

WELCOME ABOARD



SEABOURN®

WELCOME ABOARD SEABOURN

At Seabourn, we are passionate about travel. We believe that traveling for pleasure has a redemptive power that enriches people's lives. And we believe that people should travel well.

Cruising on a Seabourn ship is unlike any other form of travel. The experience is luxurious, yet relaxed — elegant, yet casual — sumptuous, yet understated. Our intimate ships visit the most desirable destinations worldwide, sailing to the heart of landmark cities, as well as to hidden gems where larger vessels cannot follow.

Our ships attract interesting people, who seek to share experiences beyond the expected in places beyond the ordinary. Our acclaimed staff offers a unique style of heartfelt hospitality that is sincere, thoughtful and personal.

Because of their intimate size, Seabourn's ships enable a level of personalized service to guests and an attention to detail that is unmatched. This creates a club-like atmosphere of camaraderie and sociability among our guests. What's more, you will no doubt notice a similar spirit of camaraderie among our onboard officers and crew. This engaging work environment is nourished by mutual respect and cooperation, and by a company-wide dedication to creating experiences for our guests that transcend satisfaction, to create absolute delight. What we like to call Seabourn Moments.

You will be trained and encouraged to seek opportunities to create Seabourn Moments by providing intuitive service. You will be welcomed into a supportive group of professionals, who find working and living aboard Seabourn's ships to be challenging, satisfying and rewarding.

Sincerely,



Richard D. Meadows
President



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Welcome Aboard

We are pleased you have chosen to build your career as a member of the Seabourn family. Our success is due, in large part, to the dedication and commitment of our crew, staff and officers who consistently deliver intuitive, gracious service to our guests. We each have a role to play in ensuring this tradition of service excellence continues.

This Welcome Aboard Booklet provides you with information you will need to help you adjust to life on board. Review this information carefully. If you have any questions, your supervisor, head of department or the Personnel & Training Manager will be available to assist you.

CARNIVAL CORPORATION

Seabourn is part of the Carnival Corporation – a global cruise company and one of the largest vacation companies in the world. In addition to Seabourn, the Carnival Corporation & plc comprises ten individual cruise line brands.

AIDA (Germany)
Carnival Cruise Lines (USA)
Cunard Line (UK)
Costa Cruises (Italy)
Ibero Cruises (Spain)
Holland America Line (USA)
Princess Cruises (USA)
P&O Cruises (UK)
P&O Cruises (Australia)

Totalling more than 100 different cruise ships, these brands include the majority of the most recognized cruise lines in North America, and Europe, offering a huge range of cruise holidays to a customer base that is broadly varied in terms of culture, language, affluence and life-style preferences. Carnival Corporation also owns a tour company that complements the cruise operations: Holland America Princess Alaska Tours in Alaska and the Canadian Yukon. Combined, our vacation companies attract 8.5 million guests annually.



CARNIVAL
CORPORATION & PLC

Our Fleet

This is the Seabourn experience — a style of cruising we pioneered when the company introduced Seabourn Pride, our first 208-guest, all-suite ship in 1988. At the time, a cruise expert stated that “Seabourn is in a class by itself,” and that is still true today. Our fleet of five graceful ships carry between 208 and 450 guests each, exclusively in ocean-view suites. They are graciously served by nearly the same number of hand-picked crew, who are consistently ranked as the finest at sea, earning Seabourn honors as the World’s Best Small-Ship Cruise Line in surveys of readers by *Condé Nast Traveler* and *Travel + Leisure*.

In 2009, Seabourn again raised the bar with the debut of Seabourn Odyssey, hailed as “a game-changer for the ultra-luxury segment.” Although larger than the original Seabourn sisters, Seabourn Odyssey carries just 450 guests and offers a wealth of amenities made possible by the highest ratio of space per guest in the cruise industry, including the largest spa on any luxury ship and generous private verandas on 90 percent of her suites. Seabourn Odyssey has since been joined by two identical sisters, Seabourn Sojourn in 2010 and Seabourn Quest in 2011.

Our expanded fleet allows us to offer the award-winning Seabourn experience to more travelers, in more cruising regions than ever before. No matter where in our wide world our guests want to travel, we offer them the opportunity to see it all in perfect elegance and ease – to travel well – aboard the best small ships in the world.

Ship	Entered Service	Guests	Crew	Gross Tonnage
Spirit	1989	208	164	10,000 tons
Legend	1996	208	164	10,000 tons
Odyssey	2009	450	335	32,000 tons
Sojourn	2010	450	335	32,000 tons
Quest	2011	450	335	32,000 tons

The *Odyssey*, *Sojourn*, and *Quest* have a maximum capacity of 450 guests, in 225 suite cabins, 90% of which have a balcony. The *Spirit* and *Legend* accommodate 208 guests in 104 suites, and are almost identical and are often referred to as the sisters. All ships are registered in the Bahamas. In 2014, the Seabourn fleet said farewell to the *Seabourn Pride*.

MISSION STATEMENT

“Through genuine and intuitive service, we consistently deliver exceptional *Seabourn Moments* that delight our guests and create the world’s finest travel experiences.”

Our Values

Uncompromising Commitment to Safety and Sustainability

We have a great responsibility to safeguard the well-being of people and the oceans we sail upon. Ongoing training and adherence to rigorous standards are vital to preserving and protecting our guests, our employees and the environment.

Focus on Performance and Results

The foundation of our success always has been and continues to be a focus on performance and results.

Committed to Service Excellence

Striving for and achieving excellence in all aspects of company operations is a key ingredient of our culture and our success.

