

# Before *You* Set Sail

## Your need-to-know guide

Everything you need-to-know to successfully set sail aboard:

## Thomson Cruises



**Employment by:**  
Britannia Ship Services Limited

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# JOINING THOMSON CRUISES

## Welcome Aboard!

We would like to take this opportunity to personally thank you for choosing to be a part of our friendly team at Thomson Cruises.

With crew members joining from all over the world, our team is thought of as one big family. We want you to feel at home and will guide you during your first few weeks on board; in your new job and new life. We are committed to providing you with quality training and direction so you can perform your role with Thomson Cruises to the best of your ability.

You will play an important role in our team by providing our guests outstanding services with attention to detail; going the extra mile and providing them with an unforgettable cruise experience.

While on board you will need to follow our company guidelines, which promulgate our standards, values and beliefs and are used to maintain the high standards of Thomson Cruises.

This handbook has been designed to provide you with general information to help you work and live onboard. It will be your guide throughout your first contract with Britannia Ship Services Limited. It contains specific company policies and procedures established to help you maintain a safe, efficient and positive work environment.

We look forward to working with you and wish you a successful and happy first contract. You are our greatest strength and we hope that you will grow along with the company and you will sail with us for many years to come. Welcome to the team!

Sincerely,

**Your Shipboard Human Resources Team  
Britannia Ship Services Limited**

## Mission Statement

\*\* Need to get the Thomson mission statement. \*\*

## Guiding You through Your First Assignment

This guide has been designed to assist you with your preparation for your first assignment aboard one of the ships of Thomson Cruises. It will help you understand your new surroundings and responsibilities on board.

Please read this handbook carefully and contact the Shipboard Human Resources team or our Crewing Agency if you have any questions or are unsure about any of the policies or procedures outlined in this guide. The Shipboard Human Resources department and your Crewing Agency are here to help you!

From time to time, Britannia Ship Service Limited (BSSL) and Thomson Cruises issue new or revised policies that may affect your employment on board. The company makes every effort to update this guide on a regular basis to ensure the information is correct.

All company policies are available on board.

## EMPLOYMENT TERMS

### Employment Agreement

Your employment agreement with Britannia Ship Services Limited is the most important document provided to you for your review. It is a legal document and outlines the exact terms and conditions of your employment including your salary, contract length and benefits. **Please carefully read this document before you sign it.**



You must ensure to **carry two (2) signed copies of your employment agreement** with you to the ship.

Your employment agreement terms and conditions are governed by a Collective Bargaining Agreement (CBA) that was entered into between Britannia Ship Services Limited (BSSL) and the International Transport Worker's Federation (ITF). This agreement is available for your review at your Crewing Agency and onboard the ship.

### Probationary Period

Your first three (3) months as an employee of Britannia Ship Services Limited (BSSL) are considered your Probationary Period. This means that at any time during the three (3) months, the company (BSSL) has the right to terminate the employment agreement with or without cause by providing seven (7) days of notice. You also have the right to resign from your position within the Probationary Period by giving the company seven (7) days notice of resignation. Please note that you will be responsible for the full cost of returning to your country of origin or place of hire, including but not limited to, the costs of airfare, ground transportation, safe guard and Visas.

### Performance Review

During your first contract your supervisor will give you a 30-day performance review. This review will provide you with feedback on how you are performing your job duties. If you do not receive a performance review after 30 days, please ask your Supervisor for one.

## GETTING READY TO SET SAIL

### Ship Assignment

By the time you have read this guide, you should have received your embarkation date; now you need to get organized to be able to join the ship fully prepared.

## DOCUMENTS

### Letter of Employment

Before you depart the vessel to go on leave from your current contract, the vessel will provide you a Letter of Employment (LOE); this is your return date and the vessel assignment. If you are at home and did not receive a LOE, you have to contact your Crewing Agency in order to obtain an LOE. The LOE is a very important document and must be kept secure at all times prior to your embarkation date. You might need to present your LOE before boarding your flight and/or possibly during immigration clearance at your final destination.

### Passport



Your passport must be **valid for at least one (1) year**. Please check your passport's expiration date.

If it expires in less than 12 months from your joining date, please make sure to renew it before joining the ship. You could be denied entry into certain countries if your passport is valid for less than 12 months.

### Seaman's Book

You must hold a Seaman's Book that was issued either by the country of your citizenship or by the Flag State of your assigned vessel. The Seaman's Book must be valid for at least 12 months from the date you join the ship. Please renew it if it expires in less than 12 months. Your recruitment agency will help you in getting the right Seaman's Book. The cost of the Seaman's Book is your responsibility. If the company obtains a Seaman's Book on your behalf, you will be charged for it once you are on board the ship.

## VISAS

### Visa Processing Time



It can take several weeks to process your Visa! Usually, you need to make an appointment at a U.S. Embassy or Consulate General to be able to obtain the required Visas. Please check with your recruitment agency on how long it normally takes to obtain a visa and have them help you with making an appointment. Failure to get a Visa in time will disqualify you from working for Britannia Ship Services Limited.

### C1/D Visas (U.S. Crewman Transit Visa)

Unless you are a citizen or permanent resident of the United States of America or Canada, you may be required to obtain a valid C1/D (non-immigrant transit Visa) in your passport. If you already hold a C1/D Visa, check the expiry date of the Visa as it has to be valid for the entire length of your upcoming contract.

If you do not hold a C1/D Visa, please contact your recruitment agency to see whether you require a C1/D Visa. If you require a C1/D Visa, your recruitment agency will assist you with the Visa application and securing an appointment at a U.S. Embassy or Consulate General. You may be asked to pay for your Visa up front; only the cost of the Visa will be reimbursed to you by the company when you join your assigned vessel. You will not be reimbursed for any expenses such as:



administrative fees from a Visa processing company, postage and/or travel related costs to attend a Visa interview or for picking-up the Visa.

### Other Visas

In addition to the C1/D Visa, you may need a SCHENGEN Visa when you are joining a ship in a European country. Your recruitment agency will inform you which Visas you need and may help you with the application process. As with the C1/D Visa, the company will reimburse the actual cost of the Visa only.

