



December 1, 2015

Dear Keith & Anne Marie,

In just less than a year, you will depart on the *ultimate* wilderness adventure beyond the Arctic Circle! Crystal's history-making Northwest Passage is a once-in-a-lifetime expeditionary cruise presenting you with extremely rare opportunities for wildlife discovery and cultural insight into the Inuit people who live in this fascinating part of the world.

In anticipation of your journey, we are pleased to provide the following details so that you may properly prepare for this incredible voyage.

Itinerary: Departing from Seward, Crystal Serenity's first-ever transit of the Northwest Passage begins with stops in Kodiak and Dutch Harbor, before venturing into the Bering Sea, the region made popular by the TV series, "The Deadliest Catch." From here, you make your last stop in Alaska, at Nome, discovered during the Gold Rush of the late 1890s before heading north passing by Big Diomed Island, Point Barrow and through Beaufort Sea to reach the first of three unique and remote Canadian ports, in the Northwest Territories. After a call on Ulukhakotok, your journey continues through the Dolphin and Union Straits en route to Cambridge Bay for a full day call. We continue through Victoria and Bellot Straits, Peel Sound, Beechey Island/Radstock Bay and Croker Bay before arriving at our third and last amazing stop along the Northwest Passage -- Pond Inlet. After another full day call in Pond Inlet, we navigate through the Baffin Fjords and leave the Arctic Circle for Greenland. Our adventure now crosses through the Davis Strait to visit three ports in Greenland: Ilulissat, Sisimiut and Nuuk. From there, we journey southward to cruise the Labrador Sea and the Atlantic Ocean en route to the New England coast. Stops along these shores include Bar Harbor, Boston and Newport. Our fantastic 32-day expedition concludes in New York City, where we will spend an overnight to savor the memories of a successful cruise through the Northwest Passage.

Note: It is important to understand that this voyage is an expedition. While we aim to follow the published itinerary as much as possible, guests joining us must be prepared for significant variations and realize the itinerary will not be as structured as a normal cruise. Ice and weather conditions may cause delays along the transit or even cancellations of some port calls.

Northwest Passage Clothing and Expedition Gear: Appropriate cold-weather clothing and expedition gear are required for your journey. A dedicated Crystal Ship to Shore website, <http://www.crystalcruises.com/NWPGearOrder>, has been specifically designed for this voyage and offers a variety of recommended cold-weather clothing and expedition gear for your Northwest Passage voyage. Items ordered before July 15, 2016, can be shipped directly to Crystal Serenity (flat shipping rate of \$45 will apply). Guests planning to participate in Zodiac landings will require a pair of calf-high waterproof boots (see Zodiac Landings below). The NWP Gear Order webpage

features a pair of recommended boots that are available for purchase or rental for the expedition. Please note, rental orders will be delivered to Crystal Serenity at no additional charge.

For your convenience, Crystal is pleased to provide you with a **complimentary cold-weather parka**. Please confirm your parka order and size by December 30, 2015 by visiting the Ship to Shore webpage (<http://www.crystalcruises.com/NWPGearOrder>). You will find the order information under the RESOURCES tab at the bottom of the page. Carefully review the sizing chart and place your order; your parka will also be shipped directly to Crystal Serenity.

As a reminder, we strongly recommend preparing for a range of temperatures. Please pack clothes that you can layer, such as loose, breathable high-tech or natural wool fabrics. Windproof, waterproof clothing is also key, as weather can change rapidly. In colder destinations, it is important not to overdress to the point of perspiration as wet skin can lead to dangerous loss of body heat. To avoid this, we strongly recommend including a wicking layer for perspiration. If you wear several light- to medium-weight layers (again, a wicking layer is recommended) under your parka, you can better adjust your body temperature.

Visit <http://www.crystalcruises.com/NWPGearOrder> for complete Northwest Passage clothing and gear information.

Zodiac Landings: Please note that due to the limited harbor facilities available throughout the Northwest Passage, beach landings in the ports of Ulukhaktok, Cambridge Bay and Pond Inlet will be made via small boat. These landings may involve guests stepping into water several inches deep in order to reach the shore; this is referred to as a “wet” landing and is common on expedition cruises. In order to disembark in these locations, guests must be able to step into and out of a 10-passenger Zodiac, and wear calf-high waterproof boots for the landing and possible wet conditions ashore. All guests will be required to wear a life vest (provided on board Crystal Serenity) and proper clothing (expedition gear) prior to boarding the Zodiac and proceeding ashore. Once on board, our Expedition Leaders will provide a full safety briefing that will include details of landing procedures. Visit our Ship to Shore webpage (<http://www.crystalcruises.com/NWPGearOrder>) for easy access to ordering all the clothing and gear needed for this unique expedition.

