



We are delighted you have chosen the 36 passenger Queen Eleganza for your upcoming voyage and hope this information answers any questions you may have pertaining to the vessel.

## SHIP TECHNICAL DETAILS

Beam: 8.75 metres

Built: 2018

Cabins: 18

Crew: 8

Crew Nationality: Croatian

Draft: 2.5 metres

Engine: 1000 HP

Gross Tonnage: 498 tonnes

Length: 49 metres

Maximum speed: 14 knots

Passengers: 36

Registered: Croatia

## SHIP INFORMATION

### AIR-CONDITIONING

All cabins and public rooms have air-conditioning.

### ALARM

An alarm will be sounded in the event of an emergency. Please follow the instructions provided on board for what to do should an emergency occur. Life jackets are stowed in the closet in your cabin. All cabins and public areas have an emergency button.

### BAR/BEVERAGES

Wine, beer and soft drinks at lunch and dinner are included in your holiday price. For other drinks consumed throughout your journey you will receive a final bill to settle at the end of your journey.

### CABINS

The 18 cabins are attractively designed with neutral décor and stylish furnishings. There are six different grades of cabin arranged over two decks; all cabins feature either portholes (lower deck cabins), small windows (category 3 & 5) or picture windows (category 2 & 4) and are spacious with a well-designed lay out, comfortable seating and all the mod cons.

Facilities include air-conditioning/heating, a wardrobe, drawers and spacious under bed storage, television, radio, hairdryer and safety

deposit box. Each cabin also has an en-suite bathroom with a shower and toiletries including shower gel, soap, shampoo and conditioner. Please note that bathrobes, slippers and face cloths are not provided. Due to the movement of the ship, small amounts of water may collect on the bathroom floor at times.

### DAILY PROGRAMME

A Daily Programme, detailing the following day's arrangements as well as any specific information about the day's activities is produced on board and delivered to your cabin each evening.

### DINING, DRINKING & DIETARY REQUIREMENTS

Meals on board are either buffet style or served and there is one sitting with an open seating arrangement.

If you have any dietary requirements such as vegetarian, low salt, gluten free or low cholesterol, please notify the Reservations Department at Noble Caledonia. Please also advise if you do not, or cannot, eat fish and shellfish as these feature regularly on the lunch and dinner menus. We regret that not all dietary requests can be guaranteed. If you have any specific or special foods that you

require we recommend that you take some with you although we will endeavour to accommodate your needs. Once on board, please speak to the Chef or the Hotel Manager at dinner on your first night on board to reconfirm your requirements.

Complimentary self-service tea and coffee, with fruit and biscuits, are available in the restaurant 24 hours a day. There is also a water station located in the restaurant where you can refill the reusable water bottle provided for you in your cabin.

During your time aboard the Queen Eleganza there will be several evenings where meals are to be taken ashore under your own arrangements, and several evenings where dinner is included on board. Whilst the number of included meals on board is fixed, please note that the order of the days may change and, if so, this will be advised once on board.

On nights when you are free to dine independently ashore, if instead you wish to stay on board for dinner the rate will be confirmed on board and will be added to your onboard account. 24 hours advance notice is required.

## DISEMBARKATION

Your Cruise Director will provide you with disembarkation information prior to the end of your cruise.

## DRESS CODE

On board the emphasis is on comfortable and casual clothing at all times. The dress code is very informal. You may like to wear smart casual clothing for the welcome and farewell dinners and when dining ashore. Please note that wardrobe hanging space may be limited but no ties or jackets are required for gentleman, or formal occasion wear for ladies.

## ELECTRICITY

The cabins feature 220 volt current, with sockets accepting 2 round-pin (European style) sockets. Each cabin also features a USB socket but please note that, due to regulations, there are no sockets in the bathrooms. We recommend bringing a universal adaptor.

## EMERGENCIES

In the unlikely event of an emergency you will be informed by a loudspeaker announcement. Please collect your life jacket from the cabin, proceed to the marked Muster Station on the Main Deck and follow instructions given by the Captain or crew members.

## GOING ASHORE

**Passengers Ashore Tally Board:** There is a tally board on the gangway. Please move the button from "IN" to "OUT" when you go ashore, and move it back on return. If only one passenger of a cabin of two is going out, please move the button into an intermediate position.

**Shore Excursions:** Please be on time for the organised excursions, so as not to keep others waiting. All shore excursions are included in your holiday price. If you do not wish to participate in an excursion, please let your Cruise Director know.

**Going Ashore Individually:** When you go ashore individually, please be back on board at least 15 minutes before the advertised departure time of the ship. Please remember to lock your cabin.