### Photographs

You should bring at least two (2) recent passport-size photographs of yourself.

### Pre-Employment Medical Examination

You are required, by company policy, to undergo and pass a Pre-Employment Medical Examination (PEME). Depending on the position you have been hired for, the company may pay part of the cost of the medical examination. It is your responsibility to ensure that you complete the medical examination in a timely manner so that the test results can be sent to the medical department of Britannia Ship Services Limited for review and approval no later than 21 days prior to your scheduled travel date. The medical department will review the laboratory test results and may require additional tests if the original tests show undesirable results. Britannia Ship Services Limited relies on the medical test results to determine whether you are eligible for employment. Falsification of these records is grounds for termination and possible denial of medical services on company's expense.

You must sign an Authorization and Release of any medical information concerning your past, present or future medical conditions by any practitioner or hospital to Britannia Ship Services Limited and its recognized representatives.

**Should you fail your medical examination for any reason; any employment offer that was extended to you by BSSL will become invalid.**



You must bring the **original** physical examination papers and all laboratory test results with you onboard the ship. Failure to provide the **original** medical documentation at the time you sign on a ship may result in denied boarding and forced return to your country of origin- at your own expense.

**Please travel with the above mentioned and important documents in your hand luggage and not in your checked baggage.**

### Pre-Existing Medical Conditions

If you are hired with a pre-existing medical condition, it is your responsibility to control and manage that condition and provide your own medication in order to eliminate the need for further medical attention while on board. Failure to bring enough medication for your contract or exercise care and responsibility to control your pre-existing condition may result in the termination of employment and/or denial of medical benefits due to the intended lack of prevention and/or management of your pre-existing condition.

Pre-existing medical conditions must be disclosed on your Pre-Employment Medical. If you have not been truthful and a pre-existing condition is discovered once you are on board, this is reason for immediate dismissal. You will be returned home at your own expense.

## Vaccination Certificate

Yellow Fever and Tetanus vaccinations are required for crewmembers working aboard a ship of Thomson Cruises. Please ensure that you carry your International Vaccination Certificate with you.

## ARRIVING AT YOUR DESTINATION

### Immigration and Customs

When you arrive at the airport of your final destination, please present the Immigration Officer with your valid Letter of Employment (LOE), your Passport and Seaman's Book. After immigration clearance, you will proceed through Customs. Your baggage and personal belongings are subject to inspection by local Customs Agents.



Please remember that penalties for carrying illegal items or substances vary from country to country and range from heavy fines to arrest and long jail sentences. **In some countries the possession of illegal drugs may result in the death penalty.**

## GETTING TO THE SHIP

After clearing Customs and Immigration at the airport of your final destination, you will be met by a representative of BSSL that is usually the appointed local port agent. Please ensure your recruitment agency provides you with a copy of the port agent contact information. Agents are usually visible at the airport exit holding a sign with your name and/or the name of the ship or company. The agent is responsible for transferring you to the ship or to a hotel if an overnight hotel stay is required.

### What to Pack

Pack lightly! Some airlines have restrictive luggage policies and excess baggage can end up being very expensive. In addition, cabin space on board the ship is limited and you may not be able to store your suitcases in your cabin. Avoid bringing large suitcases and try to carry only essentials with you. Toiletries and other personal care items are available for purchase on board or in most ports. You should bring enough basic items to get you through your first three weeks onboard.

Some things you may want to bring:

Clothing	Toiletries	Other Items
Socks	Deodorant	Alarm Clock
Underwear	Brush/Comb	Razors
Sleepwear	Toothbrush/Tooth paste	Contact lenses/Solution
Blue jeans or long pants (2 pairs)	Mouthwash	Camera
Sweater	Shampoo	iPod/Laptop
Shorts & t-shirts	Shaving cream	Hair dryer
Dressy outfit	Cologne/Perfume	Cosmetics
Sneakers	Feminine hygiene products	*Prescriptions
Jacket/Windbreaker (for bad weather)		*Medication



**\*Prescriptions and Medications** – In the event you have to take prescription medications while onboard, including oral contraceptives, please ensure to bring enough to cover the entire length of your contract. **All prescription medications must be registered with the onboard Physician. After boarding, please see the ship's Physician as soon as possible if you have to register any prescriptions/medications.**



Do not pack valuables or important documents such as your sign-on documents in your checked luggage. If your luggage is lost on your flight from your home to the ship and you do not have your sign-on documentation, you may be denied boarding and sent home at your own expense. **Britannia Ship Services Limited and Thomson Cruises are not responsible for luggage lost while on your way to the ship.**

## Excess Luggage

Some airlines permit 40 kilograms of luggage when traveling on a marine fare ticket. However, there may be times when the allowance is reduced to 20 kilograms. We highly recommend you check with your airline carrier before flying.



**It is your responsibility to be familiar with the luggage allowance of the airline. Excess luggage charges when joining the ship are at your own expense. You will not be reimbursed.** Luggage charges can be very expensive, sometimes exceeding the cost of the flight ticket. When you travel from the ship to your place of residence after a successfully completed contract, the company must provide you with a minimum of 30 kilograms of luggage allowance. This allowance may be covered by the marine fare ticket. If it is not, the company will reimburse you for the cost of the difference between the airline luggage allowance and the mandated crew luggage entitlement of 30 kilograms. Any costs for excess luggage beyond 30 kilograms are your own responsibility.

## BOARDING THE SHIP

### The Sign-on Process

When you get to the ship you are going to be met by the Crew Purser and the Crew Manager. The Crew Purser will collect the below documents and may ask you to complete some other sign-on forms.

Please ensure you have the following ready to present on board:

- Your signed Crew Agreement
- Letter of Employment (LOE)
- Passport and required Visas
- Seaman's Book
- Medical Certificates and Yellow Fever and Tetanus Vaccination Card
- STCW Certificates (please refer to the section 'Professional Certificates and Licenses')

Once the sign-on process is completed, you will be issued your Crew Identification Card and receive a cabin assignment.