Dress Code On Board: Given the rustic nature of our itinerary, onboard evening attire will be significantly relaxed while still following our Crystal Casual attire guidelines; blouses, sweaters, dressy slacks, skirts and dresses for women; and open collar or polo shirts, button-down dress shirt (no tie), dress pants or European smart trousers and optional sport coat for men.

We initially thought to forgo Black Tie evenings on this voyage, yet upon further consideration we felt that the grandeur of this history-making adventure calls for two elegantly festive celebrations – a

Gala Welcome and lavish Bon Voyage. As always, Black Tie for both of these special parties **is optional**; suit and tie is acceptable for men and cocktail attire is perfect for women.

Food & Beverage: Please note that all efforts are being made to ensure that guests enjoy the Six Star cuisine for which Crystal is known. However, we kindly ask guests to remember that, due to the remoteness of the areas we will be visiting, some food items may not be available during the Northwest Passage cruise. We apologize in advance for any inconvenience.

Internet: Due to the high latitudes in which *Crystal Serenity* will be sailing, Internet service is likely to be slower than normal or intermittent during different parts of the voyage. It is also expected that there may be some short periods when access to the Internet is not available at all. However, it is important to note the ship will retain full operations and emergency communication at all times.

Crystal Adventures® Shore Excursions: The majority of shore excursion programs unique to this voyage (v6319) can be found on the Crystal website and will be available for pre-reservation through PCPC (Priority Check-in & Planning Center) approximately six to eight months prior to the cruise departure date (August 16, 2016). Due to the nature of the sailing, all excursions will have extremely limited availability. Please note the following:

- 1. Community Visits in Nome, Alaska; Ulukhaktok, Cambridge Bay & Pond Inlet, Canada and in Ilulissat & Sisimiut, Greenland:** Community visits in each of these ports of call will be complimentary. All guests will have the opportunity to go ashore for a visit of approximately 2 hours in order to reduce our impact on these communities, some of which have a lesser population than that of the people aboard *Crystal Serenity*. Zodiac departures from the ship will be staggered as each group going ashore will be assigned a tour code and escorted by expedition guides. Participation in these community visits requires **mandatory pre-reservation** in advance via PCPC. Please note many facilities, including restrooms, will be limited or unavailable while ashore.
- 2. Crystal Wilderness Adventures:** A variety of Crystal Wilderness Adventures are available for purchase via the Crystal Cruises website. Please visit PCPC to pre-reserve your shore excursions in advance.
- 3. Crystal “Unexpected” Adventures:** Whenever and wherever possible, Crystal’s Captain and Expedition Leaders will identify any potential additional Crystal Adventures opportunities to explore remote areas when weather and conditions permit. Spontaneous sojourns such as Zodiac tours and wilderness landings may be offered. There will be the opportunity to register for these activities via an interest list and should one of these opportunities occur, you will be notified on board approximately 12 to 24 hours in advance.

4. Overland Adventures: We have a few outstanding opportunities for guests to experience overland adventures. Please visit PCPC to review and pre-reserve your overland shore excursions in advance.

Wilderness Safety: All wilderness adventures will be accompanied by experienced polar expedition guides to ensure the safety of our guests in these remote regions. In areas where polar bears may be encountered ashore, in line with recommended international procedures for Arctic landings, your professional guides will carry both non-lethal deterrents and firearms.

Insurance: Proof of \$50,000 evacuation/repatriation insurance is required for this voyage. All guests must have the proper medical insurance in place in the event of a medical emergency. Crystal Cruises Protection program offers this required coverage. Guests purchasing insurance from another source are required to submit proof of insurance to NorthwestPassage@crystalcruises.com. Cruise tickets will not be issued until insurance coverage is verified.

Please note, if you wish to extend your time aboard Crystal Serenity, there is limited availability on voyages prior to and immediately following the Northwest Passage. Please contact your travel professional for more information regarding additional cruises.

On behalf of all of us at Crystal Cruises, we are thrilled that you are joining us for this amazing expedition to the Arctic Circle and through the Northwest Passage. We are confident that this once-in-a-lifetime journey will fill your hearts with special memories that you will carry with you always.

Bon Voyage!



John Stoll
Vice President, Land Programs
Crystal Cruises