Integrity, Honesty and Ethics

Integrity, honesty and ethics guide our decisions at all levels, from individual employees to the company as a whole. We not only do things right, we do the right things.

Team Together, Team Apart

As a global company, we are challenged by the many miles that separate the parts of our team. With employees located throughout the world, we are committed to working together and sharing a common goal and vision.

Embrace Change and Improvement

We must change and evolve in order to remain viable and competitive.

Maintain Optimism and Perspective

We strive to recognize the valuable contribution of our employees and embrace their diversity as we make every effort to strike a positive and healthy balance between personal life and professional goals.

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SHIPBOARD ORGANIZATION

There are three main departments on board a ship, each of which reports to the Captain.

DECK DEPARTMENT

The Deck Department, headed by the Staff Captain, is responsible for safety related matters aboard the ship. This includes navigation, environment, public health, and maintenance.

TECHNICAL DEPARTMENT

The Technical Department, headed by the Chief Engineer, oversees all engineering, electrical and ventilation systems. This department works closely with the Deck Department.

HOTEL DEPARTMENT

The Hotel Department, headed by the Hotel Director, is the largest department on board and is responsible for all guest and crew services on board.

Within these three departments there are three different categories of personnel, who together are known as 'the ships company'. These are:

- Officers
- Crew
- Staff

OFFICERS

Most officers are easily noted by their white or black uniforms and epaulettes (or 'stripes') which indicate their area of responsibility and rank. These epaulettes consist of gold stripes, which denote the rank of the officer and color stripes to indicate their department. Officers have authority over all crew members on board, regardless of department or position. Following the chain of command on board is absolutely essential. The safety and security of you, your fellow crew members and our guests is everyone's first priority.

CREW

This is the largest group on board and forms the non-management team.

STAFF

Employees belonging to the Entertainment Department or members of our business partner teams.



SENIOR MANAGEMENT

Captain

The Captain is also referred to as the Master. This position is the highest level of authority on board and has overall responsibility for the operation of the ship and the safety of our guests and crew. The three senior officers reporting directly to the Master and their areas of responsibilities are as follows:

Staff Captain

The Staff Captain is second in command of the ship and is familiar with the Master's duties and responsibilities and is prepared to take command at any time. The Staff Captain is responsible for the Deck Department, including navigation, ship maintenance, and for crew safety, security, and discipline.

Hotel Director

The Hotel Director oversees all shipboard hotel operations and guest services. These include all guest areas, dining rooms, bars, suites, galleys, Seabourn Square, casino, onboard shops, spa and guest entertainment. All Hotel Department personnel report up to the Hotel Director.

Chief Engineer

The Chief Engineer oversees the Technical Department, which includes responsibility for the ship's propulsion and power generation, air conditioning, refrigeration, water system, firefighting systems and sanitation.

Key members of the ships' management team include:

Chief Purser

The Chief Purser is responsible for guest and crew administrative functions, the ship's financial reporting, port arrival operations, customs and immigration procedures.

Crew Purser

The Crew Purser looks after crew administration, crew customs and immigration procedures, crew manning, payroll administration, welfare and discipline recording.





Cruise Director

The Cruise Director provides a variety of entertainment and recreational activities to our guests.

Cruise Sales Specialist

The Cruise Sales Specialist sells future cruises by encouraging guests to book another cruise while still on board. This position serves as the Seabourn Club Representative and is the main point of contact for our most loyal, repeat guests.

Doctor

The Doctor, assisted by a nurse, looks after the medical needs of guests and crew.

Executive Chef

The Executive Chef is responsible for the entire galley operation, food planning, quality control, and associated activities throughout the vessel.

Executive Housekeeper

The Executive Housekeeper is responsible for the cleanliness of guest and crew areas and manages the in-suite guest service.

Food & Beverage Manager

The Food and Beverage Manager oversees the food and beverage operations for both our guests and crew.

Guest Services Manager

The Guest Services Manager provides training and support to Guest Services Operators and Guest Services Specialists and works directly with our guests to ensure their day-to-day requests are fulfilled.

Manager of Destination Services

The Manager of Destination Services is responsible for the shore excursions and travel arrangements for guests on company provided tours and transfers.

Personnel and Training Manager

The Personnel and Training Manager is responsible for the facilitation and coordination of Seabourn Academy learning, which includes the Seabourn College. The position serves as the shipboard human resources representative.



Public Room Manager

The Public Room Manager is responsible for the efficient operation and services of guest bars and lounges.

Safety & Environmental Officer

The Safety & Environmental Officer oversees the safety and environmental compliance and reports directly to the Captain.

Security Officer

The Security Officer is responsible for the day-to-day security operations.

Staff Chief Engineer

The Staff Chief Engineer is second in command to the Chief Engineer and is specifically responsible for the operation and maintenance of all systems for main propulsion machinery and auxiliaries. The Technical Department welfare, class and statutory surveys, sanitation and environmental inspections

BUSINESS PARTNERS (CONCESSIONAIRES)

Our business partners follow all of our policies and procedures and adhere to the company's rules and regulations.

Casino Manager and Staff – Carnival Casino

The Casino Manager is responsible for the operation of the Casino which features the casino games and slot machines.

Shop Manager – Harding Brothers

The Shop Manager is responsible for the operation of the shops on board.

Spa Manager and Staff – Steiner

The Spa Manager is responsible for the operation of The Spa at Seabourn.