### Crew Identification Card

You must keep this card with you at all times when on board and while you are ashore. It is used to embark and disembark the ship in ports of call, time & attendance and to charge all of the purchases you may make on board. There will be a replacement fee for lost and intentionally damaged cards!

## The “Buddy” System

As a new team member you will be assigned a “Buddy”. This person is usually an employee who has already been with the company for some time and holds the same job as you. Your “Buddy” will give you a job orientation and answer all of your questions about the daily routines of your job. This person is there to help you. Do not be afraid to ask if you do not know something. Everyone was new once!

## Training

On the first day you board your assigned ship, you will complete a mandatory safety orientation and training class before the departure of the vessel. In addition, you will be asked to attend daily training sessions for the first 7 to 14 days, depending on your position. These sessions range from safety instructions to technical skill training. Most of these training classes are outside of your regular working hours and are mandatory.



All training classes are mandatory. Showing up late or not at all is not an option and may lead to disciplinary action.

## ABOUT YOUR JOB

### Working Hours and Schedules

You can expect to work a minimum of 10 hours per day, seven (7) days per week. The 10 hours may be divided into split shifts of varying lengths. You are entitled to have no less than 10 hours of rest within a 24-hour period. The 10-hour rest period may also be split up into two (2) periods, of which one (1) must be at least six (6) hours in length.

### Job Responsibilities and Job Descriptions

Please ensure the recruitment agency provides you with your job description. It contains specific information about the duties and responsibilities of your position. Your immediate Supervisor onboard will explain your duties and answer any questions that you may have your first few days on board.

### Official Language Spoken On Board

English is the official language spoken onboard in all public areas and around guests even when you are speaking with fellow crewmembers who speak your native tongue. For the benefit of constantly improving your English as a second language (if you are not a native English speaker), we strongly recommend you practice its use on board as much as possible.

## PROFESSIONAL CERTIFICATES/LICENSES

It is very important that you carry the originals of all of your professional certificates and licenses with you when you join your assigned vessel. Failure to have these certificates may make you ineligible for employment on board and you may be returned to your country of origin at your own expense. **Always carry your original certificates in your hand luggage.**

### Required STCW Certificates

As a member of a shipboard crew, you will have to obtain certain certificates that relate to the safety and security aboard cruise ships. These certificates are not specific to Britannia Ship Services Limited or Thomson Cruises; they are mandated by the International Maritime Organization (IMO).

You will have to be in possession of the following certificates before you can join the ship:

1.	Elementary First Aid A-VI/1-3	Basic Safety Training (BST)
2.	Fire Prevention & Fire Fighting A-VI/1-2	Basic Safety Training (BST)
3.	Personal Safety & Social Responsibility A-VI/1-4	Basic Safety Training (BST)
4.	Personal Survival Techniques A-VI/1-1	Basic Safety Training (BST)
5.	Crowd Management & Passenger Safety A-V/2	
6.	Crisis Management & Human Behavior A-V/2	
7.	Security Awareness A-VI/6, Par. 5.1	

The Basic Safety Training is usually one (1) course that covers topics one (1) to four (4) listed in the above table.

Please contact your agency for assistance with these certificates. They can provide guidance and let you know how to obtain the required certificates.

**The cost of obtaining any of the above listed certificates is your own responsibility. The company will not reimburse you for this expense.**

## AIRLINE TICKETS AND JOINING COSTS

If you are responsible for the purchase of your joining airline tickets, please ensure that you arrive at the port of embarkation (where you join the ship) at least six (6) hours before the ship sets sail. You may require a hotel overnight in the port of embarkation depending on the arrival time of your flight. Please discuss your flight tickets and possible hotel stays with your recruitment agency as they will provide you with proper guidance.



Britannia Ship Services Limited strongly recommends that you purchase a **Marine (Seaman's) Fare Ticket**. These tickets are usually fully refundable without any penalty. If you purchase a published fare ticket through a regular travel agent or on the Internet and your assignment date is changed, you may lose part or all of the money that you paid for a regular ticket. Marine Fare tickets usually provide you with a luggage allowance of 40 kilograms. Most published fare tickets provide you with not more than 20 kilograms for baggage. Please refer to the section **Excess Luggage** earlier in this guide.

Britannia Ship Services Limited has its own in-house Marine Travel Agency by the name of **Europe USA Travel** ([www.europeusatravel.com](http://www.europeusatravel.com)), which can provide you with a competitive quote for a fully refundable Marine Fare ticket. If BSSL provides you the joining ticket, your recruitment agency will provide you with the flight information, e-ticket number and other joining instructions.

## MONEY MATTERS

### Onboard Charges Deposit

You are required to provide a US \$600.00 deposit for onboard charges that you might incur while on board. You have to deposit the money upon joining the vessel or deposit it after you receive your first payout on board.



The deposit is refunded to you upon your successful completion of your contract. In the event of a resignation or dismissal part or all of the deposit will be held to pay for the cost of your repatriation to your country of origin or point of hire.

## Travel Cash and Credit Cards

We highly recommend that you have at least US \$100.00 or EUR €100.00 in cash to cover any out-of-pocket expenses during the travel to the vessel and/or prior to receiving your first pay on board. Major credit cards are also useful to access cash and cover small charges. Ensure you keep any cash with you or locked up. Do not store it in your luggage.

## Getting Paid on Board and Remitting Money

BSSL provides a service called “Ocean Pay Pre-paid Solutions”, which allows you to enroll for the Ocean Pay Pre-paid Visa Debit Card Program. You will receive a Visa debit card that allows you to draw cash on board or at any Automated Teller Machine (ATM) with the Visa logo. You can also make purchases where Visa cards are accepted. Please note that ATM fees might apply when drawing cash from an ATM ashore. Your wages will be deposited in US Dollars onto your pre-paid Visa Card. Once a month, the Crew Accountant operates a “Virtual Terminal” that allows crewmembers to withdraw part or all of their wages in cash. The Virtual Terminal Service is at no cost to you! The Pursers also provide assistance with Western Union money transfers online or Internet wire transfers to an account or accounts of your choice. Internet access for a money transfer/wire feature is free of charge, but there is a charge for the actual transfer. You can inquire with the Pursers on board regarding the applicable fees.

