

FREQUENTLY ASKED QUESTIONS:

Shipboard Life

What is the activity level of an Adventure Canada expedition?

Adventure Canada expeditions are intended for people in reasonably good health. Zodiac cruises and transfer times can be lengthy. Our guides and ship's crew are available to assist you in and out of the Zodiacs both on shore and at the ship's gangway. Adventure Canada expeditions may involve extensive walking in variable weather conditions over hilly and uneven terrain.

During shore excursions we cater to different physical ability levels wherever possible, and break into smaller groups in order to do so. This may mean one small group going off on a strenuous, two hour hike on steep terrain, while another explores the area in and around the landing site, keeping to more level terrain and shorter distances. Generally, once a few people are ready to return to the ship, there will be Zodiacs to transfer passengers back.

What are the onboard safety protocols?

Safety on board the ship is our first priority. The ship contains firefighting equipment and a sprinkler system, which fully complies with the strict provisions of the International Convention for the Safety of Life at Sea (SOLAS). A lifeboat drill is held within twenty-four hours of embarkation. This drill is for your protection. ATTENDANCE IS MANDATORY. In the event of a witnessed emergency, please notify the bridge.

Onboard Safety protocols for COVID-19 are under development. You will be fully informed at the time of your departure of all health and safety protocol.

How should I conduct myself on the ship?

The vessel has a generous amount of open space, ideal for birdwatching and enjoying scenery. Please stay clear of the Zodiac storage when loading and unloading is underway or when the crane is operating. Please be careful when walking on open decks, as they can be slippery. In rough weather, the captain may limit access to open decks. As on all ships, please anticipate pitching and rolling. Always use the handrails, especially going up stairways, ladders, and climbing over the large step when reaching the outer decks. The rule of thumb is "one hand for yourself, and one for the ship—at all times". When outside on the decks, please be careful of equipment and fixtures—especially those fixed to the deck such as eyes and fairleads.

Please watch your step when going on deck, as there are high steps in many doorways. When passing through all doorways, and while in your cabin, never place your hands in any doorframes or near the hinges of any moving panel. The vessel's doors are designed to remain closed at all times and as such can slam with a great deal of force.

How can I find my way around the ship?

Please be aware of relevant signage when moving throughout the ship. Lifeboat stations, emergency equipment and restricted areas are well marked using international symbols. Other signs with specific instructions should always be followed.

How will I know what's happening on the expedition each day?

Announcements over the ship's PA system will be made to keep you updated on events, presentations, and the expedition itinerary. Listen out for our onboard staff advising of wildlife sightings. The PA system is audible on all levels, in all rooms, and outside on all decks.

Each day's programme will include a briefing for upcoming plans, shore landings, and excursions. Also scheduled are informal recap gatherings where staff and passengers share thoughts and experiences after a day's activity. These are regularly combined events.

A daily program outlining the anticipated activities for the following day will be prepared each evening. Our COVID-19 onboard programming planning is evolving. Our expedition team will inform you of what to expect for your specific expedition once onboard *Ocean Endeavour*. All programs are subject to change—passengers will be kept abreast of any developing itineraries. The program will be posted on various screens throughout the ship, and available to view on the TV in your cabin. All programs will be supplied to passengers upon their return home as part of the post-trip package.

Is there a wake-up call?

Yes! You will receive a daily wake-up call and announcements in your room via the shipwide public address system. This will allow your Expedition Leader to update you on the daily itinerary, provide an update of weather, and brief you on any vital information. This is part of expedition life, and the PA system cannot be turned off.

Where does the onboard programming take place?

A wide variety of presentations, talks, workshops, concerts, and events will take place in the Nautilus Lounge on deck 6, the Meridian Club on deck 9, and the Aurora Lounge on deck 7. These rooms are of various sizes and are outfitted with televisions, projectors, speakers' podium, and public address systems.

What types of presentations take place aboard the ship?

There is a wide variety of programming aboard the ship. Lectures on regional geology, history, and biology are standard, but each trip is different, and the offerings change accordingly. Sometimes, we offer small-group workshops—like painting, song writing, or crafts. Other times, we provide cultural demonstrations. You can expect to take part in programming that includes every other passenger on the ship, but also experience smaller, intimate group settings. Our COVID-19 onboard programming planning is evolving. Our expedition team will inform you of what to expect for your specific expedition once onboard *Ocean Endeavour*.

