

Expedition Team Frequently Asked Questions

HEALTH & SAFETY ON BOARD

What are the on-board 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 and ATTENDANCE IS MANDATORY. In the event of a witnessed emergency, please notify the bridge as soon as possible. You will receive training on our COVID-19 health and protocols at your expedition team orientation session.

How should I stay safe on the ship?

The vessel has a generous amount of open space, ideal for birdwatching and enjoying scenery. 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 when going up stairways, ladders, and stepping over the tall doorway thresholds to reach 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.

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.

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. There are some unavoidable noises that are audible at various times during the voyage. These are dependent on your location on board 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 of the anchor or the gangways. All of these sounds are normal and not cause for concern. If you are a light sleeper, consider bringing earplugs with you on board.

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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.

CABIN ACCOMMODATIONS

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. All other toiletries are not supplied aboard the ship; please bring your own as needed and desired. 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 to conserve our water supply: towels to be washed are to be left on the bathroom floor, while towels that do not need changing may be hung to dry on the provided hooks. Please note you may be required to share a cabin with another expedition team member. Please be respectful of the small, shared space and your cabinmate's needs for rest.

How do the toilets function aboard the ship?

Our ship's toilets operate using a sensitive vacuum that leads to our sewage treatment system, which can only accept human waste and the provided toilet paper. **DO NOT FLUSH ANY FOREIGN ARTICLES** down the toilets including Kleenex, diapers, paper towels, feminine products, condoms, or other items. Only use the toilet tissue provided on board. Please close the lid when not in use to prevent any foreign materials from entering the vacuum system.

Can I drink the water aboard the ship?

Yes! All tap water on board is potable. Water from the drinking water stations throughout the ship goes through an extra step of filtration and is generally more enjoyable to drink. You will be supplied with a reusable water bottle for use aboard the ship; this is yours to keep. 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.

Which 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 adaptor is sufficient; however, older devices will not have this option and therefore a converter will be needed.



How do I do my laundry on board?

Doing your laundry by hand using laundry detergent in your cabin is strictly prohibited; the soap can cause issues when placed down the drain. Your stateroom steward can provide you with a laundry bag and itemized price list. You will be billed for the laundry; however, based on your length of voyage (as detailed below) you will be reimbursed for a specific amount of on-board expenses as included on your invoice, which can include your laundry expenses. Expedition team members receive a 50% discount off the listed laundry prices.

LIFE ON BOARD

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. New expedition team members will receive a ship's tour when they join the vessel to help with your familiarization.

Will I have access to the internet?

Yes, intermittently. Internet is available for purchase; however, you should anticipate the internet to be exceedingly slower than usual land-based internet. The internet is provided via satellite and is often intermittent depending on our area of travel. Although it is available it should not be readily relied on for use. There will be one staff computer in the Staff Lounge with free internet service for our team. The computer is shared among all staff so usage should be made with consideration to other team members. You are not permitted to download large items or stream video.

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We recommend downloading and authenticating WhatsApp to your personal phone before boarding the ship. There is a wifi network on board specifically for crew and expedition team members to be able to text via WhatsApp, which can be useful for keeping in touch with friends and family back home—but this must be set up before you've left your cell coverage area.

Are there computers on board?

Adventure Canada uses Macintosh computers/laptops on the ship. Each lounge space will be equipped with one of these laptops for your use during presentation timeslots. We recommend you have your presentations with PowerPoint or Keynote. In addition, please bring a USB stick to share and transfer files. It is strongly encouraged to test your files saved on your USB prior to the start of the voyage; please remember internet is very limited on board the vessel.

What if I'm scheduled on back-to-back voyages?

If you are on back-to-back trips, you are entitled to a half day off near the end of your first voyage, then a half day off roughly every 7 days. You'll be informed of your assigned time off by the Program Director.

Do I need to tip the ship's crew?

As an expedition team member, gratuities for the crew have been taken off your shipboard invoice. However, should you wish to leave an additional monetary thank-you for your cabin steward or the hotel staff, please feel free to do so.