SEABOURN ODYSSEY, SOJOURN, QUEST CREW OFFICE SERVICES

Crew Office, Deck 3

The Crew Office handles matters relating to pay, flights and visas, cabin allocation, and information relating to job opportunities. This office is usually open each day. Some exceptions include: embarkation days, during crew drills and cabin inspections, the last day of the month when closing payroll and on pay-out days. Check operating hours posted outside the office.

The following are some of the services the Crew Office provides:

Cash Advance

All crew (except our business partners) have a payroll account. Withdrawals may be made on crew cash advance day only. Cash advance is once a month, usually at mid-month; dates and timings are posted on the crew notice board and in other crew areas. Cash advance amounts will be deducted from your total salary at the end of each month.

Contract of Employment

Your contract is normally sent to you with your joining instructions. A copy should be signed and returned to your HR Administrator prior to joining the ship. Bring the original copy with you to your ship. The Crew Purser will need a signed copy of your employment contract to keep on file.

Crew ID Card

Your crew card issued by the Crew Purser when you board the ship. Your crew card is very important and is used for:

- Identification: This is your official company ID card and should be with you at all times. You will need to show your crew card when leaving the ship and again when you return.
- Purchasing Card: You will use your card to pay for internet and to purchase items on board such as beverages at the Crew Bar, items from the boutique, or services from the spa. It is similar to a debit card and will be activated once you deposit funds with the Crew Purser.
- Cabin Access: Your crew card is your cabin key. If lost, it should be reported immediately to the Crew Purser. There is a replacement charge of \$25usd for any lost ID cards.

Flights

All crew, staff and officer transportation arrangements are coordinated by the Crew Purser. You will receive travel details from the Crew Purser or your head of department for distribution. Any request to deviate from your schedule (date and/or destination) must be submitted at least 45 days prior to your sign off day.



Immigration Formalities

When joining the ship, the Crew Purser will take and keep secure your passport for your entire contract. Keeping the passport is required because the Crew Purser takes care of immigration formalities in each port. Passports are kept in a secure safe. You will be advised if you must attend an inspection or complete any documents for port authorities.

I-95

An I-95 is a landing permit which is issued by United States immigration for all non-US crew who enter the United States on a vessel. Once the immigration officer has stamped and returned your form, you must always take this ashore with you in all US ports, along with your crew ID card. Failure to take this ashore could result in heavy penalties. Do not lose your I-95 as you could be required by U.S. Customs and Border Protection to pay a penalty.

Mail

Mailing lists, showing the ports of call and the address to which you can have family and friends send mail to, may be picked up at the Crew Office. To send mail from the ship, hand it in to the Crew Purser during crew hours and it will be posted via the local agent or in the next available port of call. Postage will be charged to your onboard account. Mail can be received in most ports and department heads will distribute mail to their teams. Make sure to remind your family to address mail to you and include name of ship and department.

Money Transfer

The Crew Office can arrange for you to wire your salary to a bank account ashore (*with exception to our business partners and Filipino crew). This service is free of charge. You must provide the following to use this service:

- The full account name
- Bank account number
- Bank sort code
- Swift code

The wire transfer can take up to 10 working days (excluding any banking holidays) between the request and the actual deposit. All crew members receiving onboard payment can wire all, or part, of their earnings to a bank account at the end of each month or when signing off the ship.

*Filipino crew members are entitled to alternative arrangements through Singa.

Onboard Accounts

An onboard account must be opened with the Crew Purser before any purchases can be made in the Spa, Shop or Crew Bar. These areas are cashless. Your account will become active once you make a deposit in U.S. Dollars or Euros. The internet can only be used when your account is active.

Alternatively, crew members can request to have the due balance of their onboard accounts deducted from their salary at the end of each month. In such case, they will receive a credit limit of \$300.



Safety Deposit Box

We recommend you do not keep large sums of money or valuables in your cabin. We encourage you to open a safety deposit box in your name for the duration of your contract. These boxes are available in the Crew Office during office hours.

A refundable fee of \$50 USD or €40 EUR, is required to secure a safety deposit box. The deposit is refunded when you return the key at the end of your contract.

Travel Expenses

Travel associated with travel to-and-from the ship will be reimbursed through your wages. Any costs between home and airport, or airport and home are not reimbursable. For expense reimbursement, please submit an expense claim form and your original receipts to the Crew Purser. Copies of receipts are not accepted and all flight reimbursement requests must be accompanied by the flight ticket.

Wages

Wages are administered by the Crew Purser. Wages are paid at the end of each month by cash or wired to your bank account. You must indicate your preferred method of payment to the Crew Purser when signing on. Changes to this method can be made by advising the Crew Purser before the 25th of the month.

Wage Slip

You will receive a wage statement every month you are working on board. These contain important information for tax and, if applicable, your country's Social Security authorities. These statements cannot be easily replaced, so look after them and keep them safe.

CREW FACILITIES AND SERVICES

Bridge, Bridge Deck Forward, Deck 9

The bridge is where the ship is navigated. It is the center of operation for the ship and where all safety and emergency procedures are coordinated and controlled. Access is restricted. You will receive a tour of this area as part of your safety familiarization program.

Cabins

Crew members are responsible for maintaining the cleanliness of their own cabins. Weekly inspections are carried out to ensure standards are maintained. You will be notified in advance of these inspections so you can prepare your cabin.

A special once monthly bed bug inspection is part of the inspection routine and for this you will be required to remove all linen from your bed and complete the bed bug form. Linen is changed at designated times in the main laundry on Deck 2.

Crew members may not take any food items from the Crew Mess to their cabins. Only approved electrical appliances may be used in cabins. For safety reasons, candles and open flames are not permitted at any time in cabin areas.

