are free to adjust this amount at the end of the cruise. In addition, a 15% Beverage Service Charge is automatically added to bar charges and dining room wine purchases. These charges are paid entirely to Windstar crew members, and represent an important part of their compensation.

In terminals, airports, ports of call, and on shore excursions, we suggest that you extend gratuities consistent with customary local practices.

SPECIAL SERVICES ON BOARD

Medical Services

A doctor and limited medical facilities are available on board. However, if you take special medications, please bring an adequate supply with you together with a copy of the prescription from your doctor, although it may not be available on board. Medical services and all medicines (except acetaminophen, aspirin, and seasickness pills) dispensed by the ship's doctor will be charged to your onboard account. If you become ill during the voyage and the physician is unable to care for your needs on board, you will be transferred to medical facilities on shore. Shoreside medical care and/or evacuation are not charged to your onboard account. You will be responsible for paying all of these charges.

If you require a special medical apparatus or assistance on board or have any special medical, physical, or other requirements, please contact Voyage Services at 800-258-7245. There are elevators available on *Wind Surf, Star Pride, Star Breeze,* and *Star Legend*. Due to limited medical facilities, we will not accept reservations for women who are 24 or more weeks pregnant at the time their travel with Windstar concludes.

Electric Appliances

Voltage is standard 110/220 on all Windstar ships. Special converters are needed using the Europlug (two round pins) standard. Guests will need to bring their own travel adaptors as they are not available on board. For your convenience, there is a hair dryer in each stateroom or suite. There are only 110v US plugs on *Wind Spirit*.

Valuables

Each stateroom or suite is equipped with a built-in safe for storing valuables and important documents.

Special Occasions On Board

Windstar Cruises will be happy to help you plan an onboard celebration. You may call Voyage Services at 800-258-7245 to make arrangements. If you should decide to give an impromptu party during the cruise, contact the Hotel Manager for onboard assistance.

Onboard Guest Packages, Gifts & Services

Friends may wish to send a gift directly to your stateroom or suite. They should include your stateroom or suite number, the name of your ship, and your departure date.

To order a gift, friends and family may contact Voyage Services at 800-258-7245. Our order form includes a variety of alcoholic and nonalcoholic beverages, flowers, and other gifts. Orders must be prepaid and received 7 or more days before sailing. Gift orders may be charged to American Express®, Visa®, Discover Card® or MasterCard®. Depending on the country of embarkation, flowers may not be available 1 to 2 weeks prior to departure.

For more information or to add an onboard package or service to your booking, please call Voyage Services at 800-258-7245 or visit our website www.windstarcruises.com Plan Your Voyage section.

Communications

Mail:

Guests are discouraged from receiving mail on board. If you plan to ship something to be delivered to you on board the ship, it should be addressed to you c/o the appropriate Port Agent. Use airmail only and allow 20 days for delivery. For questions, please call Voyage Services at 800-258-7245.

Internet Access:

Windstar Cruises offers satellite internet capabilities on board available in a choice of internet packages. However, service can be unreliable or may not be available depending on the course and position of the ship. Wireless Internet service is available on all our ships. Wi-Fi access is possible in most public areas, staterooms, and suites. Internet packages can be purchased prior to your cruise by contacting Voyage Services at 800-258-7245 or on board at the Reception Desk.

Emergency Phone Numbers

During regular business hours please call 800-258-7245 or 206-733-2704 (6 a.m. to 6 p.m. Monday through Friday; 7 a.m. to 3:30 p.m. Saturday, Pacific time). Outside of these hours and during holidays, call 206-733-2991*.

**This number is for emergency use only; please do not call unless you are experiencing an emergency of an urgent nature.*

Cell Phone Service

In order to maintain Windstar's atmosphere of casual elegance and intimate retreat, we ask guests to consider the following cell phone courtesy guidelines:

- Cell phone service is intended primarily for guests' use in the privacy of their own stateroom or suite.
- Talking on cell phones is discouraged in public areas such as dining areas or lounges, and guests are asked to set their phone's ringer to vibrate when in public areas.
- Guests can now access cell phone service both at sea and in port. At sea, both GSM and CDMA maritime roaming is available. Be sure to contact your mobile provider prior to embarking to ensure your account is authorized to roam internationally and to confirm maritime roaming pricing or see about the availability of an international package. All roaming charges will be included in your monthly bill by your home carrier.

Service Animals

Animals or pets are not allowed with the exception of qualified service animals for guests with disabilities. Guests requesting to bring a service animal on board are required to submit a Service Requirement Information (SRI) form 30 days prior to sailing date. Please notify Voyage Services immediately if you did not identify your service animal when you booked your cruise by calling 800-258-7245.

WINDSTAR DISEMBARKATION

Duty-Free Allowance

Upon your return to the U.S., you must declare all merchandise purchased outside of the U.S., including items purchased in duty-free shops on board or ashore.

Please pay particular attention to the import of animal by-products (furs, belts, shoes, etc.). A complete list of banned imports is available from U.S. Customs at www.cbp.gov.

All guests should check with their local Customs agencies in their home country for allowances information before departure.

Customs and Immigration

You will be advised of current requirements and be given complete instructions on disembarkation procedures during your cruise.

We look forward to welcoming you on board!

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