

Frequently Asked Questions

Falklands, South Georgia, and the Antarctic Peninsula

Trip Preparation and Travel Documents

What is the nature of expedition travel and will my itinerary change from what was advertised?

Expedition travel in Antarctica is inherently flexible due to changing sea ice, weather, and wildlife conditions. While your itinerary will be carefully planned, deviations are possible—even likely. This flexibility is a strength, allowing our team to maximize your experience based on real-time conditions. Every day offers new marvels, from towering icebergs and calving glaciers to penguin colonies and breaching whales. Our priority is always safety—for guests, crew, and the pristine polar environment.

What are the luggage and carry-on regulations and restrictions for this expedition?

For this expedition, we embark in Punta Arenas, Chile, and disembark in Ushuaia, Argentina. As such, domestic airline baggage restrictions in both countries apply. Typically, checked baggage is limited to 20 kg (44 lbs) per person, and carry-on baggage is limited to 5–8 kg (11–17 lbs) depending on the carrier. Be aware that excess baggage may be denied or incur fees, especially on charter or smaller regional flights. Always check your airline's current policies, and consider weighing your luggage before travel to avoid surprises at check-in.

What will the weather be like?

During the Antarctic summer (Nov–Mar), temperatures range from -5°C to +5°C (23°F–41°F). Coastal areas are milder, though wind and sudden changes are common. Prepare for cold, wet, and windy conditions. The wind chill factor can significantly affect how cold it feels.

What is the dress code and what should I pack?

Dress on board is casual and comfortable. Warm, layered clothing is essential for excursions. Wet landings require waterproof boots and outerwear. A complete suggested packing list is included in your Adventurer Package. Note: rubber boots and parkas are provided on most voyages—please confirm with your specific itinerary.

What should I be considering with regards to travel insurance?

Adventure Canada travels to remote destinations where emergency medical treatment may be difficult to access. Emergency medical and evacuation insurance to the minimum value of \$500,000 USD PER PERSON IS MANDATORY for participation in all Adventure Canada expeditions. This may not cover the full cost of a medical emergency. Any additional expenses are the responsibility of the passenger.

Adventure Canada strongly advises all passengers to obtain travel insurance as loss of deposits and cancellation terms and conditions come into effect upon receipt of a confirmed booking. Adventure Canada recommends that travel insurance be in place no later than 120 days prior to departure. If you require assistance in obtaining further insurance information, please contact Adventure Canada or your travel agent.

Do I require a passport to travel? What about a visa?

A valid passport is required for travel to both Chile and Argentina. For U.S. and Canadian citizens, your passport must be valid for at least six months beyond the completion of your trip. We recommend making photocopies of your airline tickets and the passport pages containing your photo and personal information. Keep these copies separate from your originals while travelling.

Visas are not required for Canadian and U.S. citizens for stays of up to 90 days. If you are not a Canadian or U.S. citizen, please consult the Chilean and Argentine consulates or embassies nearest you to confirm entry requirements. If a visa is required, you are responsible for obtaining it prior to travel.

Health and Safety

What medical considerations should I be making?

Adventure Canada expeditions travel to remote areas of the world where medical care is either unavailable or not up to modern standards. Adventure Canada will request your medical details prior to your trip. If you have any health concerns, we strongly recommend a pre-voyage appointment with your health care professional. Adventure Canada programs are designed for active participation and require travellers to transfer from ship to Zodiac, walk up and down one flight of stairs unaided, and uneven terrain. Dental care is also recommended before travel and guests are advised not to travel with temporary fillings, caps, or unfinished root canals. It is the travellers' responsibility to know the entry requirements of the nations they are visiting.

What should I do about my prescription medication while on the expedition?

