

IMPORTANT INFORMATION FOR CARGO SHIP TRAVELLERS

We are very pleased that you have decided to take a trip on a cargo ship.

Please regard this information for cargo ship travellers as a “guideline”. If you have any additional questions, please contact our staff in the cargo ship travel department. It will be explained how the ship operations proceed once you have boarded and how you “get on” while on board a merchant ship.

WHAT YOU SHOULD TAKE NOTE OF BEFORE YOU BOARD

TRAVEL DOCUMENTS

Always true: each traveller is responsible themselves for obtaining all necessary visas, tourist cards, passports and return flight tickets. **The visa information we provide in the travel descriptions is always unbinding information. You can obtain binding visa information from the responsible embassies or consulates for the countries in question!** Please consider that most countries demand that your passport has 6 months validity upon entry, in some cases even 12 months.

IMPORTANT: once on board, you should give the captain or first officer all travel documents on request. The captain needs your documents before the ship can set off. If you wish to go ashore again, please make sure you enquire with the ship management whether this is possible and when you must definitely have returned to the ship. In foreign ports, we recommend that you write down the number of the berth and that you keep this note with you at all times during your time ashore.

All travellers that pass the **SUEZ CANAL** as passengers on a cargo ship must have a valid inoculation against cholera (in some cases it is sufficient to have a registration of intolerance to inoculation in English in the official inoculation book) and yellow fever; inoculation against yellow fever is sufficient to pass the **PANAMA CANAL**. Please **always** ask our staff about the current regulations! It may be necessary to register you as a crew member on the team list. Therefore, please always follow instructions issued by the captain.

These inoculations are required by the canal authorities. Even if the world health organisation WHO states that the inoculations are not necessary, other regulations apply here to cargo ship passengers. Failure to confirm inoculation may lead to exclusion from the trip!

In many cases, other visa and inoculation regulations may apply to our customers who do not have a German passport. Please make enquiries with the authorities, consulate or embassy that is responsible for your case. Please contact your GP or the Tropical Institute with regard to the inoculation regulations.

INSURANCE POLICIES

When you receive your travel confirmation, we recommend you take out a cancellation insurance policy. You must have foreign health insurance with return transport (emergency flight). In order to provide “full” insurance coverage for your trip, we recommend you take out our “full service package!” We are enclosing an information leaflet with the booking confirmation.

DEVIATION INSURANCE

Deviation insurance is **MANDATORY** for every traveller and will be included automatically by our office before each trip.

The deviation insurance covers cases in which the ship is forced to deviate from its originally intended course due to illness, injury or death of the insured person, for example in order to travel to an emergency port. The costs accrued in these cases, e.g. charter failure, fuel costs, port fees and such like are covered by the conclusion of a deviation insurance. **IMPORTANT:** the deviation insurance does not cover treatment, transport and similar costs for the insured person!

BOARDING ABROAD

If you intend to board in a foreign port, we will inform you in advance of the address and telephone number of the local berthing agency operating on behalf of the charter firm (no travel agency!). You can enquire there which the berth the ship is docked at and how long it will remain in the port. In the event that you commission additional services from the agent in question, e.g. transfer or such like, please settle the costs immediately. We will otherwise be forced to charge you for these costs after your trip. In a few ports (e.g. Portugal and Brazil, etc.), the local agents or authorities can demand that passengers pay boarding or disembarking fees. We have no influence on this.

GENERAL BOARDING INSTRUCTIONS

Various criteria determine the route taken by a merchant ship, for example weather, tides and the load, etc. It is therefore vital that you contact us shortly before departure (at least 3 working days before boarding). As soon as we have the details, you will receive precise information on the boarding berth and the date and time of boarding. If you have to travel from further afield, please take the precaution of staying one night in advance in the boarding port so as to avoid the risk of missing the ship. **IMPORTANT:** cargo ships do not wait for their passengers!