## GRATUITIES

Gratuities to crew and whilst on excursions are included in the cost of your holiday.

## HEALTH & HYGIENE

In order to maintain health standards you will find hand sanitisers at all important contact points around the vessel.

## HOUSEKEEPING

As there is only one housekeeper, you are kindly requested to hang out the "Please clean my cabin" sign whilst you are at breakfast.

## LAUNDRY SERVICE

Due to the size of the ship there is no laundry service on board.

## LIFE JACKETS

Your life jacket can be found in your cabin. Please do not remove the life jackets from this location.

## LIFE RAFT

The ship carries two life rafts.

## LOST PROPERTY

Before you disembark the ship, please check your cabin to ensure you do not leave anything behind. If you discover you have left any items behind, please contact Noble Caledonia within seven days of disembarking. If we are able to recover your item(s) we will contact you to arrange delivery or collection, and to advise of any associated costs.

## MEDICAL SERVICES

There is no doctor on board. Should you be in need of medical assistance, please contact a member of the crew or the Cruise Director. There is an emergency first aid kit on board. In case of an emergency during the night, please use the emergency call button in your cabin. Because the ship sails close to the shore, medical personnel can be summoned aboard quickly. Passengers requiring special medication are advised to bring a supply with them. Should you need to restock your medication, please advise the Cruise Director or a member of the crew as soon as possible as pharmacy opening hours in Croatia are restricted.

## MONEY

A "cashless" system is operated and any purchases will be charged to your cabin account. Bar prices are displayed in Euros, but the final account can be settled in Croatian Kuna, Euros or British Pounds, at the end of your cruise. Visa and MasterCard credit and debit cards are accepted on board, but Personal Cheques and Travellers' Cheques are not accepted.

## PUBLIC AREAS

On the Upper Deck you will find the bar, restaurant, lounge, and public restrooms. The lounge has a small library of books and games. The tea/coffee station is located in the restaurant. The Sun Deck has sun loungers and seating.

## QUESTIONNAIRE

Your comments are important to us therefore before your cruise ends, you will receive a questionnaire. We are always looking for ways to improve our service and in order to do this we request some feedback from our guests. Kindly hand your completed questionnaire in to your Cruise Director.

## QUIETVOX

During our excursions, we use an audio system called Quietvox. In your cabin there is a charging station with two devices and two sets of earpieces. Please keep your devices in the charging station (and the station plugged in) whilst you are not on an excursion. Bring the sets with you on excursions as your guides will speak to you through their microphone. The use of the equipment will be explained before the first excursion starts.

## SAFE

There is a safe in every cabin, together with instructions. We recommend that you leave money and other valuables in the safe. Kindly remember to remove all items from the safe before disembarking the ship at the end of your cruise.

## SAFETY DRILL

The safety briefing will take place prior to sailing. All guests must attend this compulsory and important exercise. Please listen for the announcements.

## SHIP'S BERTH

At busy times during the season there may not be enough berths immediately adjacent to the pier. It will then be necessary to berth two or more vessels side by side, allowing passengers to pass through the neighbouring ship(s) to go ashore. This requires special care, as ships are not allowed to have a permanent gangway between them. Views from cabins may therefore also be restricted.

## SMOKING

Smoking is restricted to the designated open areas only. Smoking is prohibited in all other areas including cabins and the restaurant.

## SWIMMING

Swimming opportunities are dependent on the itinerary, weather conditions and sea temperature. Swimming from the ship will only be offered when there is a minimum water temperature of 21 degrees Celsius and is at the Captain's discretion. There is no snorkelling equipment on board the ship.

## TELEVISION

There is a television in each cabin. TV reception depends on the satellite dish and on occasion it may not be possible to receive a signal.

## TOWELS

Towels will be changed once in the middle of your cruise. Should you need new towels earlier, please let the housekeeper know. Please do not use the bathroom towels on the beach. A separate towel for swimming will be provided.

## WATER

The tap water in your cabin is not drinkable. In order to reduce the damage caused to the environment and wildlife by plastic, we have placed a reusable steel water bottle in your cabin. This can be filled using the central filtered water system located in the restaurant which provides unlimited water throughout your cruise. Please kindly ensure bottles are left in your cabin on departure.

## WI-FI

The ship offers a complimentary Wi-Fi connection in the public areas and the cabins. Depending on the ship's location, there may be times when the connection is very slow or is disrupted and the same level of connectivity that you enjoy at home cannot be expected on board.

**Please note:** These details should be used as a guideline only. Information is subject to change.

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