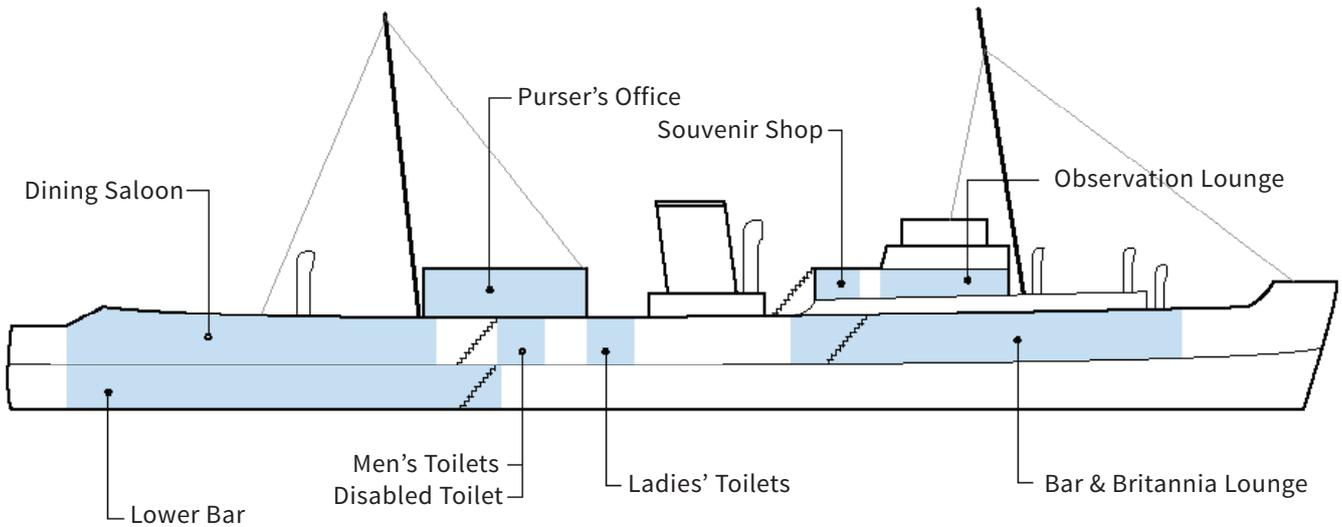


INFORMATION FOR PASSENGERS

We want to ensure that you have a great time while on board MV Balmoral. Please use this guide to find out about the facilities available on board and how to keep comfortable and safe while on one of our cruises.



DEPARTURE POINT

Please arrive half an hour before the timetabled departure time so as to ensure timely embarkation.



CLOTHING

Please bring suitable clothing to keep warm, dry and protected from the weather – rain or shine.



DEBIT & CREDIT CARDS

Due to operational constraints, our restaurant, bar and souvenir shop can only accept cash. Cashback can be obtained from the Purser.



TICKETS

You are able to purchase tickets on board with a debit or credit card. Please keep all tickets with you they will be collected on disembarkation.



MOBILITY

MV Balmoral is a heritage vessel & access for those with reduced mobility is limited. Please call us on 0117 325 6200 for specific advice.



SMOKING

Smoking is permitted on the outside deck. Please take other passengers into consideration & dispose of cigarette ends in the buckets provided.



CHILDREN

Please supervise children at all times. Baby changing facilities are located in the disabled toilet. If this locked please ask a crew member for access.



NO PETS

Unfortunately only assistance dogs are permitted on board MV Balmoral.



SAFETY ANNOUNCEMENTS

Please listen carefully to the announcements made over the loudspeaker and observe the safety information posters found on board.



ALCOHOL

Please do not bring alcohol on board. Please note the Captain has the right to refuse embarkation or remove passengers deemed too intoxicated.



TAKE CARE

Please take care when moving around the ship, especially when using the stairs. Please be aware that decks may become slippery when wet.

DINING & DRINKING

Upholding the tradition of great dining on board coastal cruising ships, our Dining Saloon serves delicious, quality meals prepared by our chef on board. A cooked breakfast is served every morning with main meals available throughout the afternoon and evening – timings to be announced by the Purser.

Example breakfast choices:

Bacon/Sausage/Egg Roll • Full English Breakfast • Coffee / tea / juice

Example lunch / evening choices:

Fish & Chips • Vegetarian Lasagne • Homemade Soup of the Day • Curry & Rice Paninis • Jacket potatoes with various fillings • Chips • Sausage Rolls & Pies

A selection of ice creams, cakes and snacks are also available.

There is also a fully stocked bar on board.

Hot beverages can be purchased from the bar or restaurant.



PACKED LUNCHES

We would love you to try our delicious on board catering, however passengers are welcome to bring their own packed lunches.



ALLERGENS

If you have an allergy to a food product or ingredient please alert a member of our catering team for specific information.



LITTER

Please use the litter bins provided on deck. It is illegal to throw any waste overboard, including cigarette butts.