Cellphone

A mobile phone signal can be obtained through our onboard satellite service. Costs involved are dependent upon your contract with your local (home) service provider, and any usage falls under roaming. At all times, cellphones and other personal electronic devices are not permitted within guest areas.

For members of the ship's company utilizing company radios, they should be mindful and professional when speaking, as guests often overhear these conversations.

Code of Conduct

For the safety, comfort and wellbeing of all on board, Seabourn developed a clear Code of Conduct that is based on expectations from the Bahamas Maritime Authority (BMA). This document, along with the Master's Standing Orders, serves to inform you of the onboard behavior expectations of Seabourn employees. Please note there are consequences for failing to abide by the Code of Conduct or Master's Standing Orders up to, and including, dismissal. Please be sure to review this content carefully. Your onboard Personnel & Training Manager is available to you, should you have any questions or concerns.

The official spoken-language of Seabourn is English; at all times, crew members are to refrain from using other native languages while in guest areas.

Crew Bar

The Crew Bar is open to all crew members. This cashless bar has controlled payment via your crew ID card and serves various beverages, not including hard liquor, such as spirits. The Crew Bar may be closed on certain days, or while the ship is in port, due to local laws or other restrictions.

Crew Business Center, Deck 3

There are computers in the Crew Business Center, located next to the Crew Training Room, Deck 3, which is opposite to the Crew Mess. Please be quiet when entering and leaving, as training may be in progress. Wi-Fi access is available in crew areas. To access the Wi-Fi you will need to register and create an account first.

Crew Gym

The crew gym is located on Deck 4 and is generally open all day. Check your ship's operating hours. Crew must abide by the rules of the gym and wear appropriate workout gear when using the facility.



Electrical Equipment

Any electrical item you wish to use in your cabin must be checked and authorized by a member of the electrical team to verify their suitability for the ship's electrical supply, and for safety. This includes all transformers, computer equipment, DVD players, etc. Bring these items to the Electrical Workshop within 24 hours of your arrival and receive your Portable Appliance Testing (PAT) sticker. The electrical supply in crew cabins is 110 or 220 volts, depending on the vessel.

Non-fused transformers, cup heaters, food heaters, irons, kettles, cookers, heaters (including dehumidifiers) are prohibited.

Email

Internet and Wi-Fi connections are available for accessing your personal email accounts.

Garbage Disposal

Crew members are responsible for proper garbage separation. This means you will need to sort garbage into the correct bin before throwing it away. Follow the instructions provided by your department heads or supervisor. You can dispose of your cabin garbage by using the garbage bins on Deck 2 & 3.

ILO 180

The International Labor Organization (ILO) has established a set of rules to govern work hours and rest periods for all seafarers. Marine vessels must follow one of these two work and rest hour regulations:

- (a) Maximum hours of work shall not exceed: (i) 14 hours in any 24-hour period; and (ii) 72 hours in any seven-day period; or
- (b) Minimum hours of rest shall not be less than: (i) ten hours in any 24-hour period; and (ii) 77 hours in any seven-day period.

Seabourn operates by following “(b) Minimum hours of rest.” As a part of this regulation, members of the ship's company are required to record their hours on the Time & Attendance system daily.

In-port Manning

To ensure the safety of all on board, a minimum number of crew must remain on board at all times. Your head of department will notify you in advance, if you are needed to remain on board while the ship is in port.

Interactive TV

Your cabin television has access to the Interactive-TV function on board. You can access the same information as our guests to help you keep up-to-date with the ship's operation. A wide selection of movies and music on-demand is also available.

Laundry Service, Decks 2 & 3

Your uniform and your cabin linen will be cleaned free of charge. Check the crew and laundry notice boards for details. Personal items may also be laundered here for a small service fee.

Medical Services, Deck 3

Any medical treatment you may need is available either on board, or by referral from the Doctor to a shoreside facility. The medical staff holds a daily crew clinic; check your ship for specific times. Emergency cases will be seen by the medical team at any time. For emergencies, call 9-1-1.

Should you have any symptoms of vomiting or diarrhea, you must immediately notify your supervisor and the medical staff. The ship's Doctor is the only person authorized to relieve any member of the ship's company from duty on medical grounds. A member of the medical staff will email your head of department if you are signed off sick from duty.



Should additional vaccinations be required while you are on board, you will be advised by the medical staff.

Mess, Deck 3

There are two mess areas on board – the Crew Mess and Officer Mess; both are located on Deck 3, midship. Meals must be consumed in the appropriate mess room, and may not be taken to any other location. Opening times are posted in each mess.

MLC 2006

In 2006, the International Labor Organization (ILO) passed an extensive set of maritime regulations, now commonly referred to as the "MLC 2006." The MLC 2006 aims to protect seafarers' rights by ensuring safe workplaces, fair employment, decent working and living conditions and clear access to medical care. All ships in the Seabourn fleet have been inspected and are in compliance with MLC 2006 regulations. The text of MLC 2006 can be found at: www.ilo.org/mlc. Should you feel that one or more of your rights are violated under the terms of MLC 2006, you can file an MLC 2006 Onboard Complaint. Your head of department, Crew Purser or Personnel & Training Manager can help you with this.



Name Tag and Pins

Crew members working in positions that regularly interact with our guests are required to wear a name tag. This is part of your uniform and should be worn at all times. The American Academy of Hospitality and Sciences' Six-Star Diamond pin is the only approved pin that may be worn on your uniform.

