

Frequently Asked Questions

Discover the Islands of Japan

Trip Preparation and Travel Documents

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

Welcome to the adventure! As you are aware, this type of trip can never be entirely cut and dried, and that is the beauty and excitement of expedition cruising. Because we travel to wild and untamed places, the itinerary for this expedition is a statement of intent rather than a promise. We are always at the mercy of the elements, and although we know where to find the wild creatures we hope to encounter, we cannot produce them on cue. Our guides are just as eager as you are to see that special animal or plant species and will use their knowledge to take you to the best places to find them.

This is also a fast-paced expedition with full days of exploration, landings, and programming. Expect early starts, active outings, and an itinerary that maximizes every opportunity to experience the incredible environments we visit.

It is highly unlikely that the itinerary will be substantially altered, but if changes are necessary, your expedition team will decide the best alternative. If a delay or change does occur, we will do everything we can to minimize the effects, but we cannot be held responsible for the results of delays or changes outside our control. The unpredictable nature of these expeditions is part of what makes them so unique and exciting.

No two voyages are alike; there is always an element of the unexpected. Embrace the adventure and the thrill of discovering new and wild places. Your journey will be filled with unforgettable moments and breathtaking encounters with nature. Thank you for joining us, and we look forward to sharing this incredible experience with you.

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

As a guideline, you may bring two pieces of checked luggage and one cabin bag. We recommend using soft-sided luggage for easier storage in your cabin aboard the ship. Please pack only what you need, as weight restrictions apply on flights, and stowage space aboard the ship is limited. Ensure that your full details are attached to all pieces of luggage.

For your commercial flights, luggage and carry-on regulations vary by airline. We recommend contacting your chosen airline directly for the most up-to-date carry-on guidelines and checked luggage allowances. Please also be aware of FAA restrictions on hazardous or unlawful items and check with any connecting carriers to confirm their regulations

What will the weather be like?

JAPAN

Spring is considered one of the most beautiful times to visit Japan, with temperatures that are comfortably warm but not too hot. From late March to early May, temperatures in much of Japan typically range from 10°C to 20°C (50°F to 68°F), depending on the region. In the subtropical islands, temperatures can be warmer due to the influence of the Kuroshio current and volcanic activity, often ranging between 15°C and 25°C (59°F to 77°F). This season is also famous for the Cherry Blossom Festival, when the country is covered in a stunning display of white and pink cherry blossoms.

SOUTH KOREA

Typically lasting from April to June, spring in South Korea is often seen as the best time of year, with average daily temperatures a pleasant 15°C–18°C (59°F–64°F). During this time, the flowers are in bloom and green spaces are bathed in the delightful pink hues of cherry blossoms, especially in the city of Gyeongju. The weather is the least likely to be inclement, and as a result, many festivals and events can be found taking place.

What is the dress code and what should I pack?

In keeping with our expedition atmosphere, dress on board is informal. Bring casual and comfortable clothing. The daytime dress code on *Heritage Adventurer* is casual, while in the evening, it transitions to smart casual. In the expedition spirit, you may wish to wear something a little dressier for the welcome and farewell dinners—perhaps a dress shirt and tie for gentlemen, and a dress or smart top with trousers for ladies. For your safety, always wear footwear while on board.

During these voyages, we can experience a variety of weather conditions. Your ability to cope with these and to dress accordingly will ensure that you are able to participate fully in the expeditions. The secret to staying comfortable is the “layer principle.” This means it is better to have several light layers of clothing rather than one heavy layer, providing flexibility to adjust your clothing according to the varying conditions.

For more information and a detailed packing list, please refer to the Suggested Packing List in the Essentials section of your Adventurer Package.

What should I be considering with regard 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?

Please ensure your passport is current and valid for at least six months past the date of your return travel from all expeditions, including Pacific Island voyages. Depending on your nationality, the period may differ, so it is important that you check the criteria carefully.

Most destinations require that you have adequate unused pages in your passport, allowing for any necessary stamps upon arrival and departure. We recommend that you have at least two free pages in the visas section of your passport before any international travel.

To meet Customs requirements, we kindly ask that you—or your travel advisor on your behalf—**send an electronic copy of the photo page of your passport** to the Adventure Canada Guest Services team.

Please check you have completed your passport details on the Booking Form and ensure you bring your passport with you. The passport details you supply to the office must be for the passport you intend to travel on.

The Customs information below is a guide only. Please be aware that these requirements may change, and for the most up-to-date information, we advise you to check with the relevant Embassies prior to travel. For nationals of some countries, a visa may be required, so please make sure that you obtain any visas needed. All passengers are required to organize their own visas and must hold a valid passport. Please note that some destinations may not be applicable to your voyage.