Crewmembers must have a valid e-mail address to be able to sign up and manage their Ocean Pay and Western Union accounts.

## Keeping Cash on Board



The company strongly discourages crewmembers from keeping large sums of cash on board. It is safer to deposit any cash you may have to your Ocean Pay card.

## Safety Deposit Boxes



The company provides safety deposit boxes for a monthly fee of US \$3.00 a month for small amounts of cash and other valuable items that you might want to keep in a secure location.

# LIFE ON BOARD

## Crew Areas

Employee areas on a ship are referred to as “Crew Areas”. The majority of crew are only allowed in guest areas while on-duty. Off-duty, you are limited to crew areas. Check with your supervisor to ensure you know what privileges you have and where you can and cannot go on board while you are off-duty.

## Cabin Space

Most crew cabins are below the guest decks and many of them are inside without portholes (windows). Since your cabin is your new home while on board please take care of it as if it was your own home. Keep it clean and tidy at all times. Bed linens, towels and all equipment, furniture and fixtures must be treated with care. Most crewmembers share a cabin with one or more person(s). Please be considerate with your cabin mates and treat them as you would like to be treated. Maintain good personal hygiene, personal tidiness and most importantly, be open to compromise. Please do not:

- Tamper with the smoke detectors
- Cook or store food in your cabin

- Use open flames such as candles in your cabin
- Install extension cords, power strips or other power lines

Crew cabins have beds, small closets, a writing desk, TV, telephone and a fridge. Decks three (3) & four (4) have an in-cabin bathroom and on Deck two (2) there are communal bathrooms. You, along with your cabin mate(s), are fully responsible for the cleanliness of your cabin and bathroom. You must make your bed, change sheets, dust and clean the cabin and bathroom on a regular basis. Remember to turn off the lights, TV and any other electrical devices when you are not in your cabin.

## Cabin Inspections

Cabins are regularly inspected and it is expected that your cabin is in strict compliance with standards of the ship and the company. You do not have to be present during a cabin inspection. If there are any problems with the cabin maintenance, please report them immediately to the Crew Manager's Office.

## Meals

Meals are provided in assigned crew dining areas (crew/staff & officers mess). All meals must be taken in the designated dining areas.



It is strictly prohibited to take food, tableware and/or cutlery from the messes to your cabin.

## Crew Gymnasium

Each ship has a small Crew Gym with weights and cardiovascular equipment. The Crew Gym is open 24 hours. Crew are responsible for the cleanliness of the gym and the safe usage and proper storage of the equipment. Do not remove weights or other equipment from the gym.



You must wear proper exercise clothes when using the gym. Uniforms or street attire is not allowed. Proper athletic footwear must also be worn!

For safety reasons, flip-flops/slippers or bare feet are not permitted in the gym.

If you do not know how to use the exercise equipment, please ask someone who does. Improper use of exercise equipment may result in injury or can damage the equipment.

## Crew Bar/Lounge

Each ship has a Crew Bar that is open to all crewmembers during the opening hours that have been established by the company. The Crew Bar is a place where you can socialize and relax after work.



While the crew bar serves alcoholic beverages, the company does not condone excessive consumption of alcohol. If you consume alcohol, do so in moderation! There are very strict regulations concerning alcohol consumption and blood alcohol levels on board. Please refer to the section Drugs and Alcohol for more detailed information.

## Shops

You can enjoy discounts at the ship's boutique/gift shop. Shop hours for crew and discounts are advertised in the crew areas.

## Port Manning Duty

All crew, regardless of rank, may at times be required to remain on board even while off-duty and when the ship is in port. This is an International Maritime Law to ensure minimum safe manning in the unlikely event of an emergency. The port manning schedule is issued to you by your head of department.



## Shore Leave

Shore leave may be taken when off-duty providing that you have not been assigned Port Manning Duty. Normally, shore leave ends 1-hour before the scheduled ships departure; unless stated otherwise. On days when a General Emergency Drill takes place, shore leave is only granted upon completion of that drill.

## Going Ashore by Tender

When the ship is at anchor and the ship's tenders are used to carry guests and crew ashore, you must always give priority to guests. Tenders may be full with guests at times and you may have to wait for a later tender or you might not be able to go ashore at all.

## MEDICAL

### Well-Being

Your health and well-being are of the utmost importance to the company and Britannia Ship Services Limited encourages you to lead a healthy lifestyle; including a good diet, regular exercise, sufficient rest and moderate alcohol and/or nicotine intake if you are smoking or regularly consume alcoholic beverages.

### Medical Center

The vessel is equipped with a Medical Center that is staffed with one (1) licensed Physician and three (3) Registered Nurses (RNs). If you need to see the doctor, you must obtain and complete a "Crew Authorization for Medical Treatment" form from your department head. In the event of the onset of an illness or in case of an injury the ship's medical staff is always available to assist you at no charge.

### Reporting of Medical Illness

You are required to report any medical illness or injuries to the ship's physician without delay. In the case of infectious/contagious illness, the ship's doctor may elect to quarantine you either in your cabin, the ward onboard or in a hospital on shore.

### Gastrointestinal Illness (GI)

If you experience the symptoms of GI, such as diarrhea or vomiting, you must immediately report to the Medical Center onboard.

### Medical Care

When an illness or injury requires a shore side medical referral, treatment and/or hospitalization, the company's insurance provides you with the recommended treatment and/or hospitalization at no cost to the point of maximum medical improvement.

### Treatment Ashore



When you are treated by the ship's Doctor or a shore-side specialist it is critical that you follow the Physician's recommendations at all times. If you choose to ignore the Physician's recommendations, the company will consider it as abandonment of treatment that may result in a denial of maintenance and cure and/or medical benefits provided under a Collective Bargaining Agreement and/or applicable law.



## Contraceptives

Contraceptives are not covered by the company and they are not available on board or by prescription through the ship's Physician. If you take contraceptives, please ensure you have a supply that lasts for the entire time of your contract.

## Maternity Policy

Female employees are required to sign the company's Maternity Policy upon boarding. You may review this policy document at the office of your recruitment agency.