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!

Estimated times are breakfast at 06:30, lunch at 12:00, and supper at 19:30. These times vary from day to day based on the sailing schedule. All team members will be provided three meals per day.

Food sensitivities, special diets, and personal choices can be accommodated with advance notice. Please provide details in your Expedition Team portal of any dietary restrictions well in advance of your departure date, as we'll use this information for ship and charter flight meal modifications. For severe food reactions, please let us know well in advance. When you get on board, please introduce yourself to the Hotel Director and Maitre D' so they can put a face to a name and ensure your needs are personally met.

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When possible and especially during our Taste of Place itineraries, we try to incorporate local delicacies such as caribou, Arctic char, or cod cheeks into our supper menus. We like to offer these options to guests first; as an expedition team member, please ask your server if there is enough for guests before ordering these special meals.

***Please note, the following may be modified for COVID-19 safety measures ***

We request that expedition team members sit with guests during meals. When going to sit down for meals, use common sense; if a guest is sitting alone or there are seats empty among a group of passengers, please sit with them first. For a general reference, at a table of 4, no more than 2 expedition team members should be at a table. If the table is larger than 4, more staff can sit at the same table, as long as there are guests sitting down as well. For those who know they have to dine and dash due to assigned duties such as Zodiac driving, please let your table know as you are sitting down. Our guests are extremely understanding in these scenarios but appreciate the heads-up. Throughout the sailing, you may also be asked to host a special dinner table for a small group of guests. In these instances, we ask that you follow a smart casual dress code. You are welcome to dress up more if that suits your style.

MEDICAL CONSIDERATIONS

What are the medical facilities aboard the ship?

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

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. These medications work best when taken before onset of symptoms. Speak with your physician for more information and refer to the expedition team packing list.

I have a prescription for medical marijuana. Can I bring it aboard the ship?

No. Despite the fact that Canadian law now 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.

PREPARATIONS

Do I really need to pack wet weather gear?

Yes! Our expeditions take place out on the land, where staying warm and dry is of paramount importance. We use Zodiacs nearly every day for transportation off the ship. As an expedition team member, you are required to partake in all excursions, so please be sure to bring appropriate clothing for all elements. Not only do you need to dress for the elements, but you are also setting an example and enforcing appropriate dress for our guests. Please ensure you have waterproof jacket, pants, and gloves (spare sets are suggested). A good backpack with a rain cover or a dry bag is highly recommended. Please refer to the suggested packing list.

Do I need to bring rubber boots?

No. You will be provided with a pair of rubber boots 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 or insulation in cooler temperatures. It is recommended that if you have the space and have your own pair of rubber boots, please bring them along as you may need to wear rubber boots for longer periods of time. Some shoe sizes are very popular and priority for boot fittings will be given to our guests.

I've been hired to present a topic and/or drive Zodiacs. What else do I need to do?

You will be requested to provide additional duties/responsibilities on board outside of your designated presentations/workshops and other hireable assets. The Program Director and Expedition Leader will confirm which duties will be assigned for you to provide throughout the voyage. Should you have questions regarding these assignments and when they are to be delivered, please speak directly with one of them. Refer to the document A Day in the Life for more details about these responsibilities.

If required, will I be trained in order to provide specific services I might perform?

Absolutely. We will ensure you are trained for the various duties our expedition team members are requested to perform. If you have any questions throughout the voyage, please ask your

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Expedition Leader or the Program Director for additional support. At no time during your engagement should you perform a task you feel might jeopardize your safety. We encourage all expedition team members to ask questions, request additional training, and support other team members while performing the various responsibilities the operation requires throughout the voyage.

EXPENSES & INVOICING

What costs does Adventure Canada cover and book for getting to and from the ship?

