

Marella Cruises - Q&A UK CRUISES: 16th April 2021

Ex-UK Programme General Questions

Why are you launching this UK programme?

- *Given recent government announcements to allow domestic cruises, plus demand from our customers to travel closer to home this summer, we've chosen to launch a selection of cruises around the UK.*

Why are you only sailing from Southampton?

- *We'll be sailing from both Southampton and Newcastle. Southampton sailings, on Marella Explorer, are on sale now. Newcastle sailings on our adults-only ship, Marella Explorer 2, will be on sale soon.*

Will you be sailing from the UK in summer 2022 and beyond?

- *We have no current plans to sail around the UK after this summer.*

Will any of these cruises be a themed cruise like Electric Sunsets?

- *There are no plans to make any of these cruises themed.*

Can I book a back-to-back cruise?

- *Back-to-back cruises will not be available for our domestic cruises.*

Will I need a passport for UK-only sailings?

- *Yes, all passengers will need a valid passport for our UK-only sailings.*

Is the ship sailing with reduced capacity?

- *Yes, we will be operating at a reduced capacity.*

Why can't I book an inside cabin?

- *As we are operating at a reduced capacity at this time, inside cabins will not be on sale.*

What time should I arrive at Southampton/Newcastle Port?

- *To support a socially distanced embarkation, we'll assign you a time to arrive at the port. Your time will be outlined in your booking confirmation and ticket documents. Please do not arrive any earlier than this time as you will not be able to enter the port building.*

What time will I need to leave the ship at the end of my cruise?

- *We'll advise you of your exact departure time around 48 hours before the end of the cruise. Your departure time will be somewhere between 8am and 9.30am.*

Policies

As always, your safety is our number one priority. Ready for our return to sailing, we've put a number of measures in place to protect you – as well as our crew – from COVID-19. We've been working with an organisation called Lloyd's Register, our classification society, and will be assigned their Stay safe accreditation for COVID prevention and outbreak plans before returning to service. We'll continue to work with the government to adapt these measures over time, in line with the latest guidance. Rest assured, we're doing everything we can to make sure you still have a fantastic cruise with us.

Do I need a vaccination to sail?

- *Yes. If you are 18 or over on the day of sailing, you will need to have had both doses of the vaccine at least seven days before travelling, as well as a lateral flow test pre-departure. Guests under the age of 18 do not require a vaccine but will also need to have a lateral flow test pre-departure.*

Can I book even though I've not yet had my vaccine?

Our UK sailings will be for UK resident, COVID-19 vaccinated guests only. You can book, providing you will have had both vaccines at least seven days before your sailing date. Guests under the age of 18 will not need to be vaccinated, but will be tested for COVID-19 before boarding.

I've had a booking(s) cancelled/changed over the past year, do I get priority access to book the UK sailings?

- *There will be no priority access to booking our UK sailings.*

Do I get a refund if we can't stop at all the ports?

- *Normal booking terms and conditions apply. Due to factors outside of our control, ports are always subject to availability and sometimes it may be necessary to alter the itinerary you have booked.*

Boarding Conditions

General

Are children allowed to sail?

- *Yes. Guests under the age of 18 do not require a vaccine but will need to have a lateral flow test pre-departure. Infants under the age of 2, who are exempt from testing, will not be able to sail.*

Are these sailings only for UK residents?

- *Yes, only UK residents with a permanent UK address and a valid passport will be able to travel on these itineraries.*

Vaccine Requirements for Customers

Will I need a vaccination for all Marella Cruises sailings, or just domestic cruises?

- *The vaccine policy is for cruises departing from UK ports, only.*
- *For international sailings, vaccines may be required before boarding the ships at the start of the cruise. We'll update all guests prior to their cruise departure date.*

I haven't been vaccinated yet, can I sail?

- *If you are 18 or over on the day of sailing, you will not be able to sail unless you have had both doses of the vaccine a minimum of seven days before your sailing date. Guests aged 2-17 can still sail but will need to have a lateral flow test pre-departure.*

I can't have the vaccine for medical reasons, can I sail?

- *No, all customers aged 18 or over will need to have had both doses of the vaccine to travel.*

I've only had my first dose of the vaccine, can I sail?

- *No, all customers aged 18 or over will need to have had both doses of the vaccine to travel.*

I have my second vaccine dose two days before I'm due to sail, can I sail?

- *No, you're required to have had the second dose a minimum of seven days before your sailing date.*

If I can't sail due to not being vaccinated, can I amend or cancel for free?

- *Yes, you can, in line with our Marella Cruises Promise*

Do children need a vaccine?

- *It's not mandatory for children under the age of 18 to be vaccinated. However, for domestic sailings, all guests will need to have a lateral flow test before boarding the ships at the start of the cruise. We will confirm the details around this closer to your cruise departure date.*

How will you prove that customers have had their vaccine?

- *Proof of vaccination, including the dates, will be required prior to boarding. If you're unable to provide evidence of your vaccinations, you won't be able to board the ship.*

Does it matter which vaccine I've had?

- *No, providing it's on the government list of currently approved COVID-19 vaccines.*

I've had and recovered from COVID-19 and therefore have immunity, can I travel without a vaccine?

- *No, all customers aged 18 and over will need to have had both doses of the vaccine to travel, even if they have had and recovered from COVID-19.*

I'm clinically vulnerable or have an underlying health condition, can I still book?