## Dental Care

The company only provides coverage for an initial examination, first set of X-rays and extraction of a tooth or teeth. Any other treatments including but not limited to, additional X-rays, cleanings, fillings, bridges, dentures or denture repairs, braces or adjustment of braces, tooth whitening or veneers are not covered and are at your own expense. Should you decide to have any of the above treatments carried out, they are at your expense. This also includes the cost of transportation to/from the dental clinic, immigration fees, agent fees and any other expenses that might be incurred in connection with a visit to the dentist.

## Optical Treatment

The company does not cover visits to or treatments by an optometrist -unless it is required- due to an injury that was caused by an accident on board.

## Insurance

All crewmembers are fully insured against illness and accidents during their contractual period on board.



**Unless you are covered by a national health care system in the country of your citizenship, you will not have any insurance coverage against illness and/or accidents while you are on leave between contracts or if you sign-off the vessel for a work break or leave of absence. Britannia Ship Services Limited encourages you to ensure you have medical and accidental coverage while on leave.**

## PERSONAL APPEARANCE AND GROOMING STANDARDS

As a crewmember of Thomson Cruises, you represent our company and while you are in view of guests you are "on-duty". This means that you have to take special care of the way you look, talk and behave, whether you are actually working or not.

Guidelines you should always follow:

- Your uniform must be clean, pressed and in good repair at all times
- Use positive body language when working or walking through passengers areas
- Wear your nametag
- If applicable, always wear matching nylons/pantyhose when in uniform (day/evening)
- Socks must match the color of your shoes
- All crewmembers must provide their own black smart shoes and/or blue sport shoes to complete their uniforms (according to their uniform description). These should be comfortable and conservative. It is your own responsibility to keep them clean, neat and in good condition at all times. Shoes must be enclosed without an opening at the toe or heel. Heels on shoes may not exceed one inch (1") in height.

The appearance standards of Britannia Ship Services Limited and Thomson Cruises include but are not limited to the following requirements:

## Male and Female

### Body Alterations

Body modifications for the purpose of achieving alterations that detract from a professional image are not acceptable. Examples include, but are not limited to:

- Body piercings or body jewelry other than traditional ear piercings and plain earrings for female crewmembers.
- Due to company's positioning within the industry, visible tattoos, regardless of position, are not permitted; therefore, they need to be covered by regular issue uniforms, which, depending on the position may be shorts, skirts or short sleeve shirts. This regulation also applies to religious or tribal tattoos that may be socially acceptable or even required in certain cultures.
- Disfiguring skin implants, earlobe expansion, tongue piercing/splitting as well as piercing plugs are strictly prohibited.
- The use of dental alteration such as gold, platinum caps (permanent or removable) for purposes of ornamentation is prohibited. Teeth, whether natural, capped or veneered cannot be ornamented with designs, jewels or inlays. Unnatural shaping of teeth for non-medical reasons is prohibited.

### Eye Wear

- Prescription Eyeglasses: the frames of prescription eyeglasses should be conservative in style and color. Manufacturer logos must be small and inconspicuous.
- Sunglasses: when worn on-duty, must be conservative in style and color that does not detract from the overall appearance. Manufacturer logos must be small and inconspicuous. Sunglasses may only be worn with the prior approval of the respective head of department on board. Lenses should be of standard black or brown shade. Mirrored lenses are not acceptable.
- Contact Lenses: when worn in uniform, must imitate a natural eye color. Designs, such as cat eyes, etc., are not permitted.

## Male

### Hair

- Hair must be neatly cut on the back and sides, forming a smooth, symmetrical appearance so that it does not extend beyond or cover any part of the ears or the shirt collar. The overall style must be neat, natural and balanced proportionally. Hair products may be used to create a soft, natural hairstyle within these guidelines. Styling gel to create a "spiky-look" is not permitted.
- A shaved head is permitted as long as the look is maintained throughout the entire contract.
- Shaving of the eyebrows is not permitted.
- Extreme bleaching or coloring is not permitted. If the hair color is changed, it must be natural looking and well maintained.
- Artificial hair is permitted if it looks natural and meets all of the above requirements.

## Face

- Facial hair for front of the house crewmembers is prohibited.
- Crewmembers without facial hair are expected to be clean-shaven at the commencement of each shift, even if this requires multiple shaves each day.
- Facial hair for back of the house crewmembers is permitted, but it must be neatly trimmed at all times. All facial hair, including beards, mustaches and goatees must create an overall neat, polished and professional look.
- All facial hair must be fully grown-in, neatly groomed and well maintained at no longer than a quarter of an inch (1/4") in length. Mustaches may extend below the corners of the mouth to meet with a facial beard.
- Sideburns must be above the earlobe and cannot flare out.

## Jewelry

- Wristwatches must be conservative and simple in style. Oversized dive watches or brightly colored watches are not permitted.
- Earrings or studs are not permitted on men.
- Male crewmembers may wear one plain ring, such as a wedding band or a simple graduation ring on each hand either on the ring or middle finger. Rings on index fingers and/or thumbs are not allowed.

## Makeup

- Makeup on male crewmembers is not permitted.

## Fingernails

- Fingernails must be clean and presentable looking at all times. They should not extend beyond the tip of the finger.

## Female

### Hair

- Hair should be natural looking, kept in a manageable fashion, neatly combed, and arranged in a classic, easy-to-maintain style.
- Hair must be completely dry when reporting for duty.
- Hair below shoulder length must be kept up either in a French pleat, braid or single ponytail while on-duty. Only neutral colored accessories such as hair clips, barrettes, pleat combs or cuffed elastic bands are permitted. Pens, chopstick or regular rubber bands are not allowed.
- Conservative braided hairstyles are permitted.
- Shaving of the head or any portion of the head or eyebrows is not permitted for female crewmembers.
- Extreme bleaching or coloring is not permitted. If the hair color is changed, it must be natural looking and well maintained. Subtle highlighting is permitted, as long as it creates a uniform look over the whole head and meets all of the previously listed guidelines.

### Makeup

- If makeup is worn, it should be applied in a blended manner and in appropriate, neutral colors to create a natural and glowing look.
- Lip-gloss is permitted. Extreme bright lipstick colors are not permitted.