Upon arrival, please also observe the security regulations in the port in question. For example, in some cases you are not allowed to enter quays or terminals with private vehicles. A shuttle service is available to you in these cases. On request, the shuttle bus will bring you directly to the ship; in most cases, it can be ordered at the terminal entrance or at reception in the administration building. Please take note that in some ports (e.g. Hong Kong), your ship may be anchored offshore and that a shuttle boat will ferry you out.

ON BOARD

BOARDING THE SHIP

While your ship is docked in a German port, there will be ongoing loading and unloading work, provisions will be stocked, the crew will be replaced and minor repairs will be carried out. Naturally, this work has absolute priority before passengers. You should therefore avoid being a "disturbance". Please contact an officer, or preferably even a cook or steward, who you will certainly find in the ship's organisational areas. You will be shown to your room (cabin) and will have sufficient time to unpack before the ship leaves the port.

GANGWAY

Please be careful when walking around the ship. Make sure that the gangway is secure, as, depending on the type and construction, it may be slightly wobbly. Pay attention to your clothing, as hawsers and braces may be greasy. In the event that you have heavy or bulky baggage, please ask a crew member to assist you.

CABINS

In general, single or double cabins are available on the cargo ships we provide. These are almost always outside cabins with shower and WC. In some cases, the view out of the porthole may be restricted or

obstructed. It is not possible to guarantee a free view. There should be fresh bedding and towels in the cabins; if there are not, please contact a steward or an officer. In general, travellers are required to clean and tidy their own cabins. While passengers are disembarking, the next lot are usually already waiting. If you are to disembark soon, we would like to request that you tidy your cabin with sufficient notice before your arrival in the port of call. The ship crew can then start cleaning and preparing the cabin for the next passengers. Thank you for your cooperation.

SAFETY REGULATIONS

Safety has top priority on board! Accidents and hazards can only be avoided if all persons adhere to the applicable rules and regulations. In principle, all recently boarded passengers should receive induction from the ship management; this should include instruction in the use of the most important safety equipment, the lifeboats and how to put on a lifejacket. Furthermore, while you are on board, efforts will be made to carry out a fire alarm exercise and a boat manoeuvre.

With regard to fire protection, here is an appeal to smokers! Please do not deposit cigarette butts or ash in waste paper baskets! Please never smoke in your bunk/bed! In emergencies, please always follow orders issued by the ship management. The officers are specially trained and coached and are there to help you. In ports, smoking is usually banned due to the unloading of "hazardous goods"; this not only applies to the port grounds, but also to the top deck! You should expect to pay a hefty fine if you do not comply.

MEDICARE

There is no ship doctor on board the ships we provide. However, each ship has a small hospital and a well-stocked pharmacy. The captain and his officers have the required emergency training and can provide injured persons with proper first aid in the event of emergencies.

POOR WEATHER

When there is a swell, make sure that all doors on the ship are hooked in safely when they are open. By doing this, you cut noise and reduce the risk of injury.

Tie down, attach or stow away all movable objects in your cabin. You can prepare properly by bringing some cords on board in order to protect objects such as radios and alarm clocks from falling if necessary. Even if the weather is good, you should expect a swell at all times. There are certain ways of securing seats on most ships; the crew would be pleased to explain this to passengers.

In view of the fact that some water can often gather on the top deck of the ship, we always advise our customers to take with them shoes that do not slip easily. If the swell is strong, you should use the inside stairs instead of the outside stairs around the bridge.

Make sure you ask your GP with sufficient notice before the trip for a remedy for seasickness.

PRESENCE ON THE BRIDGE

Tighter security regulations were introduced in 2004. Due to this, we would like to ask our passengers for their understanding that presence on the bridge may be restricted during certain manoeuvres and reversing. The purpose and aim of cargo ship travel is that, among other things and presuming it is safe, you can move freely on the ship you booked. However, you must always follow instructions issued by the captain or his deputy. Therefore, it should be possible for you to be on the bridge, even when the ship is setting off. This is where you can get the best view as a passenger. Make sure you bring binoculars! Take note: do not knock when entering the bridge; simply greet those present quietly in a manner that allows the officer of the watch to hear the radio. Please be quiet during difficult manoeuvres or situations and stand slightly to the side. Any disturbance can pose a danger for the ship and the crew.