I missed a presentation that I wanted to attend! Will I be able to see it during a second run?

Our expeditions are very busy—there's no way around it. We pride ourselves on both the quantity and quality of the programming we offer, both on and off the ship. Unfortunately, this means that there are inevitably conflicts; you might want to attend a talk ...but get pulled away by a dramatic wildlife sighting. Or you may have a tough time choosing between two equally interesting presentations that are taking place at the same time, in different rooms! Our Cruise Director and their team work tirelessly to ensure that programming takes place in a way that allows everyone to see everything, but sometimes the itinerary constraints mean that this is just not possible. Some presentations take place more than once on a given expedition—but not usually. Remember: if you feel like resting up, you can always watch presentations from the comfort of your room, thanks to our CCTV system!

What ambient noise can I expect to hear aboard the ship?

The *Ocean Endeavour* is a modern, well-appointed vessel but she remains, above all else, a ship. Because of that fact, there are some unavoidable noises that are audible at various times during the voyage. These are dependent on the location aboard, and the time of operation. While the ship is underway, a low hum can be heard from most places aboard. Sometimes, metallic clanks and rumbles can be heard during raising/lowering the anchor, or the gangway. All of these are normal and should not be cause for concern.

How are meals organized aboard the ship?

Aboard the *Ocean Endeavour*, breakfast and lunch include a wide variety of tasty and healthy choices. Globally inspired a la carte suppers offer options to suit every taste, including fish and vegetarian options. Desserts, made fresh daily, are a highlight!

Food sensitivities, special diets, and personal choices can be accommodated with advance notice. When possible, we do try to incorporate local delicacies such as caribou and Arctic char, cod cheeks, and so on. For children's meals and those with food allergies and restrictions, please advise us in writing well in advance of departure so we can best accommodate your needs.

I have food allergies or special dietary needs. How will this be addressed?

Not to worry! You will meet with the Head Chef and Hotel Director on embarkation day to ensure that your needs are understood and accommodated. Please advise your Client Service Representative of any dietary restrictions well in advance of your departure date.

What is the dress code aboard the ship?

Dress on board is informal at all times. Some—but not all—dress up for the captain's dinners. For landings, we will advise you of weather-appropriate clothing before disembarkation. Footwear is required at all times outside your cabin.

Is there a bar aboard the ship?

There is a well-stocked bar on board, staffed by a professional bartender in the late morning, afternoon, and evening. All drinks, liquors, and spirits are imported through the international ship's handlers. A varied list of wine and sparkling wine will be available in the dining room and bar. Payment is through the onboard chit system and settled via your Shipboard Account.

How is daily disembarkation managed?

During shore excursions you will need to check off and on the ship. You will be called down via shipboard PA to the mudroom by your colour group; there, you may dress in your wet gear and prepare for your disembarkation. Once you are ready, you will disembark the ship via a gangway, or side gate. Able-bodied seamen will be on hand to assist you as you descend the stairs and board the Zodiac landing craft.

We use an electronic scanning system and swipe cards to ensure these operations occur in a safe and timely manner. At the beginning of the voyage, you will be instructed on how to use the swipe card system. When disembarking for landings or Zodiac cruises, swipe your card to indicate you are ashore. Swipe your card upon returning to the ship. Our COVID-19 operational procedures are evolving to keep you safe. Our expedition team will inform you of what to expect for your specific expedition once onboard *Ocean Endeavour*.

What is a “colour group”?

Upon embarkation, you will be assigned to a colour group. Your colour group is indicated by a sticker affixed to your room key / identification card. These groups are used to organize expedition landings, onboard activities, and a variety of other operations throughout the expedition. Your colour group will be used to call you aboard the shipboard PA system. Colour group assignment is random and has no bearing on the type of activity you will be undertaking, your fitness level, age, gender, etc. Please notify Adventure Canada if you are travelling with companions, so that you may be placed in the same colour group as them. Our COVID-19 operational procedures are evolving to keep you safe. Our expedition team will inform you of what to expect for your specific expedition once onboard *Ocean Endeavour*.