### Jewelry

- Wristwatches must be conservative and simple in style. Oversized dive watches or brightly colored watches are not permitted.
- One (1) plain earring or stud per ear is permitted. Multiple earrings or studs per ear are not accepted.
- Female crewmembers may wear one (1) ring on each hand either on the ring or middle finger. Rings on index fingers and/or thumbs are not allowed.

### Fingernails

- Fingernails must be clean at all times. If polish is used, it should be an appropriate, neutral color. Polishes that are not permitted include: black, gold, silver, multi-colored or neon. Charms or decals on fingernails are not permitted. Fingernails should not exceed one-fourth (1/4") of an inch (approximately 6 mm) beyond the fingertip.

### Personal Hygiene

Since you will be working in the close proximity of guests and fellow crewmembers, good personal hygiene is of paramount importance.

- A good neutrally scented deodorant/antiperspirant should be applied before you report for duty on each shift.
- The company encourages you to take at least two (2) showers each day.
- Strong or overpowering aftershave lotions, perfumes or eau de perfume should not be applied prior to reporting for duty.
- Teeth must be brushed after each meal. A good mouthwash should also be used to eliminate breath odors.

### Hand Washing

Hands must be frequently washed with soap and hot water especially each time after using a toilet.

## UNIFORMS

Proper dress and uniforms must be worn at all times when on duty or in public areas. It is your responsibility to ensure that your uniform or private clothes are clean, smart and appropriate when in passenger areas.



If uniforms become worn or are damaged while in the laundry or while worn when on duty, you must inform your Supervisor so that new uniforms or uniform accessories can be authorized and issued to you. Some positions are required to buy non-logoed uniforms. The cost of these items will be deducted from your first salary.

### Back Support Belts



A back support belt is a mandatory piece of equipment for any crew lifting items heavier than 50 lbs. (22kgs). The company will provide support belts for a deposit to all crewmembers requiring them in their duties.

### Pantyhose

Female service personnel are required to bring several pairs of both natural (daytime) and black (evening) pantyhose.

## Socks & Belts

Male service personnel are required to bring several pairs of black socks and a plain black leather belt with a conventional loop buckle.

## Name Badges

Name badges are part of the uniform and are required to be worn at all times while on duty. The Crew Manager provides each crewmember with one (1) name badge at the beginning of their first contract. There will be a charge for nametags that have been lost or were intentionally damaged.

## Shoes

Service personnel must join the vessel with at least one (1) pair of comfortable black shoes. The shoes must have non-slip, non-marking rubber soles. Shoes with leather soles are unsafe and not permitted. Female footwear must have closed heels and toes, with a maximum 1.5" inches (4cm) heel. Shoes must be plain in appearance and comfortable.

For front of the house personnel, athletic type shoes (sneakers) or boots are not acceptable footwear.



It is highly recommended that you break-in (wear) your work shoes before you get to the ship so you can ensure the shoes are comfortable and provide you with proper support.

### Accepted Female Shoe Styles (all shown styles have non-marking rubber soles)



### Accepted Male Shoe Styles (all shown styles have non-marking rubber soles)



### Accepted Safety Footwear (with steel capped toe protection)



All galley and storeroom positions must provide their own safety shoes. Safety shoes must be fully enclosed, steel-toed and have non-marking and non-conducting rubber soles. Clog type shoes with open heels are not permitted.

## KEEPING IN TOUCH

### Mail

All mail and parcels you wish to receive from family and friends can be addressed to the port agent address in one (1) of the main ports you will be visiting regularly. The Crew Manager onboard will have all the necessary information.

### Internet Cafe

The vessel has a crew Internet Café. All ships offer Wi-Fi service for those crewmembers who travel with their own laptops or wireless enabled devices. A per minute usage fee for Internet access applies.

### Phone Calls

Phone calls can be placed from telephone booths at various ports with local long-distance calling cards. This is the most cost effective option to call home.

The carrying of personal mobile phones is not permitted while on-duty. All calls must be made in crew areas or when ashore during your free time.

It should be noted that International calls on a mobile phone can be extremely expensive, depending on the roaming charges that your carrier imposes. You might want to check with your mobile phone carrier on International roaming rates before you depart from home.

### Emergency Contact Information



In emergency situations, your immediate family may contact the Shipboard Human Resources Department at the following numbers or e-mail address.