HAZARDOUS AREAS

Try to avoid hazardous areas, e.g. a deck that is being loaded. Furthermore, keep away from the bow and the stern of the ship when it is docking or leaving. Work with the heavy loads and hawsers is dangerous. You can get a good view from the deck around the bridge.

EATING

You eat with the officers in the officer's mess. The ship management will provide you with information on the mealtimes or they will be posted on the blackboard.

The standard mealtimes on most German ships are:

- 7.30 - 8.30 a.m. breakfast
- around 10 a.m. tea
- 11.30 - 12.30 a.m. lunch
- around 3 p.m. coffee
- 5.30 - 6.30 p.m. dinner

For reasons of space, it is possible that meals will be taken in two "shifts". You will be informed of this. There are no clothing regulations on merchant ships, but you should appear at table in sporting/casual clothing.

Passengers share the on-board meals, which are ample and solid and the same for everyone on board. There is no extra catering and special food cannot be prepared for diabetics. In addition to bread, cheese and cold cuts, there is almost always a warm meal in the morning and

evening on German ships. Beverages such as soft drinks and alcoholic drinks must be purchased separately.

TIPS AND GIFTS

There is no need to pay tips on board merchant ships. However, if you would like to give something, ask the captain whether and how you could pay a tip. Perhaps you should pay into a kitty? If you were very satisfied with the chef's cooking or with a steward, a small tip would most certainly be welcome.

CANTEEN GOODS

Small quantities of soft drinks, beer, alcohol and cigarettes can be purchased on board. Payments to the captain are made in cash or written on a tab and settled at the end of the journey. Wine and sparkling wine are not available on board all ships. However, if you have a weakness for either of these, please inform your travel agency while you are booking; they will try and arrange something. Please always heed the customs regulations!

RECREATION

We recommend you always take a small, multi-band radio. The mains voltage is generally 220 volts and the plugs are standard German versions. It is also sensible to take a cubical antenna that you can hang out of the opened porthole. There is usually a small library on board. However, you should take your own supplies of reading material. In addition to a television set, many ships also have a video recorder or DVD player and various board games. Provided you discuss it in advance with our staff, you can also bring bicycles on board.

If they are available, passengers can also use the swimming pool, sauna and fitness room. When out at sea, the board swimming pools are filled with seawater. When the ship is berthing, the water is usually contaminated with particles of charcoal. Please have understanding if the water is not exchanged until the ship is back out at sea. You are always responsible for your own time on land. There is no entertainment on board.

BOARD TILLS

You should take a certain stock of small EURO or US dollar bills on board if you plan to go on land. You can then exchange these currencies for the local currency on land. In general, it is not possible to exchange money on board. You can only pay in cash; credit cards are not accepted.

PHOTOGRAPHY AND FILMING

You can photograph wherever you like, provided you do not disturb operations on board. Please make sure that you ask the captain in advance whether there are restrictions on photography or filming in certain regions, e.g. the Panama or Suez canals or in communist states. You may otherwise experience severe difficulties.

POST

You can have post sent to you **on** board your ship. Before departure, your travel agency will give you an agency list in the scheduled ports. You can have post sent to these agency addresses. **IMPORTANT:** the name of the passenger and the ship's name must be written on the mail in large and clear handwriting! We cannot guarantee that your post will reach you on time when you are on board.

You can send post **from** the ship as follows: before you leave the next port, you can put your mail in the ship's letterbox. It will then be handed over to the local agency and then dispatched by mail. **Subject to charges**, the captain can organise telephone calls, e-mails and faxes by satellite.