What is a Zodiac?

“Zodiac” is the proprietary name of the world’s leading manufacturer of rigid-hulled, inflatable, outboard watercraft. We use Zodiacs to go ashore in a wide variety of conditions. They are highly manoeuvrable, extremely durable, and safe. Life jackets and wet weather gear must be worn at all times while aboard a Zodiac. Your Zodiac driver is responsible for your safety as well as that of the others in the boat and has the authority to refuse disembarkation should you be dressed inappropriately for the weather conditions—as this can put you and your fellow travellers at risk.

Do I need to bring a life jacket?

No; you will be provided with a lightweight life jacket for Zodiac excursions. It **MUST** be worn on all Zodiac excursions and be properly fastened **BEFORE** mounting the gangway or entering the Zodiacs.

Do I really need wet weather gear?

Yes. Our expeditions take place out on the land, where staying warm and dry is of paramount importance. You will be required to dress appropriately for the weather conditions. Adventure Canada will provide you with a 100%-

waterproof expedition jacket; you should prepare by packing GoreTex (or similar) pants. This gear, worn over your own insulating layers, will ensure that you stay safe and comfortable while on the expedition. See the Clothing and Equipment list for more information.

Your Zodiac driver is responsible for your safety as well as that of the others in the boat and has the authority to refuse disembarkation should you be dressed inappropriately for the weather conditions—as this can put you and your fellow travellers at risk. Wet gear is absolutely essential for any Zodiac transfer, and for most shore excursions.

Are waterproof pants mandatory for this expedition?

Yes.

Do I need to bring rubber boots?

No! You will be provided with a pair of rubber boots for use on expedition landings at the start of your expedition. These are intended to get you from the Zodiac to shore—they do not provide adequate support for extended hikes.

Where can I store my wet gear?

The vessel is equipped with a pre-expedition staging area so that passengers may change into their wet gear before loading into Zodiacs. Each passenger will be assigned a locker on arrival; this will be yours for the entirety of the expedition. We recommend keeping rain gear, walking sticks, and any personal equipment required for shore landings in the mudroom. We advise against leaving valuables in cubbies and are not responsible for any lost or damaged articles.

How will we find out about wildlife sightings?

When we are in areas where there is a possibility of sighting wildlife (the ship's officers and staff are constantly on the lookout). Please report any sightings to the bridge or tell any member of the staff. Our Adventure Canada team is sure to be out on deck when in high opportunity regions, giving you a great chance to learn from them. Wildlife sightings will be announced on the PA system and are often discussed at the daily debriefs.

What is the best way to view wildlife aboard the ship?

Good binoculars and their proper use can dramatically improve wildlife viewing. Binoculars are rated with two numbers, e.g., 8x42. The first number is the magnification and the second is the diameter of the objective lenses in

millimetres. The first number indicates the factor by which an object is enlarged, and the second number is a measure of how much light-gathering power a lens has. As the second number increases so too does the weight of a pair of binoculars.

If one divides the first number into the second, the closer the result is to 5 the better the balance between weight, magnification, and resolution. Binoculars that are rated 7x35, 8x42, or 10x42 are among the best for wildlife viewing.

When viewing wildlife with binoculars, it is helpful to first look at a subject with your naked eye and then lift the binoculars while maintaining eye contact. If you cannot see the subject, lower the binoculars and try again. With practice, you should be able to use your binoculars to immediately see what you were looking at with the naked eye.

What's the best way to take photos on this trip?

A picture says a thousand words, and help your memories last a lifetime. Adventure Canada photographers will provide a photography package, unique to your voyage, available for download in your post-trip package. Please speak to the onboard photographer for more information.

Practice makes perfect—photography is a skill, and we recommend that your voyage is the time to enjoy your camera and the images you take rather than learn about a new camera. If you have just purchased a camera for the trip, we strongly recommend taking the time to familiarize yourself with its features and functions before departure.