Noise in Crew Areas

Please be courteous and respectful to your fellow coworkers at all times. This includes keeping noise at low levels while in crew areas. You should be aware that crew may be trying to rest at all times of the day and night. Even a small gathering of a few people in a cabin can generate enough noise to disturb others. The hours between 22:00h – 08:00h are considered quiet hours and loud noise is not permitted.

Public Health

Seabourn's Public Health program adheres to all requirements of public health programs worldwide, including Canada, Australia, New Zealand, UK and the United States. You will receive training to ensure you know how to conduct your duties in a safe and healthy way.

Safety at Sea

Every crew member has a responsibility for safety at sea, and all are allocated emergency duties. Regular drills and inspections are carried out to ensure all members of the ship's company are fully aware of their responsibilities and can perform them during an emergency. The safety training information should be read carefully and taken with you to all safety and emergency training exercises.

Shops

All members of the ship's company may use the Boutique on Deck 7 during regular operating hours, provided they are in their official ship uniform. The shop offers duty-free items such as jewelry, scents, fashion and sundries.

Payment is via your crew card, you will receive a 20% discount on purchases in the Boutique, but not on items in the jewelry store. As always, remember to give priority to our guests.





Shore Leave

Crew members are permitted ashore when in port and when off duty and must always bring their crew ID card with them. At times, you may also be required to carry your passport and/or landing card; the Crew Office will advise crew when this is necessary. Crew must be back on board 30 minutes before sailing when the vessel is docked and one hour before sailing if the vessel is at anchor. Always check the boarding times prior to leaving the ship. Crew members on in-port manning are not permitted to leave the vessel.

Shuttle Buses/Tenders

In some ports, the ship will provide free shuttle buses for guests and crew from the dock to the town center. At all times, space in shuttle buses and tenders is primarily for guest use; crew should never use these to the exclusion of guests. Where standing is permitted, crew should give up their seats to guests, if necessary.

When at anchor ports, guests travel to and from the ship in tender boats. While on the tenders, crew must be aware of guest needs and assist where necessary. Crew members must wait for the tender in the designated crew waiting areas before coming to the gangway.

Slop Chest

At designated times (posted on the crew notice board) in the Crew Bar, you can place orders for items that you wish to buy (beer, soft drinks, water, etc.) from the slop chest. This is a cashless system; all funds will be charged to your onboard account.

Smoking Policy

Smoking is not permitted aboard the ship unless in designated crew smoking areas. Smoking is prohibited in staircases, corridors, elevators, galleys, pantries and other non-smoking areas. Smoking is permitted in shared cabins if all occupants are in agreement. Check for more specific information on your respective ship. Smoking in bed is extremely dangerous and therefore is prohibited. For applicable off-duty personnel, smoking is allowed in designated guest areas.

Sunbathing

There is an allocated area for sunbathing on Deck 11. Full bathing costumes must be worn. It is important to keep this area clean; remove all litter and personal items when you leave.

Telephone

Phone cards are available for purchase from the vending machine in the Crew Mess. An outside line can be accessed by dialing 043. Most ports have telephones available on, or near, the pier.

Training Room, Deck 3

The crew training room is used regularly for most training events, including H.E.S.S. courses.

Toilets, Decks 3, 4, & 9

Crew toilets are located on Deck 3 by the Crew Mess and on Deck 4 and 9 by the aft elevators/staircases. Crew members are not permitted to use guest toilets.

Uniform

Uniforms are issued by the Tailor/Linen-Keeper and are cleaned free of charge.

Day uniforms are worn before 18:00h and evening uniforms are worn after 18:00h, unless otherwise instructed. When off duty, you may wear your own clothes in the crew areas and when going ashore. Please make an effort to be well-groomed when going ashore, as you are still representing the Seabourn brand and guests may recognize you as a member of the Seabourn family.

Please review the full uniform policy under “The Seabourn Look” section.

Visitors

Normally, only immediate family members are permitted to visit the ship. The Staff Captain must receive the application for visitor's passes 72 hours in advance of arrival at the port. Application forms may be picked up from the Crew Office.

Welfare

The Welfare Committee is made up of crew members and officers from all departments, and ranks; who work together to provide a positive living environment on board. The Committee meets regularly to discuss crew welfare issues and to arrange recreational and social events. Crew members are actively encouraged to either become involved in the work of the Committee or to offer their support. Suggestions are welcome through your department representative.





Seabourn Academy

Seabourn Academy is a companywide program that provides learning and development opportunities for all members of the Seabourn seagoing population. Building and leading high-performance teams is a fundamental part of career development at Seabourn; the Academy supports these principles by offering the Leading Excellence, Supervisory Excellence and Seabourn College programs.

Leading Excellence – Managers

The Leading Excellence program consists of six classes and is required for shipboard managers, two-stripe officers and above, and focuses on creating a successful environment

Supervisory Excellence – Supervisors

The Supervisory Excellence program is designed specifically for shipboard supervisors. You'll learn the skills necessary to lead your teams with greater accountability. These are highly interactive instructor-led courses which last between one and two hours.



Seabourn College

The Seabourn College is a comprehensive, three-week training program for newly-hired crew in the bar, restaurant, housekeeping and galley departments.

GUEST FACILITIES AND SERVICES

This guide will introduce you to the main guest services and facilities offered on board. It is important for everyone to be aware of the ship's services so they are able to respond to any guest requests. Guest services and facilities are not for crew use, unless advised. Guest corridors and other guest areas are out of bounds to crew members unless they are performing specific job duties or have been given specific authorization to do so.