Passengers will be billed for postal and telephone costs and must be paid in cash before the end of the ship journey.

CHILDREN

We recommend you obtain a suitable lifejacket for children on board, as those on the ship are designed for adults. Children like to drink milk at breakfast; however, it is generally not available on board merchant ships. If necessary, the passengers should obtain it themselves in the respective ports. In order to ensure your children remain entertained, you may want to bring a Gameboy, board games, books, paper and a painting kit. Please ask your children to be considerate of sleeping sailors. Work on board merchant ships is 24-hour operation.

ANIMALS

Animals are never allowed on board merchant ships.

LAUNDRY

There are washing machines, detergents, driers and irons, etc., on board almost every ship. Please enquire with the ship management if you wish to use them.

SAFETY ON THE PORT GROUNDS

Please always move cautiously and attentively, as loading and unloading vehicles (fork-lift trucks, cranes and trains) are in operation. Bulky goods may obstruct the driver's view. Therefore, please put a safe distance between yourself and the transporters. Take a safer, perhaps longer route or use the shuttle service.

THEFT

Always keep your cabin and windows locked when you the ship is docked, even if you just intend to rest.

Always keep your valuables locked away; or even better, give them to the captain (to put them in the safe) and keep the receipt.

VALUABLES AND CUSTOMS REGULATIONS

We recommend you bring the original receipts for new and valuable jewellery, video and photo equipment. This will enable you to explain to customs officials at all times where you purchased the objects and that they have already received customs clearance and taxes have been paid. If possible, take your own photo and film equipment with you on the trip. The selection of canteen goods is very limited and special products are frequently unavailable at the foreign ports. If it is available, you will receive information from your travel agency on the countries and ports the ship will berth at when you are given your tickets. On request, you will most certainly also receive information from the ship management, provided that the persons in question have visited the regions in question with sufficient frequency.

SIGHTSEEING IN FOREIGN PORTS/CITIES

Please enquire of the ship management when you can go on land and by when you must on all accounts have returned. Contact the ship management if you wish to order a taxi, and taxi will be ordered to the port from the local agency. Please observe the local laws on driving. Write down the precise location of the berth and also the name and address of the local agency, i.e. the ship for emergency purposes; always take this information with you when you disembark. Before going on land, always enquire whether and to what extent the port is safe and whether you should avoid certain areas. It is inadvisable to wear jewellery on your person, as this may incite theft. Unfortunately, there are regions and ports where the safety of passengers disembarking cannot be guaranteed. In these cases, the captain decides whether

passengers may disembark. In your own interests, you should follow his instructions.

You will be better off with small bills if you do not immediately have the opportunity to exchange money into the local currency. Before setting off, enquire with your bank what the local currencies are and concerning the currency regulations in the countries in question (e.g. import and export of currency).

PORT BERTHING TIMES

Berthing times will only be booked for the time required to load and unload. Depending on the type and size of the ship, these are usually between 6 and 24 hours. However, the berthing time in some ports may be up to three days. Please note: berthing times may also be at night.

MISSED SHIP DEPARTURE!

In the event that you have missed the ship's departure, please contact the local agency immediately; they will help you. If there are any problems, please contact the German embassy in emergencies. The passenger will be required to pay all costs related to missing departure.

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We hope that we have been able to help you find your feet a little in the world of merchant ship travel with this information. Experience it on your upcoming journey in the rhythm of the oceans, out at sea on your merchant ship!

Once the sailors have relaxed a little from the stress of a tiring day and the routine of sailing sets in, you will soon build up a friendly relationship to the crew. You will soon understand why you perhaps felt slightly "neglected" at the start; at least, this is what customers have told us. If you enjoyed your trip on board a merchant ship, or if there are reasons for criticism, we will of course be available to you after your trip. We are always interested in hearing about how the journey went, as we like to pass on useful information to new travellers. You can find additional information in our General Terms.

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