- *We recommend you check with your GP before you book.*
- *If you're over the age of 18, you'll still be required to have had both doses of the vaccine to travel.*
- *Just so you know, each of our ships has a medical centre and we have an English-speaking doctor and nurses onboard who keep surgery hours. For emergencies, there's always someone on call.*

I'm exempt from wearing a mask, can I still sail?

- *Currently, all customers must wear a face mask onboard. Customers need to comply with this policy in order to travel.*

If all customers over the age of 18 are vaccinated, will you still enforce testing for everyone?

- *Yes, despite our vaccination policy, all customers will need to have a lateral flow test pre-departure.*

Medical Screening

What happens if I fail the pre-boarding medical screening?

- *If you fail the initial pre-boarding health screening, you will have a secondary medical screening, which will include testing for COVID-19. If you fail both checks, you will be denied boarding and we will work with the local port authorities to support you. Your close contacts may also be denied boarding.*

What happens if I test positive for COVID-19 before I sail and I am unable to travel?

- *If you test positive up to 14 days before your sailing date, you will be unable to travel. You'll be able to change your cruise to another date for free.*

Testing Requirements for UK Sailings

What's your testing policy for guests?

- *For domestic sailings, all guests will require a test before boarding the ships at the start of the cruise. We will provide more details around this closer to your sailing date.*

Do I need to pay for a test?

- *No, you will need to complete a lateral flow test, which is available free of charge. You can find all of the [details on testing on the government website](#).*

Can infants under the age of 2 travel if they can't be tested?

- *Infants under the age of 2 will not be able to sail on our domestic cruises. All customers will require a test before boarding the ship.*

Testing Requirements for International Sailings

What's your testing policy for guests?

- *For international sailings, you may be required to take a test before boarding the ship at the start of your cruise. We'll update all guests prior to their cruise departure date.*

Insurance Requirements

Do I need travel insurance?

- *Yes, you must have comprehensive cruise travel insurance to travel with Marella Cruises.*

What insurance do I need?

- *You must have comprehensive cruise travel insurance to travel with Marella Cruises.*

My insurance doesn't cover COVID-19, can I still travel with you?

- *You must have comprehensive cruise travel insurance to travel with Marella Cruises.*

Will I need UK-only or European insurance for sailings including Irish ports?

- *We recommend European cover.*

Life Onboard

Testing

Will I be tested daily?

- *There will not be daily COVID-19 testing, but daily temperature checks will be in place.*

Will I be tested when I get on/off the ship in different ports?

- *No, there won't be any testing in place as you embark and disembark the ship. However, some local regulations may mean that a temperature check is required.*

Crew and Operational Visitors

Will the crew be vaccinated?

- *All crew will follow robust testing procedures.*

Will the crew quarantine before guests are allowed onboard?

- *Yes, all our crew will have a period of quarantine once they board the ship.*

What's your testing policy for crew?

- *All crew will be tested when they embark the ship. They will then have daily temperature checks and regular testing.*

Will crew be wearing masks?

- *Crew will be following the latest regulations regarding mask-wearing.*

Social Distancing

Will I be able to mix with other passengers?

- *Social distancing measures will be in place onboard, so mixing with other passengers will be limited.*

I'm travelling alone, will you still arrange single passenger meet-ups?

- *We will arrange COVID-safe gatherings, which will be optional for all our solo travellers.*

Will I have to wear a mask?

- *Both passengers and crew will be required to wear a face covering in the terminal and when onboard unless they are inside their cabin or sitting down, in line with social distancing guidelines regarding eating and drinking. We may ease restrictions around face coverings as and when guidance from the UK government and World Health Organisation (WHO) allow for this.*

I'm exempt from wearing a mask, can I still sail?

- *Currently, all customers must wear a face mask onboard. You need to comply with this policy in order to travel.*

If we don't have to wear masks or practise social distancing in the UK from 21st June, why do we have to do this onboard?

- *Our current social distancing measures will be in place until the guidance for cruises changes. When this happens, we will adapt our measures accordingly.*

Dealing with a COVID-19 incident onboard

What happens if there's are cases of COVID-19 onboard?

- *We have comprehensive isolation protocols in place, as well as a response plan with the local authorities. This is designed to protect the health and wellbeing of our customers and crew, in case of the unlikely event of cases of COVID-19 onboard. All our protocols will be independently verified by Lloyds Register, our classification society, before sailing.*

Domestic Cruises - Shoreside / Shore Excursion Policy

Will shore excursions be provided?

- *In line with current guidance, you may only go ashore as part of a Marella Cruises excursion, for all cruises departing from the UK. Shore excursions can be booked for an extra charge, either pre-departure, or when you're onboard via the Destination Services desk or our Navigate app.*

Can I go ashore and do my own thing?

- *No. In line with current guidance, you may only go ashore as part of a Marella Cruises excursions, for all cruises departing from the UK. This means you won't be able to explore under your own steam. Shore excursions can be booked for an extra charge, either pre-departure, or when you're onboard via the Destination Services desk or our Navigate app.*

Can I go ashore at one port and then re-join the ship at another port, on another day?

- *No.*

What policies are Marella Cruises putting in place to ensure that shore excursions are safe?

- *All of our shore excursions will meet our updated safety guidelines, taking into account additional measures designed to protect you against COVID-19.*

Other

Can I buy duty-free items from the onboard shop if we're in UK waters?

- *Duty-free items will not be available to buy on our UK cruises.*