BARS, LOUNGES AND MEETING ROOMS

Card Room, Deck 7

This is a quiet room for guests to enjoy a game of cards or a board game. This room can also be used as a meeting room.

Casino, Deck 5

The Casino features slot machines, black jack, roulette and other games. Maritime law dictates the Casino's opening hours, which are listed in the daily *Seabourn Herald*.

Grand Salon, Deck 6

This is used for dancing as well as lectures, production shows, cabaret performances and classical recitals.

Observation Lounge, Deck 10

Situated right over the Navigation Bridge, this is a tranquil and sophisticated area that offers afternoon tea and piano music.

Meeting Rooms, Deck 5

Meeting rooms are available for our guests and can be booked through the Seabourn Square.

Patio Bar, Deck 8

Located by the pool and sun deck area, the Patio Bar offers chilled drinks and frozen towels.

Sky Bar, Deck 9

This is a place for guests to meet and socialize outdoors while watching the Sailaway.

The Club, Deck 5

This room seats 150 guests and is always open. It is a lively spot for dancing before and after dinner.





DINING

Patio Grill, Deck 8

The Patio Grill is poolside and serves up lunch fare, themed lunch and dinner.

Restaurant 2, Deck 8

This intimate space seats 48 guests and is a contemporary tasting restaurant tucked away on Deck 8. It is open for dinner and serves numerous small, fascinating plates from a fixed menu that changes daily.

The Colonnade, Deck 8

Seating 262 guests, this venue features an open kitchen with either buffet or menu options for breakfast and lunch, and offers elegant à la carte theme dinners.

The Restaurant, Deck 4

Seating 450 guests, this is a traditional dining room serving breakfast, lunch and dinner in a timeless, classic surrounding. Guests are offered hosted tables or open seating with European-style service.

Dress Code

Formal evenings: gentlemen are requested to wear a tuxedo or dark business suit. Ladies attire may range from evening gowns to cocktail dresses or formal ensembles.

Elegantly Casual evenings: slacks, sweater/shirt and jacket for men – skirt/pants with a sweater or blouse for ladies.

Casual evenings: a jacket and tie are not required (slacks and a shirt/sweater for gentlemen, and a skirt or pants and blouse/sweater for ladies).

At The Colonnade, Restaurant 2 and Patio Grill, the dress code is always casual. Dress suggestions are effective from 18:00h throughout the entire evening and are listed in the daily *Seabourn Herald*.



ONBOARD SERVICES

The Boutique, The Collection and The Seabourn Shop, Deck 7

The Boutique: Ladies & men's fashion, custom jewelry, perfumes, makeup, sunglasses, accessories.

The Collection: Offers watches & fine jewelry.

The Seabourn Shop: features a variety of Seabourn logo merchandise.

Business Centre, Deck 7

This facility is located Deck 7, by the Seabourn Square. Wi-Fi connection is available all around the ship. Notebook/laptops are available for loaning to our guests in the square.

When socializing in guest areas, all officers and staff must display conservative conduct and refrain from sitting at the bar or walking in guest areas while carrying food or beverages.

In-Suite Entertainment - Interactive TV

Each suite provides an Interactive-TV experience where services and important information is provided. These include reports from the Bridge, daily activities, music and movies on-demand, lectures, and the ability to reserve tours and review guest onboard accounts. The Interactive TV also provides a wakeup-call service to our guests.

Laundry Services

Laundry, pressing and dry-cleaning services are available on board. The stewardesses will collect and return the items to the guests. In addition, a complimentary, self-service launderette with ironing facilities, washers, dryers and washing powder is located on Deck 5.

Library, Deck 7

Located in the Seabourn Square, books, newspapers, magazines, i-Pods and laptops are available for guests use.

Mail, Deck 7

In-coming: Mail received for guests will be delivered to their suites as soon as possible after arrival on board.

Out-going: Letters and postcards can be given to the Seabourn Square for posting at the next port of call.



Marina, Deck 2 Aft

On select, warm-water cruises, the Captain will anchor and deploy a water sports Marina. From the Marina, guests can enjoy all sorts of watersports--water skiing, kayaking, tubing, sailing, or riding on a banana boat.

Medical Facility, Deck 3

The ship has a simple medical facility, staffed by a physician and a nurse, and is capable of short-term treatment of illnesses and injuries.

Pools, Decks 5, 6, 8, 9, 10

Pools and whirlpools are located throughout the ship.

Room Service

An extensive In-suite Room Service Menu is available 24 hours a day by pressing the speed-dial button on the suite telephone. During dinner hours, guests can order from The Restaurant menu and have the meal served course-by-course.

Safety Deposit Box

Each suite is equipped with a safe where guests may keep their valuable items.

Seabourn Square, Deck 7

The Seabourn Square, a “concierge lounge,” has a relaxed and club-like ambiance designed to encourage our guests to relax and meet with fellow guests. This area is manned by Guest Services Specialists and expertise provided by the Manager of Destination Services and Cruise Sales Specialist. The area houses a library, business center, an outdoor terrace and the Seabourn Square Coffee Bar. The Seabourn Square offers all the typical reception services, Cruise Sales, Tour Sales and can provide in-port shopping tips, set up shore excursions, and will even arrange dinner reservations in ports of call.

To contact the Guest Services Specialist use the Guest Services speed button on the guest telephone. Crew should not call our Guests Services Specialists unless they are directly assisting a guest.

Seabourn Herald

Our daily newsletter features interesting articles and information on the day’s activities, including opening hours of all guest services, entertainment, tours and other important information.