Please make sure you bring an adequate supply of prescribed medication for the trip until your return home. It is recommended to bring at least one week's additional medication in the event of a delay. IT

WILL BE IMPOSSIBLE TO REPLACE OR REFILL PRESCRIPTIONS DURING THE EXPEDITION. PLEASE TAKE ADEQUATE CARE TO ENSURE THE SAFE TRANSPORTATION OF YOUR MEDICATION. It is vital that your prescription medicines travel with you in your carry-on luggage and not in your checked bag. You must have a doctor's note or proof of requirement in order to carry needles for medical reasons in your carry-on baggage. If you have special requirements surrounding your medications while on board, please inform Adventure Canada as soon as possible.

What medical services are available on board?

There is a doctor on board who provides services free of charge, at any time, and who will gladly assist you, if required. A Health Status form will be handed to you at the beginning of the cruise. Please fill it out as promptly as possible and turn it in at Reception. Our doctor will join in some of the walks to provide extra assistance, if needed. If at any point during the trip you require the services from our medical facility, please don't hesitate to contact the hotel manager for an appointment.

What if I am prone to motion sickness?

If you are prone to motion sickness, it's important to prepare—especially for the Drake Passage, which is known for its unpredictable and sometimes rough seas. Consult your physician well in advance for appropriate remedies. Consider bringing medications, wristbands, or patches, and remember that taking them before symptoms appear is most effective.

Avoid alcohol, tobacco, excessive liquids, and confined spaces, as they can exacerbate symptoms. Fresh air and plain foods can also help ease discomfort. Be aware that some medications may cause drowsiness, so use them with care. For best results, speak to your physician about what will work best for you.

What are the on-board safety protocols?

Before the ship departs from the dock, a mandatory safety drill will be conducted for all guests. This comprehensive briefing, led by our on-board team, will cover essential safety procedures, including emergency protocols, man overboard procedures, and guest safety guidelines for shore excursions. This ensures everyone is well-prepared and confident before we set sail. Feel free to ask any questions during the drill—your safety and comfort are our top priorities.

On Board – General

Who operates the ship, and what can I expect on board?

Exploris is the operator for this Antarctic expedition. This bilingual (English French) voyage offers a welcoming and inclusive atmosphere, with programming delivered in both languages throughout. As

part of Adventure Canada's hosted group, you'll enjoy a thoughtfully curated expedition—our collaboration with Exploris ensures an engaging, informative, and memorable experience.

Is there a gym on board?

There is an exercise room available on board. It features an air-conditioned indoor gym with glass panels and is open twenty-four hours a day. Equipment includes a bike, elliptical machine, and treadmill.

Is there a hot tub on board?

Exploris One features two outdoor Jacuzzis located on the upper deck, offering a relaxing spot to unwind after a day of exploration. Soak in the warm, bubbling waters while enjoying expansive views and refreshing ocean breezes. The Jacuzzis are available daily, with hours posted on board; additional access may be arranged upon request after dinner. Please follow all posted safety guidelines when using the facilities.

Is there a library on board?

There is a library on board featuring a selection of polar-focused reading materials. Please check with the expedition leader for recommended titles during the voyage. Guests are kindly asked to return any borrowed books to the library once finished.

Is there a gift shop on board?

There is a boutique on board the *Exploris One*. Opening hours will be posted on the bulletin board. All purchases are added to your shipboard account.

Is there internet or calling available on board?

Limited Wi-Fi internet is available on board, along with satellite telephone access. Details about connectivity and usage will be provided during the welcome briefing. Please note that internet connections are low-bandwidth and may be intermittent due to the remote nature of our location. Charges for satellite phone calls will be added to your shipboard account.

Can I mail a letter while on board?

Mailing postcards is possible at select ports of call, including Punta Arenas (Chile), Ushuaia (Argentina), and Port Stanley (Falkland Islands). However, please note that postal delivery times can vary greatly due to the remoteness of these locations. Adventure Canada is not responsible for any delays caused by local postal services.

What is the currency on board?

While Chile uses the Chilean Peso and Argentina uses the Argentine Peso, all on-board transactions are conducted in Euros (EUR).

A shipboard charge account system is used for any purchases such as gift shop items, alcoholic beverages, satellite phone services, and other additional services. These charges are settled at the end of the voyage, payable by credit card or cash in Euros.

