



March 2, 2016

Dear Mr. Keith Steiner,

We are thrilled to have you join us on August 16, 2016 on board Crystal Serenity as she becomes the first luxury ship to transit the Northwest Passage.

As previously mentioned in our letter in November, you are about to embark on an historic expeditionary cruise. We want to remind you that personal preparations for this trip are entirely unique to any of your previous travels. Our Northwest Passage team has invested incredible time into researching all that you need to know to ensure your odyssey is as comfortable and rewarding as possible. To that end, we ask that you carefully read this letter in its entirety as it contains important information unique to your trip.

**Itinerary:** *It is critical to emphasize that this is an **expedition cruise**. 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.*

**Zodiac Landings:** It is also imperative for guests to understand that due to the limited facilities available throughout the Northwest Passage, landings in the ports of Ulukhaktok, Cambridge Bay and Pond Inlet will be via Zodiacs. There are no harbor facilities in some of these remote northern communities so a “beach landing” will be necessary. This may result in guests stepping into water several inches deep in order to reach the shore; this is known as a “wet” landing and is very 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 are therefore required to either purchase or rent calf-high waterproof boots in order to participate in these wet landings. As there is also the possibility of wet conditions ashore, all guests should refer to the Ship-to-Shore website (<http://www.crystalcruises.com/NWPGearOrder>) for proper expedition gear. All guests will be required to wear a life vest (provided on board Crystal Serenity) and proper clothing (outfitter/expedition gear) prior to boarding the Zodiac and proceeding ashore. Once on board Crystal Serenity, guests will receive a full safety briefing from our Expedition Leaders with details of landing procedures prior to arriving in these ports.

**Northwest Passage Clothing & Expedition Gear:** Appropriate heavy, cold-weather clothing and expedition gear is essential for your journey. The dedicated Crystal Ship-to-Shore webpage (<http://www.crystalcruises.com/NWPGearOrder>) provides a list 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). As previously mentioned, guests planning to participate in Zodiac landings will require a pair of calf-high waterproof boots. The Ship-to-Shore webpage features a pair of recommended boots that are

available for purchase or rental for your expedition. Please note, rentals 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**. If you have not already done so, please confirm your parka order and size ASAP by visiting the Ship-to-Shore webpage, referenced above. 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, wicking layer is recommended) under your parka, you can better adjust your body temperature.

Please visit <http://www.crystalcruises.com/NWPGearOrder> for complete Northwest Passage clothing and gear recommendations.

**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 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:** Due to the nature of the sailing, all will have extremely limited availability. Please note the following:

- 1. Community Visits:** In order to ensure guests will have the opportunity to go ashore, complimentary “*Community Visits*” will be offered in Nome, Ulukhaktok, Cambridge Bay, Pond Inlet, Ilulissat and Sisimiut. These visits will be restricted to approximately 2 hours to ensure we can minimize our impact on the local communities some with populations less than the capacity of 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:** Please visit PCPC to pre-reserve your shore excursions in advance if you have not already done so. Please note that space is extremely limited.

**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 helicopter, kayak, zodiac and wilderness landings may be offered. There will be the opportunity to register for these activities via PCPC. Although not port- or content-specific, these “Unexpected” Adventures require **mandatory pre-reservations**. From the pre-reservations, we will create an “interest list” and when these opportunities occur, you will be notified on board approximately 12 to 24 hours in advance. Please note that the Unexpected Adventures are NOT guaranteed and cannot be confirmed 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:** If you haven’t already done so, please ensure you send proof of the \$50,000 evacuation/repatriation insurance that is required for this voyage. All guests must have the proper medical insurance 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.

On behalf of all of us at Crystal Cruises, I would like to thank you in advance for your attention to the critical information above. I am honored to have the pleasure to welcome you on this amazing expedition to the Arctic Circle and through the Northwest Passage. We feel confident that this once-in-a-lifetime journey will be an incredible experience that will create lifetime memories.

Bon Voyage!



John Stoll  
Vice President, Land Programs  
Crystal Cruises