Ship-to-Shore Communications

Guests can make calls directly from their suites via satellite.

The Spa at Seabourn, Deck 9 & 10

A variety of spa treatments and rituals that range from massages and facials to body treatments and wraps are available to our guests. A sauna and steam room are available on Deck 9, complete with a Jacuzzi and massage rooms.

The Fitness Center has high-performance equipment for cardio and strength training. A series of complimentary classes including yoga, Pilates and Tai Chi are provided. A personal trainer is available to design a customized nutrition and exercise plan for our guests. Spa Villas are available on the Spa Deck for guests who wish to personalize spa packages in a very private setting. For a complete listing of classes, including lectures on relaxation and nutrition, check the *Seabourn Herald*.

A full-service beauty salon offers all traditional salon services, including hairstyling, cut and color. Members of the ship's company can use the services of the beauty salon at a discounted rate. The usual consideration must be shown to guests when visiting this area.

Wake Up Calls

These can be set up by guests using the Interactive TV or through the phone.

Wi-Fi

Wi-Fi connection is available throughout the ship. Guests must first register to use this service via the business center on Deck 7 by the Seabourn Square.

THE SEABOURN LOOK

Your appearance is an extremely important part of the guests' perception of our company and their cruise experience. By performing your duties in a uniform, which you should wear with pride and by having a personal appearance that reflects our image, you help to create the kind of professional atmosphere that demonstrates to guests our committed to Service Excellence.

This section outlines standards for appearance, personal cleanliness and hygiene, as it applies to all members of the ships company.

UNIFORMS

Uniforms are provided for employees at no charge and must always be kept in immaculate condition. Please read the following information to ensure your uniform always meets the Seabourn Look standard.

Appearance Standards

All uniforms are to be worn as issued; it is the responsibility of crew members to ensure uniforms are well-maintained with buttons, zippers, hems, seams, and accessories in place. Uniforms with loose threads or hems, missing buttons, open seams or tears are unacceptable and should be taken to the Tailor for alterations. Every effort will be made to fit the uniform to the employee, but the employee is not permitted to alter the uniform to suit his/her own personal preference.

Laundering services are provided at no charge for uniforms; check with your head of department to learn about the procedures on your assigned ship. If your uniform is clean, but has become wrinkled, it must be ironed before wearing.

Lost, Misplaced or Misused Uniforms

Hotel employees will be required to pay for any lost, misplaced or misused items. This does not mean regular wear and tear but only items that are irresponsibly lost, misplaced or misused.

Non-Uniformed Employees

Non-uniformed employees are to be guided by the specific daily dress code for guests. This helps non-uniformed employees to perform their job function by interacting with guests without being conspicuous.

Pins, Buttons, and Name Tags

Company issued nametags are to be worn by all employees when on duty. The tag is to be in good condition, worn in the grommets provided for the nametag on the uniform or if no grommets, on the left chest over the heart, horizontal but not on a jacket lapel. Only company approved pins, buttons, foreign flag and decorations can be worn on a uniform.

Safety Shoes

To ensure uniformity and safety for all crew members, the Linen-Keeper/Tailor will provide one pair of Safety Shoes, free of charge, upon joining the vessel. Selected positions shall receive two pairs, if required. Additionally, as the majority of positions on board are required to wear such issued shoes, in the event the shoes wear out, crew members shall be allowed to exchange for a new pair.

Skirt Lengths

For non-formal uniforms, skirts must be no shorter than knee-length and no longer than two inches (5 cm) below the knee. When a formal uniform with a full-length skirt is worn, it should be no longer than ankle-length.

Socks & Hosiery

Employees must provide their own socks and/or hosiery.

Women: Women must wear hosiery with a dress or skirt and are not required when wearing slacks or shorts. Hosiery should be as close as possible to the employee's own skin color. If a navy or black skirt or dress is part of the uniform, navy or black hosiery corresponding to the uniform item is acceptable.

Men: Socks should be a color that complements or matches the uniform.

Tailoring

Every effort will be made to fit the uniform to the employee. However, the employee is not permitted to alter the uniform him/herself to suit their personal preference. All uniforms are to be worn as issued. It's your responsibility to ensure your uniforms are maintained free of defect, which includes, that buttons, zippers, hems, seams and accessories are in place. Loose threads, missing buttons, open seams and hems and torn clothing are not acceptable. Company owned uniform items would be repaired at the company's expense.

Undergarments

Employees are required to wear undergarments at all times. It is unacceptable to be able to see the undergarments through the uniform. The color of the undergarments needs to correspond with the uniform. The employee is to provide his/her own undergarments.

Uniforms off the Ship

Employees are not allowed to wear their uniform while off duty. Employees on duty and working off the ship are required to wear their uniform. All company issued uniform items are the property of the company and are not to be removed from the ship at any time. Removing company property from the ship can result in disciplinary action, up to and including termination.

JEWELRY & ACCESSORIES

Earrings

Female: One single earring in each ear lobe is acceptable. Multiple earrings are not acceptable. No other visible piercing is acceptable. The earring must be simple, matched pair in gold, silver or a color that blends with the uniform. The shape of the earring must be in good taste and compliment the uniform. The earrings can be pierced or clip-on and must be worn on the bottom part of the ear lobe. Earrings cannot be any larger than the size of a U.S. quarter.

Male: It is unacceptable for male employees to wear earring/s when on duty and in uniform.