- We also recommend checking and cleaning your camera and supporting equipment before leaving home. On most voyages there are no repair opportunities available.
- Have a drybag or float bag to protect your camera during Zodiac trips.
- Use a polarizing filter to reduce the glare.
- A wide-angle lens will capture the true scale of the places we are visiting.
- A zoom lens will allow you to capture wildlife up close.
- Spare batteries and spare memory cards are recommended, as well as a laptop for transfer of files.
- Tripods are helpful for steadying images.
- Keep a log of where you travelled to match with your images—or store in labeled folders.

What are the cabin amenities aboard the ship?

All cabins have wardrobe space, a full-length mirror, telephone for inter-ship and external calls, and a hair dryer. Conditioning shampoo and liquid soap are supplied. Lotion is not supplied aboard the ship; please bring your own should you wish.

Cabins are serviced daily by your cabin attendant. If you require additional housekeeping service, please advise the Reception Desk. Towels are changed on an 'as needed' basis. Towels to be washed are to be left on the bathroom floor; towels that do not need changing may be hung to dry. Using this system, we are able to conserve our water supply.

How do the toilets function aboard the ship?

Our toilet system leads to a sewage treatment plant, which can only accept human waste and the provided toilet paper. DO NOT FLUSH ANY FOREIGN ARTICLES.

Is there laundry service available aboard the ship?

Basic laundry service is available on board. Please allow twenty-four hours for turnaround time, although laundry picked-up in the morning will often be available the afternoon of the same day. Dry cleaning service is not available. Charges will be debited to your Shipboard Account, payable at the end of the voyage.

Doing your laundry by hand using laundry detergent in your cabin is strictly prohibited as this can cause severe damage to the ship's water treatment facilities.

Can I drink the water aboard the ship?

Yes! All tap water on board is purified and potable. Passengers will be supplied with a reusable water bottle for use aboard the ship; this is yours to keep. There are water stations throughout the ship for your use. There may be times during certain expeditions when you will be asked to conserve water in order to extend our fresh water supply. With everyone's cooperation, no real hardship will be noticed.

Where should I store my valuables while aboard?

Each cabin is equipped with a small safety box to store your valuables. Adventure Canada is not responsible for loss or theft of any items. We do not recommend bringing valuables on our expeditions.

How does shipboard communication (internal and external) work?

The ship has facilities available for incoming/outgoing email and telephone, both via satellite. You will be charged for all personal communication to and from the ship. Internet access codes are available for purchase from the Reception Desk.

Internal telephone calls (cabin to cabin) may be placed aboard the ship, free of charge.

Please keep in mind that we are travelling to remote areas where satellite signal is not always available. Internet access is sporadic and CANNOT BE RELIED UPON. The physical geography of the regions through which we travel can, and often does, impact communication. Access to your personal email, uploading, and downloading images/documents, as well as successful browsing, is not guaranteed. Please speak to the front desk for more information.

How does Wi-Fi work aboard the ship?

Wi-Fi access cards can be purchased from Hotel Reception aboard the *Ocean Endeavour*. They are priced by the minute and provide you with a code to access shipboard Wi-Fi from your devices. The Wi-Fi does not work consistently on board, and you should not count on being able to connect to the Internet. This is a result of the satellite coverage in areas to which we travel.

What happens if I/we need to evacuate the ship?

Should a medical emergency occur that requires your evacuation from the vessel, arrangements will be made on your behalf. Passengers without full insurance coverage must accept full responsibility for the costs or payments under any circumstances where they require hospitalization or medical treatment ashore, including any transportation, evacuation, or other special service as may be required as per our terms and conditions.

What plug and socket types are used aboard the ship?

The ship uses 220-volt AC current, with recessed outlets of the round, 2-pronged European type. If you bring any electrical devices, be sure to bring both an international adaptor and converter. Some new devices have dual voltage (110 or 220), so an adapter is sufficient, however, older ones will not have this option and therefore a converter will be needed.



Can I send mail from the ship?

There is no mail service on board, but guests can mail postcards, letters, etc. from most communities that Adventure Canada visits. The Gift Shop sells postage stamps. Letters and postcards with stamps can be dropped off at reception and will be mailed on passengers' behalf.

Can I ship items home from the ship?

No. All passengers have a checked baggage limit of 20kg (44lbs). If you intend to purchase large heavy items, it will be necessary to have those goods shipped separately. We advise making those arrangements directly with the retailer as the vessel is not equipped to handle such requests.