Currency Accepted On Board

- Euros (€)
- US Dollars (USD)

Accepted Methods of Payment

- Cash: EUR or USD
- Credit cards: VISA / MASTERCARD / AMERICAN EXPRESS

Pricing Displayed On Board

All chargeable services (e.g. spa treatments, premium drinks, medical services, photo/video packages) are priced in Euros only.

USD equivalents may be provided informally upon request, but Euros remain the official reference currency on board.

What is the tipping policy aboard the ship?

Tipping is a personal choice, and the policy aboard the ship is flexible. If you choose to leave a gratuity, you may do so by enclosing cash in the gratuity box provided at the end of the voyage. Alternatively, gratuities and other shipboard expenses can be charged to major credit cards such as Visa and Mastercard.

As a general guideline, a suggested gratuity of 12 Euros per guest per day is recommended, which will be equitably distributed among the crew and expedition staff.

Are there taxes on board?

Exploris One operates under the French flag, and as such, is subject to French tax regulations. While sailing in international waters, on-board purchases such as those from the gift shop, bar, or spa are typically not subject to Value Added Tax (VAT). However, when the ship is docked in ports within territorial waters, such as Punta Arenas (Chile), Ushuaia (Argentina), or Port Stanley (Falkland Islands), local tax laws may apply. In these instances, purchases made onboard may be subject to the respective country's VAT or sales tax rates. Please note that tax rates and regulations can vary

depending on the port and local laws. All applicable taxes will be automatically applied to your on-board account.

Is smoking allowed on board?

For the comfort and safety of all guests, smoking is strictly prohibited in all indoor areas, including cabins, the dining room, and the reception lounge. Smoking is only permitted in designated outdoor deck areas equipped with ashtrays. Smoking is not allowed at any time on Zodiacs or during landings at designated visitor sites in South Georgia and Antarctica, in accordance with strict environmental and IAATO regulations. Please do not dispose of cigarette butts overboard, as this violates international maritime pollution laws and poses a fire risk. Thank you for respecting our smoking policy and helping protect these fragile environments.

On Board – Accommodation and Dietary

What are the cabin features?

Exploris One offers a selection of modern, well-appointed cabins and suites, designed for comfort and functionality during polar travel. All cabins feature private en-suite bathrooms, individual climate control, ample storage, a hairdryer, in-room safe, and desk space.

Most cabins can be configured as twin or queen, and a number of suites offer additional space and enhanced amenities. Cabins are equipped with flat-screen TVs, a public announcement system, and reading lights. The ship is fully climate-controlled, ensuring a cozy onboard experience, even in the harshest Antarctic conditions.

What is the cabin air conditioning like?

Air temperature can be regulated in each cabin.

What plug and socket types are used aboard the ship?

The ship is equipped with 110V and 220V sockets. Electrical receptacles on board accept plugs of a type known as the Europlug (Type C). Guests may wish to bring an adapter or converter if their devices use a different plug type or voltage.

What amenities are offered in the cabins?

In the cabins, you'll find biodegradable products for personal hygiene provided in the bathroom. To minimize plastic waste, we don't supply other packaged amenities, but you can request additional items such as a bathing cap, electrical converters and adapters, pillows, sewing kit, and clothes

hangers from Reception, free of charge. Each cabin is equipped with a safe located within the closet for your convenience. Additionally, a variety of cabin towels will be provided.

What is the dining room and food on board like?

Open seating applies for all meals, with no assigned tables. Dining features a mix of gourmet international cuisine and regional specialties, served in the main dining room and at the outdoor grill (weather permitting). Complimentary non-premium alcoholic and non-alcoholic beverages are included. Meal hours may vary based on the daily program and will be posted on the digital bulletin boards. Guests are kindly asked to observe scheduled mealtimes. There is one seating per meal.

How are meals served?

