

## Bright Horizons #7 / IMPORTANT INFORMATION: **A MUST READ**

Back in the good 'ol days, Holland America used to print out your cruise tickets and mail them to InSight Cruises along with a *KNOW BEFORE YOU GO* booklet, and a book listing shore excursions. Well, no more!

- 1) Online check-in is now required ...
- 2) *KNOW BEFORE YOU GO* is now only available as a PDF here:  
[InSightCruises.com/pdf/edox.pdf](http://www.InSightCruises.com/pdf/edox.pdf)
- 3) And shore excursion details (as well as booking your shore excursions) are all on the Holland America website: <[http://www.insightcruises.com/HAL\\_Shore](http://www.insightcruises.com/HAL_Shore)>

***This document will provide you with what you need to know and/or where to find it.***

### **Online Check-in Is Now Required By Holland America:**

<[http://www.insightcruises.com/HAL\\_Checkin](http://www.insightcruises.com/HAL_Checkin)>. You will need to check in via these web pages to retrieve your tickets. For \$50 per person or \$75 per booking (whichever fee is lower), InSight Cruises can do this check in for you. Printing and mailing of your tickets is included in this price.

**Your Cruise Document Packet:** *The first thing to do is to check to make sure your name, as it appears on your cruise ticket, is the same as on your passport. Then, please make sure you all of your hotel stays (if you purchased them) are listed on your itinerary.*

Aside from your cruise ticket, which you will present to the embarkation agents at the pier terminal, there are several important items in your Holland America Line document kit that you will print out. Your cabin assignment is on your ticket. Please be aware that Guaranteed Share cabins are subject to change at any time. Also, some tickets will read "Cabin 0" — this means your cabin has not yet been assigned. I will notify you when your cabin is assigned. Extra baggage tags will be available at the pier. At pier check-in you will be given a Holland America I.D. Card, which will enable you to make purchases on board, and serve as your boarding pass to get back on the ship in the various ports we visit. In addition to the boarding pass, for security reasons, the ship will require you to carry a government-issued I.D. on and off the ship in the various ports. To set up your shipboard account you simply have to present cash or a credit card to the front desk after boarding, a credit-card at the pier, or pre-register your credit card when you check in online.

**Confirm Your Flights.** Remember to always keep your valuables and essentials like tickets, money, I.D., medicine, etc. with you in your carry-on bag.

**Transfers and Luggage:** If you have booked a motor coach transfer from the cruiseline (or air from the cruiseline) you will see a notation about this in your itinerary. There are no transfer vouchers anymore. If you've made your own arrangements, the easiest way to get from the Montreal airport to the Pier is by taxi. The ride is about 10 miles and costs less than \$30 U.S.

If you are staying in the Fairmont Queen Elizabeth two transfers are included with the hotel package: 1) from the airport to the hotel, and 2) from the hotel to the pier. In order for the cruiseline to transfer you from the airport to the pier they must have your flight information. You'll supply this when you check in online.

**Directions To The Pier:** The ship departs from Quays of the Old World: 333 De la Commune Street in Old Montreal - Quai Alexandra; Montreal, Quebec H2Y 2E2. <[www.quaysoftheoldport.com](http://www.quaysoftheoldport.com)>

**Boarding Information:** While your cruise ticket says boarding starts at 1pm you should be able to do so as early as 11am. Your dining room table assignment will be printed on your room-key card. Please see the Maitre'D for any necessary assistance and confirmation of special requests. After the first night, seating will be open in the Bright Horizons area of the dining room. Remember the ship sails at exactly 5pm. You will need to be the pier at least two hours prior to this. FYI, the ship will not wait for you (unless you booked your flights with the cruise line)! **We will have our traditional "Bon Voyage Cocktail Party/Gathering" at 6 pm in the Crow's Nest.**

### **Holland America Line's "Know Before You Go" Booklet:**

<<http://InSightCruises.com/pdf/edox.pdf>>

Be sure to read this guide, as it is extremely informative. It addresses such things as arrival issues, tipping, what to wear, and proof of citizenship. **We can not stress enough** how important it is for you to familiarize yourself with the information in this booklet. There will be two (2) formal, one (1) informal, and four (4) casual nights on the cruise. Phone numbers for the ship are printed with your tickets/documents.

**Conference Information:** InSight Cruises I.D. badges and our final program guide will be distributed at the the Bon Voyage Party, in the Crow's Nest at 6pm, May 29.

**Power Strips:** You may want to bring one as the cabin only has one 110 and one 220 volt socket/outlet. **Do NOT bring a surge-protected power strip.**

### **Special Dietary Requirements, Food/Allergies, and Special Occasions:**

Please confirm any special occasions, special dietary requirements, or food allergies with the Maitre'D and your waiter on board.

### **Expenses Onboard and Ashore:**

See *Know Before You Go* booklet. Your food on board, as much as you want, is included with your cruise — with one or two exceptions.: There are some "high-end" private restaurants that carry a small fee, typically, of \$20 per person. All shipboard entertainment and activities are also included. The expenses that are extra include (but not limited to) internet access, shore excursions, liquor, soda, laundry, self service laundry, dry cleaning, beauty or spa treatments, gambling, tipping, and purchases in the shipboard shops. All purchases on board are in U.S. dollars. We advise using your credit card wherever possible when off the ship.

**Shore Excursions:** You can order your shore excursion tickets onboard the ship or online before boarding. To order in advance, online, you'll need your booking number. If you can't find this number, please contact InSight Cruises. <<https://www.hollandamerica.com/cruise-vacation-planning/BookShoreExcursions.action>>

**Onboard Activities For The Kids:** See *Know Before You Go* booklet.

**Proof of Citizenship:** See *Know Before You Go* booklet.

**Disembarkation:** The ship will return to Boston on June 5. Once the ship has cleared customs and immigration, passengers will be allowed to disembark. If you have purchased your return flights through Holland America, you will have a bus transfer (to take you to the airport) in with your cruise tickets.

**Welcome Aboard!**