Is there a gift shop aboard the ship?

There is a shop on board stocked with postcards, sundries, gifts, and souvenir items. The Gift Shop also includes a large, diverse collection of locally sourced art from the regions to which we travel. Adventure Canada is committed to supporting local artists and can provide information about the sourcing and production of these creations. We also have a variety of branded outerwear from top outfitters. Hours of operation are posted on the Gift Shop door.

Your Gift Shop Account is separate from the Shipboard Account and is settled in CAD. We accept USD at par in the Gift Shop. Credit cards will be processed by Adventure Canada, Mississauga, ON, Canada.

What pharmacy products are available in the Gift Shop?

Our onboard Gift Shop is not stocked like a pharmacy. There are a few select items available—we stock toothbrushes, lip balm, and lozenges, for example. We do not stock over-the-counter medications, feminine products, deodorant, bandages, etc. We cannot fill prescriptions.

What is the “Shipboard Account”?

Upon embarkation, a Shipboard Account is automatically opened for your convenience. A chit system is used for all onboard purchases, including bar charges, laundry, medical services, communication etc. Your Shipboard Account will be presented for settlement at the end of the voyage. Credit cards (Visa, Mastercard, and American Express) are accepted for payment of the Shipboard Account.

It is important to note that the Shipboard Account is separate from the Gift Shop Account, and must be settled independently, in U.S. dollars.

What is the currency used aboard the ship?

The U.S. dollar (USD) is the world currency and the standard aboard the ship—it is used to settle the Shipboard Account. The Canadian dollar (CAD) is used in the Gift Shop, for equipment rental, and when purchasing additional excursions.

Please note that once ashore, the applicable currency for purchases will be dependent on location. This could include, but is not limited to:

Canada: Canadian dollar (CAD)

Saint-Pierre: Euro (EUR)

Greenland: Danish krone (DKK)

Scotland: Pound sterling (GBP)

Iceland: Icelandic króna (ISK)

Faroe Islands: Danish krone (DKK)

Aboard the *Ocean Endeavour*: United States dollar (USD)

*In remote communities, credit card facilities or e-commerce technology are not always available. Please be prepared with the appropriate currency to avoid disappointment.

Can I use my credit card / debit card during shore visits?

Depending on the size of the communities we visit, cash machines cannot be relied upon, and we always recommend coming prepared with cash to spend in gift shops.

What is the tipping policy aboard the ship?

Tipping is recommended at \$15 USD per person, per day, and is totalled and divided amongst the ship's crew. This gratuity will be automatically added to your final Shipboard Account statement. However, we recognize that tipping is an individual preference and should reflect the level of service you feel you have received onboard. You may opt to increase or lower the amount you would like to tip, or you may choose to tip individually rather than add your tip to the pool that is divided amongst the ship's staff. Please notify the Reception Desk of your tipping preference. Adventure Canada staff do not accept tips.

Do you offer upgrades and discounts aboard the ship?

No.

Is there an elevator aboard the ship?

The vessel is equipped with an elevator between decks 3 and 6 to assist with access throughout the ship. All decks are accessible by stairs.

What are the fitness and wellness amenities aboard the ship?

On deck 8 you will find a gymnasium equipped with hydraulic resistance machines, elliptical trainers, stationary bikes, etc., as well as a massage clinic and sauna. Note that sauna use is at your own risk—you are responsible for remaining adequately hydrated and for assuring your own capacity to handle the temperature and atmosphere of the sauna. A hot tub is located on deck 7 and a pool on deck 6. Their operation is subject to weather and sea conditions, as well as shipboard operational requirements.

The massage clinic hours and prices will be posted, and charges will be debited to your Gift Shop Account. Your Gift Shop Account is separate from the Shipboard Account and is settled in CAD. We accept USD at par in the Gift Shop.

Our COVID-19 operational procedures are evolving to keep you safe. There may be restrictions on amenities and usage procedures at the time of your sailing. Our expedition team will inform you of what to expect for your specific expedition once onboard *Ocean Endeavour*.

Is there a library aboard the ship?

Our onboard library, located in the Compass Club on deck 6, is available for your use twenty-four hours a day. We have an extensive range of books and games available for public use. If you borrow a book, please read and return it promptly, so that others may have the same opportunity.