Regular office hours in Miami: +1-305-592-8790

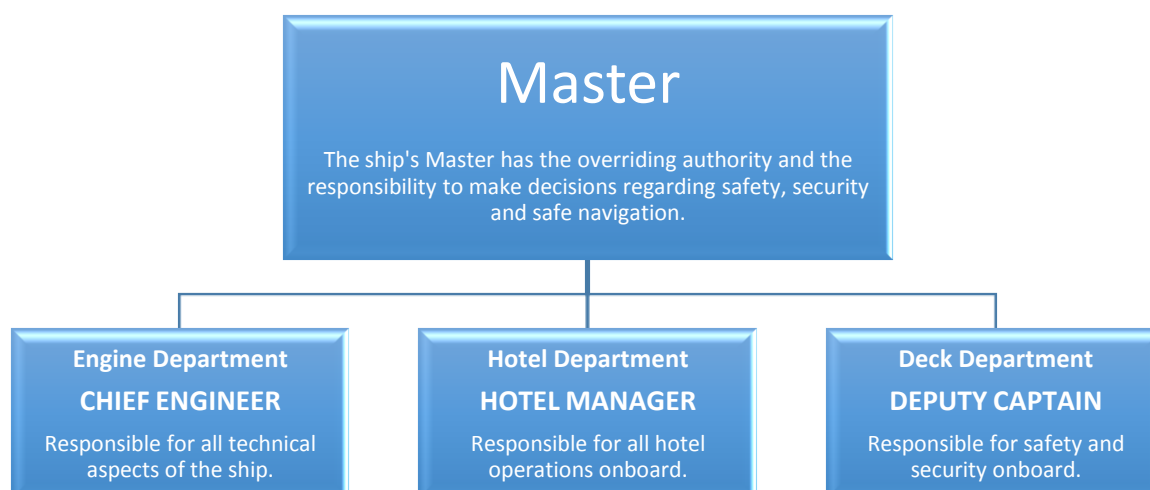
Weekends: + 1-786-223-0848

Fax: + 1- 305-593-8335

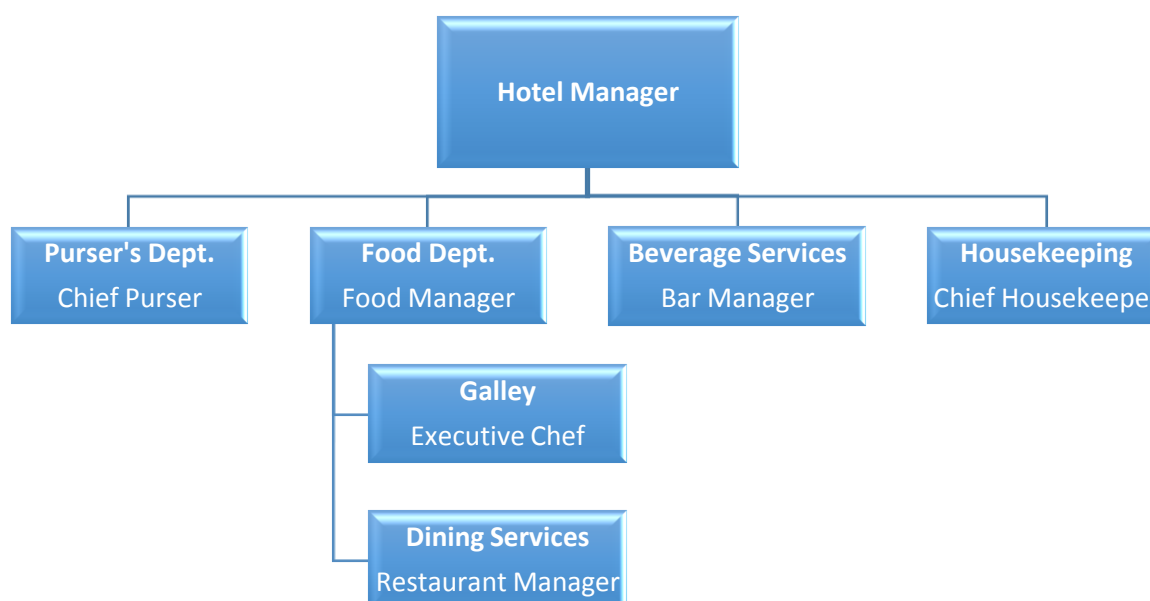
Email: [hremergency@theapollogroup.com](mailto:hremergency@theapollogroup.com)

The emergency information will be quickly communicated to the ship. Please be sure to provide your family members with the above contact information and your Crew ID before you leave home.

## SHIPBOARD STRUCTURE



## Hotel Department



## Crew Category

All Britannia Ship Services Limited crew belongs to one (1) of the above categories. Benefits and privileges depend on your position and benefits package, which is available for you to view on board the ship.

## SAFETY AND SECURITY POLICIES

### Emergency Responsibilities

As required by Maritime Law a Crew Emergency Drill must be conducted weekly. Drill exemptions may be requested by a Head of Department (HOD) in order to maintain passenger services; however, at no time will a member of the ships company be exempted from the Crew Emergency Drill on two (2) consecutive weeks. All drill exemption requests are to be made by the HOD to the

Safety Officer at least 24 hours prior to a scheduled drill. Emergency Duty Training is mandatory. There will be no exemptions for any crew.

## Code of Conduct

Every member of the ships company will be issued with a copy of the company disciplinary code. This is known as The Code of Conduct and it will be applied at all times. If you are unsure of any of its contents or meanings you should consult your Head of Department or your direct Supervisor for clarification.



**ANY MEMBER OF THE SHIPS COMPANY FOUND GUILTY OF ANY OF THE FOLLOWING OFFENCES WILL BE DISMISSED FROM THE VESSEL AND MAY BE SUBJECT TO LEGAL PROCEEDINGS ASHORE.**

1. Use, possession, or supply of drugs.
2. Theft or fraud.
3. Sexual assault/harassment.
4. Violence.
5. Possession of an offensive weapon or weapons.
6. As a member of the ships company, you may at any time, be subject to searches by the ships security personnel.

## Secondary Business

No employee of Britannia Ship Services Limited is permitted to run a secondary business on board while under contract with the company.

## DRUGS AND ALCOHOL

### Drugs

The company fully supports all endeavors by law enforcement agencies to eliminate both drug abuse and drug trafficking. The company will always bring any evidence found on board to the notice of the authorities and will support legal proceedings against the individuals implicated. The unlawful possession or distribution of drugs by any crewmember warrants instant dismissal under The Code of Conduct and could be subject to legal proceedings ashore.

### Prescription Drugs

A crewmember may work while taking prescription or over-the-counter drugs as long as work can be performed in a manner that will not compromise personal safety or the safety of others. A crewmember using prescription or over-the-counter drugs must assume responsibility that the drugs are taken in accordance with the prescriptions or directions provided for the drug. Crewmembers who are under the influence of prescription or over-the-counter drugs must immediately inform a Supervisor if they feel they are unable to perform their assigned duties in a safe manner. In the event you have to take prescription medications when on board, including oral contraceptives, you must ensure to bring sufficient supplies to cover the entire length of the contract.

Every crewmember shall report any and all prescription medications, vitamin supplements, over-the-counter drugs and natural supplements they are currently taking and have brought onboard on the form provided during their sign-on. Any medication prescribed by a Doctor must be accompanied with a valid prescription. Random drug tests and cabin inspections will be administered throughout your contract. You will be responsible for any medications/supplements found that have not been declared; in which case, disciplinary action will be taken. Please remember to update this form throughout your contract if anything changes.