Japan:

A visa exemption arrangement is in place with seventy countries when the purpose of the visit to Japan is tourism. A full list of exemption countries (short-term stay) can be viewed at the Ministry of Foreign Affairs of Japan website. Please visit https://www.mofa.go.jp/j_info/visit/visa/index.html for further information and conditions of entry for your nationality. The period of stay granted at the time of the landing permission for most of these countries and regions is ninety days. Exceptions do apply for some countries, so please check the embassy websites for further information.

South Korea:

Nationals of countries eligible for visa-free entry to South Korea require Korea Electronic Travel Authorization (K-ETA) prior to boarding a flight or ship bound for South Korea. To check eligibility, find out more, and apply for your K-ETA, visit <https://www.k-eta.go.kr/> or download the mobile app K-ETA.

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 and walk up and down one flight of stairs unaided, at a minimum. 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?

We travel in remote areas without sophisticated medical facilities. *Heritage Adventurer* has a small infirmary and a full-time ship's doctor. Most expeditions will also have a first responder on board to accompany us on shore excursions. While well-stocked with a variety of commonly required medications and first aid equipment, it does not replace a modern hospital. We strongly recommend you bring sufficient personal medications to cover the entire expedition and your associated travels. Cabin visits are available, noting all consultations and services are charged for.

What if I am prone to motion sickness?

If you're prone to motion sickness, consult your physician for remedies. Consider bringing medications, wristbands, or patches. Avoid alcohol, tobacco, excessive liquids, and confined spaces. Fresh air and plain foods can help. Be cautious with medications as they may cause drowsiness. Taking them before symptoms appear is most effective. Consult your physician for more guidance.

What are the on-board safety protocols?

The experienced captain, officers, and crew lead the safety protocols, especially the mandatory passenger lifeboat briefing and drill, which is conducted on the first day of the voyage. All guests are required to participate in this drill to ensure their familiarity with emergency procedures and safety equipment.

Safety at sea is a major objective of life aboard *Heritage Adventurer*. The vessel carries all current certifications required by international maritime law and fully complies with the strict provisions of the International Convention for the Safety of Life at Sea (SOLAS) and the IMO Polar Code. These certifications and regulations ensure that *Heritage Adventurer* meets the highest standards of safety and environmental protection in polar regions.

In the unlikely event of an emergency, you will be kept informed via the ship's public address system. Follow the instructions given by the captain and crew promptly. If directed, collect your lifejacket from your cabin and proceed to your Muster Station. These procedures are designed to ensure the safety and well-being of all passengers and crew members.

Safety information is detailed on the ship's internal website, which can be viewed through your in-cabin monitor, and on the back of your cabin door. This information includes essential guidelines and procedures to follow in various emergency scenarios, ensuring that you are well-prepared throughout your voyage.

On Board – General

What are the leisure facilities on board?

True to her Nordic origins, *Heritage Adventurer* features a dry-heat Finnish sauna and European steam room on Deck 7. Perfect for warming up post-polar plunge or unwinding after a day's adventures, the sauna and steam room include change room facilities, showers, and towels.

The spacious and well-appointed fitness room is also in Deck 7's Wellbeing Zone, offering a range of equipment for your use. Opening hours for the sauna, steam room, and fitness room are advised through the internal website viewable on your in-cabin monitor.

Opening hours for the on-board spa with massage service are advised on the information screen service, and reservations can be made with reception.

Is there a library on board?

The on-board library, hosted in the observation lounge on Deck 7, offers a wide selection of reference books covering the regions we explore. These are yours to enjoy while on board. The ever-changing fiction collection may tempt you into the world of mystery, intrigue, science fiction, or life.

Is there a gift shop on board?

The gift shop on *Heritage Adventurer* carries a curated array of products. Opening hours will be published on the daily program. Any purchases will be added to your shipboard account and settled prior to the end of the voyage.

Is there internet or calling available on board?

The Wi-Fi connectivity on board is provided through SpaceX's Starlink, and you can purchase 10GB of data for US\$25.00.

Can I mail a letter while on board?

Mailing postcards is possible from the ship at the reception desk. The Japanese postal service found in most ports, however, will be faster. We are not responsible for postal delays incurred by the local postal system.

What is the currency on board?

The US dollar is the standard currency on board. We operate a cashless "account" system for all purchases and services. Your ship ID card, issued on embarkation, is linked to your cabin account for all purchases, and you will be asked to sign for purchases during the expedition. Payment of your shipboard account is made near the end of your voyage at reception. We accept Visa and Mastercard credit cards and USD cash. If you are sharing a cabin and would like separate accounts, please advise reception as you commence your expedition.

