



FREQUENTLY ASKED QUESTIONS: General Information

What is the nature of expedition travel?

No two expeditions are alike. Wildlife, weather, sea conditions, and changes in policy are beyond our control and affect the day-to-day schedule of each trip; your itinerary is therefore flexible and subject to change without notice. This is, however, not a setback—it is an advantage. Expedition travel is characterized by its dynamic, fluid nature and we pride ourselves on our unparalleled adaptability. Necessary detours can provide unique opportunities and unexpected highlights—and we encourage you to see them as such.

Each day you will wake to the promise of new experiences, such as bird colonies, spectacular fjords, whale-viewing opportunities, community visits, Zodiac cruises, and wonderful walking and hiking. We hope that those travelling to this exciting area of the world take with them our company's desire to explore and enjoy these regions respectfully and sustainably. We are sure this voyage will prove to be the journey of a lifetime. Thank you for joining us!

What medical considerations should I be making?

Adventure Canada expeditions travel to remote areas of the world where medical care is either unavailable or not up to modern standards. Adventure Canada will request your medical details prior to your trip. If you have any health concerns, we strongly recommend a pre-voyage appointment with your health care professional. Adventure Canada programs are designed for active participation and require travellers to transfer from ship to Zodiac and walk up and down one flight stairs unaided, at a minimum. Dental care is also recommended before travel and travellers are advised not to travel with temporary fillings, caps, or unfinished root canals. No vaccinations are required for any ports in Canada or Greenland.

What should I be considering with regards to travel insurance?

Adventure Canada travels to remote destinations where emergency medical treatment may be difficult to access. **Emergency Medical and Evacuation Insurance to the minimum value of \$75,000 USD PER PERSON IS MANDATORY for**

participation in all Adventure Canada expeditions. This may not cover the full cost of a medical emergency. Any additional expenses are the responsibility of the passenger.

Adventure Canada strongly advises all passengers to obtain travel insurance as Loss of Deposits and Cancellations Terms and Conditions come into effect upon receipt of a confirmed booking. Adventure Canada recommends that travel insurance be in place no later than 120 days prior to departure.

Adventure Canada is able to assist travellers in obtaining further insurance information; please contact us for a quote.

Will my itinerary change from what was advertised?

In a word? Probably. Adventure Canada expeditions take place in some of the world's wildest and most remote destinations. While this means we have access to unparalleled beauty and isolation, it comes with a price. We are very often at the mercy of weather—particularly ice on our northern routes. Because safety is, and always will be, our primary concern, we are often forced to adjust our itineraries in order to ensure the safe operation of our vessels. Fortunately, this has been the case throughout our thirty-plus years of operation; each expedition remains a life-changing experience, whatever the route taken. In many cases, unplanned deviations are what give us the opportunity for unprecedented wildlife sightings and unique landing sites.

Do I require a passport to travel with Adventure Canada? What about a visa?

All of our *Ocean Endeavour* expeditions visit international destinations. All passengers require a valid, current passport. Passengers holding passports issued by countries other than Canada should carefully check for visa requirements. Passports must be original, government issue, and signed. When travelling to Greenland and Iceland, they must be valid for three (3) months beyond the expected date of departure, with at least one blank visa page available for visa stamp(s). You will need to provide this information due to provincial regulation (Travel Industry Council of Ontario).

What should I do with my passport on the ship?

All passengers' passports will be collected for safekeeping by the ship's concierge upon embarkation at the start of the voyage, and returned upon disembarkation.

How do charter flights work?

Expeditions often commence and/or conclude with a charter flight, booked upon confirmation of your registration. You will not receive personal tickets or seat assignments for charter flights. Please notify Adventure Canada should you have any health concerns when flying.

What are the luggage regulations and restrictions for this expedition?

Be sure to pack only what you actually require, as weight restrictions apply on all charter flights, and stowage space aboard the ship is limited. Baggage tags indicating your cabin number will be distributed at our Orientation Briefing prior to departure; ensure your full details are attached to all pieces of luggage. Your **TOTAL** luggage allowance is **30kg**. This includes **20kg allowed as checked luggage**, and an additional **10kg as carry-on**. You may not carry more than 10kg as carry-on luggage and you may not add the difference to your checked allowance should your carry-on weigh less than 10kg. **ADDITIONAL BAGGAGE WEIGHT CANNOT BE PURCHASED**, so take care when packing. We strongly recommend weighing your bags prior to departure to avoid disappointment and confusion at check-in. Aircraft payload is set and monitored by Transport Canada.

What is my carry-on allowance?

All carry-on luggage must fit under the seat in front of you or into the overhead bin. You may not bring more than two (2) pieces. Please be aware of FAA restrictions surrounding hazardous or unlawful items and check with any connecting carriers to determine their regulations.

What is my duty-free allowance?

As duty-free allowances vary from country to country, we recommend contacting the customs department of your home port of entry for up-to-date information.

What should I do about my prescription medication while on the expedition?

Please make sure you bring an adequate supply of prescribed medication for the trip until your return home. **IT WILL BE IMPOSSIBLE TO REPLACE OR REFILL PRESCRIPTIONS DURING THE EXPEDITION. PLEASE TAKE ADEQUATE CARE TO ENSURE THE SAFE TRANSPORTATION OF YOUR MEDICATION.** It is vital that your prescription medicines travel with you in your carry-on luggage and not in your checked bag. You must have a doctor's note or proof of requirement in

order to carry needles for medical reasons in your carry-on baggage. If you have special requirements surrounding your medications while on board, please inform Adventure Canada as soon as possible.

What pre- and post-trip transfers are included in my trip?

Most transfers to hotels purchased through Adventure Canada are included in your hotel costs. Pre- and post-tour transfers to independently booked hotels are not included. Please refer to your Final Joining Instructions for complete details.

How do I gain access to our port of embarkation if arriving independently (or as part of the Adventure Canada group)?

You will be notified of where and when to be for embarkation. A government-issued photo ID will be necessary for security clearance. Friends and family are not permitted to visit the ship if not booked aboard the expedition.

Are waterproof pants mandatory for this expedition?

Yes. Please refer to your clothing and equipment list.

Do you offer upgrades and incentives aboard the ship?

Yes, we do offer upgrades for purchase once on board, depending on availability. We also offer incentives for booking future travel while on board.

EMERGENCY CONTACT

Adventure Canada office, Monday to Friday, 9:30AM to 4:30PM EST

- freephone within North America: 1-800-363-7566
- from overseas: +1-905-271-4000
- 24/7 (June to October) Adventure Canada Emergency Number: 1-905-452-2003

Additional emergency contact information will be made available in your Final Joining Instructions (approximately thirty days prior to departure).