Breakfast and lunch are typically served buffet style, while dinner is plated and served at your table by our attentive waitstaff. Vegetarian options are available at every meal. Coffee, tea, snacks, and light refreshments are available throughout the day in the lounge.

I have special dietary requirements. Can they be met?

Most special dietary needs can be accommodated aboard *Exploris One* when requested in advance. The experienced culinary team is prepared to handle a range of dietary restrictions and preferences, including vegetarian, vegan, gluten-free, and other medical or cultural requirements. Please notify us at the time of booking or as early as possible to ensure proper arrangements are made.

Can I drink the water on board?

Yes, you can drink the water on board. We are self-supplied with water and equipped with two reverse osmosis desalination plants, ensuring we produce sufficient potable water for ample daily consumption. In your cabin, you'll find reusable bottles provided, along with refilling stations conveniently located throughout the ship.

What is the bar like on board?

Complimentary house wine, beer, and soft drinks are included with lunch and dinner. Outside of mealtimes, a selection of wines, spirits, and soft drinks are available for purchase from the bar. Additionally, complimentary tea and coffee are available 24 hours a day.

On Board – Experience

What are landings like?

Landings in Antarctica are made by Zodiac boats, and can be either wet or dry, depending on the site and sea conditions. Most landing areas have rocky shorelines, snow-covered terrain, or pebble beaches, requiring careful footing and appropriate footwear. In a dry landing, the Zodiac pulls up alongside a stable rock or ice edge, allowing guests to step ashore with minimal water exposure. In a wet landing, you'll step out of the Zodiac into shallow water—typically ankle- to mid-calf-deep—before walking onto shore. You'll be wearing rubber boots and waterproof outerwear provided on board, so there's no need to remove shoes or bring towels. Sea conditions in the polar regions can change quickly, and some landings may require extra caution. Your expedition team will guide and assist you throughout the process and ensure all safety protocols are followed. Always listen carefully to crew instructions during embarkation and disembarkation—your safety and environmental protection are top priorities.

Will I need to wear a life jacket?

Yes, Personal Floatation Devices (PFDs), also known as buoyancy aids, are provided on board and are necessary for various activities:

- For kayaking, appropriate PFDs will be provided.
- During Zodiac rides, it's mandatory to wear a life jacket at all times.
- Additionally, life jackets will be used during the boat drill exercise.

How will I know what we are doing each day?

Every evening before dinner, our team of naturalist guides will present a rewarding multimedia talk to further explain details of the next day's outings and activities. The official program will be also posted on the digital bulletin boards.

Wildlife and Photography

What wildlife will I see?

Please refer to the Regional Guide – Wildlife located in the Trip Resources section of your Adventurer Package.

Will I need binoculars? What kind of binoculars is best for Antarctica wildlife viewing?

While your expedition team will have binoculars available to share during key sightings, we strongly encourage guests who are passionate about wildlife viewing to bring their own. Binoculars enhance your experience, especially when observing distant whales, seals, penguins, and seabirds from the ship or Zodiacs.

For Antarctica, we recommend compact and waterproof binoculars with a wide field of view. Models with image stabilization or fog-proofing are also helpful in cold, windy conditions.

Having your own pair ensures you don't miss fleeting moments like a breaching whale or an albatross in flight.

Are there any restrictions on photographing or filming the islands?

Flash photography is not permitted when photographing wildlife, as it can disturb their natural behavior. Drones are strictly prohibited for recreational use, and commercial drone operations require special permits under IAATO regulations. Any professional photography or filming for commercial purposes must be pre-approved and permitted. Visitors must also maintain a respectful distance from wildlife (typically at least 5 meters) and always follow guidance from the expedition team to ensure minimal environmental impact.

Emergency Contact Information

In remote expedition areas, reliable communication may be limited. Please provide the following contact details to your friends and family before the trip.

For emergency inquiries, friends and family can contact Adventure Canada at 1-800-363-7566 / 1-905-271-4000 during office hours: Monday to Friday, 9:00 AM to 5:00 PM EST.