There will be opportunities to purchase items at various destinations depending on your voyage. The ship has limited capacity to change currencies for guests, so we recommend you bring along sufficient denominations of cash currency for any remote purchases.

Japan: Japanese Yen

South Korea: South Korean Won

What is the tipping policy aboard the ship?

Gratuities are a personal matter reflective of our guest's culture. Suggested gratuities range between \$15 - \$20 USD per person per day. You may prefer to make an anonymous cash payment for gratuities at reception on the final day of the voyage, in the special box provided for this purpose.

Is smoking allowed on board?

Heritage Adventurer offers a smoke-free cruise environment. There is a no smoking policy inside the vessel, including your cabin, all balconies, and public areas. The only designated smoking zone is situated on Deck 5, aft of the bar/lounge. Cigarette butts are to be disposed of in the container provided, never overboard. Due to environmental considerations, our policy is no smoking on landings or in the Zodiacs.

On Board – Accommodation and Dietary

What are the cabin features?

The spacious and well-designed cabins on *Heritage Adventurer* feature a sitting area, ensuite bathroom with shower, spacious wardrobe, and desk workstation.

Each cabin is equipped with:

- a TV (internal ship programming only)
- individually controlled heating and air conditioning
- round European two-pronged electrical outlet
- a safe which can be programmed with your own code
- toiletries of shampoo, body soap, and lotion
- hairdryer

All cabins are serviced daily by your cabin attendant. The majority of cabins are two twin beds, which can be reconfigured to form a king bed as requested with reservations. Enjoy the comfort and convenience of your well-appointed cabin throughout your voyage.

What is the cabin air conditioning like?

Heritage Adventurer is air-conditioned throughout the ship. To maintain temperature and operational efficiency, please keep your cabin doors closed when not in use. Each cabin has individual controls.

What plug and socket types are used aboard the ship?

The electrical current on board is 220 volts. Electrical outlets are standard European sockets with two round pins, so be sure to bring an adaptor with you. Adaptors on a use-and-return basis are available through reception with payment of a refundable deposit on return. If your equipment is 110v and needs to be converted to the 220v on board, please bring a converter with you.

What is the food like on board?

Our on-board dining experience on Deck 4 features international cuisine from our talented chefs. Sensational 270° views provide a stunning backdrop to meals here. With relaxed seating arrangements, all guests can enjoy dining in a single sitting, from hearty breakfasts that set you up for the day's adventures to sumptuous lunches and multi-course evening dining.

For those with a keen interest in eating simple yet delicious meals in a less formal setting with immediate access to an outer deck for wildlife viewing, the bistro is the venue of choice. Located on Deck 6, the bistro is perfect for an early riser's continental breakfast service.

Self-service hot beverages are available throughout the day in the bistro (Deck 6) and the lounge (Deck 5). The daily menus for our in-house dining opportunities are featured on the dining menu on the ship's internal website, viewable on your in-cabin screen.

I have special dietary requirements. Can they be met?

When requested in advance, most special dietary requirements can be arranged. Multi-guided ships tend to have a larger kitchen staff than single-guided ships as a result of which they are more likely to be able to accommodate special requests.

Can I drink the water on board?

Water from the taps is drinkable with no additional purification required. *Heritage Adventurer* is equipped with a sophisticated desalination and purification system. Drinking fountains for chilled water or sparkling water are located close to the aft stairwells on guest levels.

What is the bar like on board?

There are two bars available on board: the pool bar located on Deck 7 and the bar/lounge on Deck 5. The bars are typically open from lunchtime and mid-afternoon onwards. Drinks are also served with lunch and dinner in the corresponding restaurants. Bar hours may vary and are adjusted based on the shore programs.

On Board – Experience

What are landings like?

Ship Identification (ID) cards are issued to each guest during embarkation. Ship ID cards are used to check in and check out at the gangway with the crew member on duty. This applies every time you leave the ship, including for expedition landings, Zodiac cruises, or port excursions.

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:

- 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, and you can find them inside the closet in your cabin.

How will I know what we are doing each day?

The daily program outlines the day's events, landing times, and hours of meal service. As we operate in remote areas where weather and sea conditions play an important role, the day's program and hours may be altered, making flexibility essential. The daily program is uploaded to the ship's internal website, viewable on your in-cabin screen for reference. Additionally, an information screen is located beside reception on Deck 5.

Wildlife Viewing

Will I need binoculars? What kind of binoculars is best for Japan and South Korea wildlife viewing?

Your guides sometimes will have a pair of binoculars that they will pass around when there is something interesting to see. Do feel free to bring your own if you are really into wildlife viewing.

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.

- Ship phone: +64 3 288 2026 Reception ext. 500, daily from 06:00 to 22:00 hrs. in current location
- Ship email (in an emergency): reception@heritage-adventurer.com