Adventure Canada will:

- book and pay for your airfare (most economical option) from your home to our departure city
- cover the cost of one piece of checked luggage on flights
- book and pay for your pre-voyage and post-voyage hotels
- cover the cost of transportation to and from your nearest airport
- meal expenses, as detailed in your contract and below:

Travel Time	Reimbursement Allotment
Breakfast (24:00 to 10:00)	\$20.00 CDN
Lunch (10:00 to 16:00)	\$20.00 CDN
Dinner (16:00 to 24:00)	\$25.00 CDN

What other costs does adventure Canada cover?

Adventure Canada will:

- Purchase emergency medical travel and interruption insurance on your behalf
- Reimburse you for shipboard expenses as detailed below:
 - For trips of 15 or more days: up to \$75 CAD for shipboard expenses such as laundry services, spa treatments, gift shop sales, or bar tabs
 - For trips of 14 days or less: up to \$50 CAD
 - Receipts must be provided for these expenses

How do I get paid?

After your trip(s), you will receive an invitation from Adventure Canada's Accounting department to create a Dext account. This is an easy-to-use mobile/web-based system that allows you to submit all of your invoices and receipts electronically and get paid very efficiently. Please note,

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payment will be provided by e-transfer. Please ensure that your bank account is set up to receive e-transfers. Please submit your invoices within ten business days of completing your voyage. If you are on back-to-back trips, you may invoice ten days after your concluding trip. Payment will be made within 30 business days. Please keep all your original receipts for meals, luggage fees, shipboard expenses, etc. for your own purposes. More information and how-to advice about using Dext will be provided in the post-voyage section of your expedition team package.

Can you pay for my shipboard expenses and deduct from my Adventure Canada Invoice?

No, you need to pay for your own shipboard account(s) before you depart from the vessel. Shipboard services such as telephone cards, internet cards, laundry, and bar beverages are priced in USD and are to be paid directly by you before the end of your voyage. These expenses should be added to your invoice (receipts are required) and the eligible amount will be reimbursed at the time of your final payment.

What insurance is covered?

Insurance is required for all expedition team members joining the vessel. Adventure Canada will apply for and cover the cost of your emergency medical and evacuation insurance on your behalf. However, should you need to submit a claim, you will be responsible for doing so yourself.

Can I request to arrive earlier to the departure city or deviate my flight?

Yes, please complete and submit the flight deviation request form. Any difference in costs for the flight will be deducted from your final payment. Approval of your requested Flight Deviation is not guaranteed. Please submit your request directly to teams@adventurecanada.com as soon as possible (ideally 3 months prior). Please note, all flights are booked based on the most economical options directly with an airline.

Can I bring more than one checked bag on the commercial flight and charter flights, and will Adventure Canada cover the cost?

- a) Commercial Flight: You are welcome to bring a second checked bag; however, this expense will not be covered by Adventure Canada.
- b) Charter Flight: Due to weight restrictions, team members should endeavour to remain at the same baggage limit as all guests. Your TOTAL luggage allowance is 30kg. This includes 20kg allowed as checked luggage, and an additional 10kg as carry-on. You may not carry more than 10kg as carry-on luggage and you may not add the difference to your checked

allowance should your carry-on weigh less than 10kg. **ADDITIONAL BAGGAGE WEIGHT CANNOT BE PURCHASED**, so take care when packing. We strongly recommend weighing your bags prior to departure to avoid disappointment and confusion at check-in. Aircraft payload is set and monitored by Transport Canada. If you anticipate going above these limits, please submit your request directly to teams@adventurecanada.com as soon as possible so we can confirm if your additional weight/ baggage is approved.

What currency should I bring with me?

Your Ocean Endeavour shipboard account will be payable in USD. Based on the area of travel, you should be prepared to pay in cash using local currency for any goods you may wish to purchase while ashore. In remote communities, credit card facilities or e-commerce technology are not always available. Please be prepared with the appropriate cash currency to avoid disappointment.

Canada: Canadian dollar (CAD)
Saint-Pierre & Miquelon: Euro (EUR)
Greenland: Danish krone (DKK)
Scotland: Pound sterling (GBP)
Iceland: Icelandic króna (ISK)
Faroe Islands: Danish krone (DKK)