Our COVID-19 operational procedures are evolving to keep you safe. There may be restrictions on amenities and usage procedures at the time of your sailing. Our expedition team will inform you of what to expect for your specific expedition once onboard *Ocean Endeavour*.

What are the medical facilities aboard the ship?

There is a basic infirmary and crew doctor available for passengers needs. Though the ship carries an extensive array of equipment and supplies, this facility is intended as a basic or emergency service and passengers should ensure they bring an adequate supply of prescriptions. Doctor's hours are posted on the infirmary door. It is essential that persons with any medical problems and related dietary restrictions inform us well before departure so we may brief the ship's staff accordingly.

Is the onboard doctor free of charge?

No. The doctor aboard the ship charges for services rendered—even if those services are as simple as providing seasickness medication. Prices for treatment and supplies will be posted on board and charges will be debited to your Shipboard Account, payable at the end of the voyage.

What medications are recommended?

We have prepared a list of over-the-counter medication that can, when necessary, improve your experience aboard the ship. Please see the Clothing and Equipment list and speak to your physician for more information.

How should I prepare for motion sickness?

Some individuals, particularly those unaccustomed to ship travel, find themselves stricken with seasickness. This typically takes place during the first forty-eight hours of sailing, and usually passes. To avert symptoms, avoid alcohol, tobacco, excess liquids, and confined spaces. Fresh air and plain foods may be helpful. Response to medications for motion sickness varies with the individual. Many of these drugs have a sedative effect, so drowsiness is common—be careful moving about the ship. The drugs work best when taken before onset of symptoms. Speak with your physician for more information. Please see the Clothing and Equipment list for details.

I have a prescription for medical marijuana; can I bring it aboard the ship?

No. Despite the fact that, as of July 1, 2018, Canadian law permits the possession of medical marijuana, Adventure Canada prohibits its possession and use aboard all of our expeditions. Because our vessel travels internationally, and because our expeditions involve passing through various international borders, airports, and so on, any drugs prohibited outside Canada are not permitted aboard the ship—regardless of the means through which they were acquired.

I have recreational marijuana, which is legal in Canada! Can I bring it aboard the ship?

No. Adventure Canada prohibits the possession, distribution, or use of recreational marijuana aboard any of its expeditions.

Will there be insects on this trip?

A common (and annoying) reality of travel in the wilderness is a prevalence of biting insects like mosquitoes. We recommend bug netting head coverings for expeditions and suggest bringing insect repellent at all times.

Can I smoke on the ship?

There is a non-smoking policy in all group transfers, including sightseeing buses, excursion boats, and chartered aircraft. It is inappropriate to smoke at historic or archaeological sites. While on board, smoking is not permitted in cabins or public spaces. Smoking is only permitted in designated areas and smokers are asked to use extreme care when smoking on the outer decks and to use the ashtrays provided. Never toss a match or lit cigarette overboard, as these can get caught in updrafts and land back on deck. Keep in mind that the most serious hazard on board the ship is fire. Smoking is not permitted in the Zodiacs at any time.

What is Adventure Canada's policy on single-use plastic?

We endeavour to be as environmentally conscious as we can during our operation. For this reason, we make an effort to keep all single-use plastics to an absolute minimum. We do not use straws in drinks aboard the ship and have supported research on oceanic microplastics through our Young Explorers and Scientist in Residence programs.

I lost something! Have you seen it?

Maybe! There is a Lost and Found at Hotel Reception. Please check the Lost and Found before leaving the ship on disembarkation day, as you may have lost items of which you are not aware. At the end of each season, Adventure Canada donates all lost items to local charities in the regions to which we travel. Once you have left the ship, the chances of you finding a lost item are very small.

What is your policy with special groups aboard the ship?

Adventure Canada is proud to work with a variety of trade partners and other tour operators, like Road Scholar. In many cases, these sub-charterers offer their own tour packages aboard the ship, for an additional cost to their clients. They are not receiving special treatment. We work alongside these partners to ensure that their groups receive treatment as advertised, but we do not privilege their needs over those of our passengers and will never compromise the quality of our expeditions, for anyone, ever.