## Alcohol



Alcohol is not permitted to be purchased ashore for consumption on board at any time. Spirits are not permitted in crew cabins at any time. An exception to this regulation may be made when a crewmember is at the end of their contract and are due to sign-off the vessel. In this instance any “special” purchases made ashore must be handed to security at the gangway. You may then collect your “special” purchase upon departure from the vessel. Crewmembers are permitted to have beer in their cabins. (Details of the quantities allowed can be found in the Master’s Directive (MD) board located outside the messes). Crewmembers onboard the ship shall not consume alcohol such that their blood alcohol level exceeds 40 mg/100ml. No member of the ships company shall consume alcohol while on duty. Random breathalyser tests are carried out at regular intervals and without prior notice. It is the company’s objective that every crewmember has a blood alcohol content of zero when they commence their scheduled duty. As a member of the ships company, you are reminded that you may be called to perform duties at very short notice. To achieve a blood alcohol content of zero during scheduled work periods every member of the ships company shall refrain from consuming alcohol within 4 hours of going on duty.

## Smoking

Smoking for crew is only permitted in the following designated area: Deck 4, Port side aft smoking room between Staff/Officer and Crew Bars.



**NO SMOKING IN CABIN IS PERMITTED.**

The designated smoking areas for passengers are Sail Away Bar, Mirage Bar – port (left) side and deck 8, both sides of the ship.

## CRIME AND WEAPONS



The company has a zero tolerance policy toward crime and weapons possession. Any employee committing a crime will be handed over to the appropriate local authorities and be dismissed. Possession of a weapon onboard is also grounds for immediate dismissal. The company reserves the right to conduct a search for weapons at any time without prior notification.

## HARASSMENT



Discrimination or harassment against any person onboard – whether passenger, crewmember, contractor or ship visitor - will not be tolerated. If a crewmember feels that he or she is either being discriminated against or harassed because of their race, color, religion, gender, sexual orientation, or for any other reason they should report this immediately to their Supervisor. If in the case that the cause of this discrimination or harassment is from their Supervisor they should inform their Head of Department directly.

## ON BOARD COMPLAINTS PROCEDURE

Every crewmember has the right to lodge a complaint (i.e., a labor grievance) and to have that complaint investigated, provided it is specific in nature and is alleged to constitute a breach of seafarers’ rights under the Maritime Labor Convention. Every crewmember with a complaint shall have the ability to have the matter addressed by bringing it to the attention of the proper authority on board, as outlined: Superior Officer; Head of Department; Master.

Now that you have read this handbook, we hope to have answered your questions and that you are ready to join us. Our team looks forward to welcoming you on board!

## Before You Leave Checklist

	BEFORE YOU LEAVE CHECKLIST	CHECKED
1.	Do you have your e-ticket confirmation and flight itinerary? Is it the correct departure and arrival date for you to reach the ship?	
2.	Have you been provided with the correct hotel information should you require an overnight stay?	
3.	Have you been provided with the contact information of the local Port Agent (phone numbers)?	
4.	Do you have enough cash (approx. EUR €100.00) with you to pay for incidentals and transportation if required?	
5.	Have you checked the expiry dates of your passport, visas and seaman's book to ensure all are valid for at least 12 months from the time you join the ship?	
6.	Do you have your banking information with you including the name of the bank and the appropriate SWIFT or IBAN number, which is required to transfer funds to a bank account of your choice?	

Keep the following documents in a safe place and **carry them with you in your hand luggage** as checked luggage can get lost.

	AS YOU TRAVEL, CARRY WITH YOU	CHECKED
1.	Your joining ticket information and itinerary.	
2.	Your Letter of Employment (LOE).	
3.	Your passport that is valid for at least 12 months.	
4.	Your Seaman's Book that is valid for at least 12 months.	
5.	Your original STCW certificates (BST, Crowd and Crisis Management).	
6.	Your International Vaccination Card with recorded and valid Yellow Fever and Tetanus inoculations.	
7.	Emergency cash in the amount equivalent to EUR €100.00.	
8.	Your original medical documents, including all lab reports and results.	
9.	Your professional licenses and certificates if required.	
10.	Your "Before You Set Sail" guide.	

## Britannia Ship Services Limited New Hire Checklist

Please read and complete the following items on the checklist by placing your initials in the column that represents your response. Once you have completed the checklist please sign it and provide the original to your recruitment agency. They will provide you with a copy that you should keep with your other documents. The Pursers will collect this checklist during your sign-on process aboard your assigned ship.

As a result of participating in the hiring process:

	STATEMENT	Yes	No
1.	I have fully read and understand the contents of this "Before you Set Sail" guide.		
2.	I have received the departmental "What you Need to Know" guide.		
3.	I have received the job description for the position I was hired for.		
4.	I fully understand that I do not need to take any money to the ship for the "Onboard Charges Deposit", but that I will be deducted installments starting from US\$ 200.00, depending on my positions, from the payouts of the first four (4) months on board.		
5.	The Company's joining and repatriation ticket and cost policy has been explained to me by my recruitment agency.		
6.	I have read and understand the company's policy pertaining to uniforms, footwear and appearance standards.		
7.	I have been made aware of the fact that I may have to purchase some non-logo uniforms.		
8.	I am aware that the first three (3) months of my initial contract are considered as Probationary Period during which my performance will continuously be monitored and evaluated, and that I will receive a written performance evaluation at the end of the probationary period.		
9.	I have obtained and possess all necessary documents and visas, including my passport and all documents are valid for at least one (1) year from the time I join the ship.		
10.	I possess all necessary STCW Certificates that are required by International Maritime Law.		
11.	I have obtained a Seaman's Book either from my country of citizenship or from the Flag State of the ship and confirm it is valid for at least one (1) year from the date I join the ship.		
12.	I have in my possession all of my medical documents and laboratory test results.		
13.	I have received a Letter of Employment from my recruitment agency. The letter details my ship assignment, position, and joining date.		
14.	I understand that my employment is based on International Transport Workers Federation's (ITF) Collective Bargain Agreement, which is available for inspection at the recruitment agency's office or aboard the vessel.		

\_\_\_\_\_  
New Hire's Signature

\_\_\_\_\_  
Date (mm/dd/yy)

\_\_\_\_\_  
New Hire's Name

\_\_\_\_\_  
Recruiting Agent or HR Signature