Hair Accessories for Female Employees

All hair accessories for female employees are to be kept at a minimum and at no time exceed three pieces. The hair accessory is to be in a color that reflects the uniform or in gold, silver, clear or black. The accessory is to be of a size that is no wider than one inch. A hair accessory is to be

used for the sole purpose of keeping the hair away from the face and not as a decorative addition to the uniform.

Other

Conservative tie clips are permitted, except in food-handling areas. Visible necklaces, chains, pendants, logos, bracelets, ankle bracelets, wristbands, arm bands, nose rings, and visible body-piercing jewelry are not permitted. A medical-alert necklace, bracelet, or ankle bracelet is acceptable.

Rings

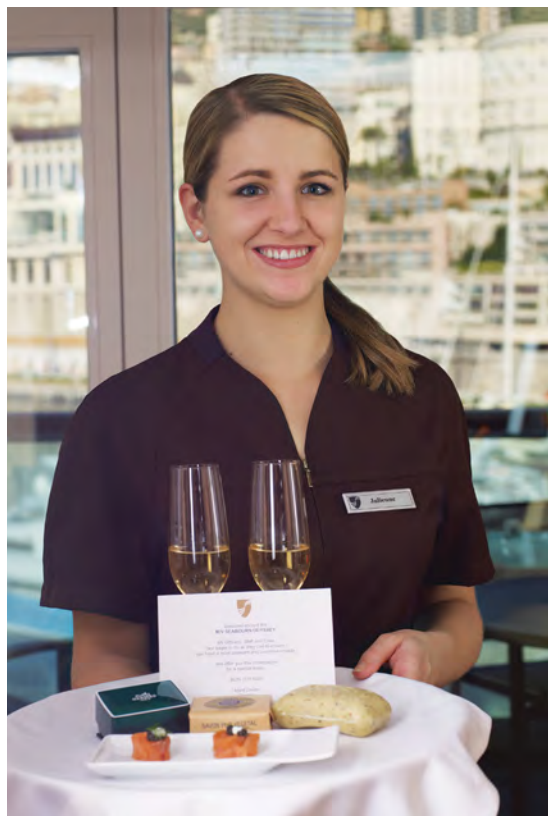
Small rings, class rings and wedding bands are permitted, except in food-handling areas, where only a wedding band is allowed. A small ring is defined as small as, or smaller than, a man's class ring; it may be worn on any finger. Only one ring per hand is allowed.

Sunglasses

Generally the wearing of sunglasses by employees when on duty is not encouraged. The exception to this rule is, if the employee is prevented from doing his/her job safely, due to sun glare from water, countertops, etc. The sunglasses worn cannot have silver coated or dark opaque lenses that do not allow for the eyes to be seen by our guests. Mirrored sunglasses are not acceptable.

Watches

A professional-style wrist watch is permitted, except in food-handling areas.





PERSONAL GROOMING

Facial Hair

Mustaches, Goatees and Beards – Must be neatly trimmed and well-maintained. Full beards are not permitted for service staff. Men may not grow facial hair while on board and must be clean shaven at all times; hair stubble from lack of shaving is unacceptable while on duty.

Sideburns – Should be neatly trimmed and follow their natural contour. They may extend beyond the midpoint of the ear, but not below the ear lobe. Sideburns cannot be grown while on board, but can be grown while on vacation.

Fingernails

Fingernails should be kept clean, neatly trimmed, and free of decorations, pins, stencils, etc. at all times. Polishes should be of a clear or natural color; red, dark, bright, gold or silver colors are unacceptable.

Hair and Hairstyles

Hair is to be clean and employees are to maintain a neat, natural look.

- Hair must be neatly combed and arranged in an attractive, classic style.
- Hairstyles must be neatly tapered on the back and sides, forming a smooth, symmetrical appearance and balanced proportionately.
- Extreme styles are unacceptable.
- Hairstyles must not have extreme dyeing, bleaching, coloring, highlighting or streaking.
- Hair colors must be natural looking and well-maintained.
- Excessive use of hair gel to make hair look “wet” is unacceptable.
- Wigs, hairpieces and hair extensions are unacceptable unless for a medical reason.

Makeup

Mascara shades of brown or black and neutral/soft color eye shadows are acceptable.

Employees are not permitted to wear brightly-colored eyeliners, lashes or eye shadows. Eyebrow pencil must be close to the natural eyebrow color.

Foundation and blush should be in shades complimentary to the natural skin tone. All makeup should be carefully applied and tastefully worn to enhance a professional appearance.

Lipstick and glosses should be natural and compliment skin tones. Extreme colors and high gloss tones are not permitted.

Medical Exceptions

Any request for medical exceptions to the appearance policy, such as shoes, hairpieces, hearing aids, not shaving due to a skin irritation, etc. must be presented to the ship's doctor for consideration. The department head's approval is required for medical exceptions after receiving the doctor's recommendation.

Oral Hygiene

Regular oral hygiene and mouthwash are strongly recommended to avoid offending guests and colleagues.

Perfume, Cologne & After Shave

As many people are sensitive to strong scents and fragrances, heavy perfumes or colognes are discouraged. Any fragrances should be of a mild scent and used moderately.

Personal Hygiene

All employees are to practice personal hygiene, which includes daily showers, deodorant or antiperspirant, and hand washing before, and while, on duty. Uniforms are to be changed daily.

Tattoos

Tattoos cannot be visible when wearing a uniform in hotel-service areas. Obtaining visible tattoos after an offer of employment, or once on board, may result in an offer withdrawal or disciplinary action up to, and including dismissal.





Seabourn Odyssey
Seabourn Sojourn
Seabourn Quest

