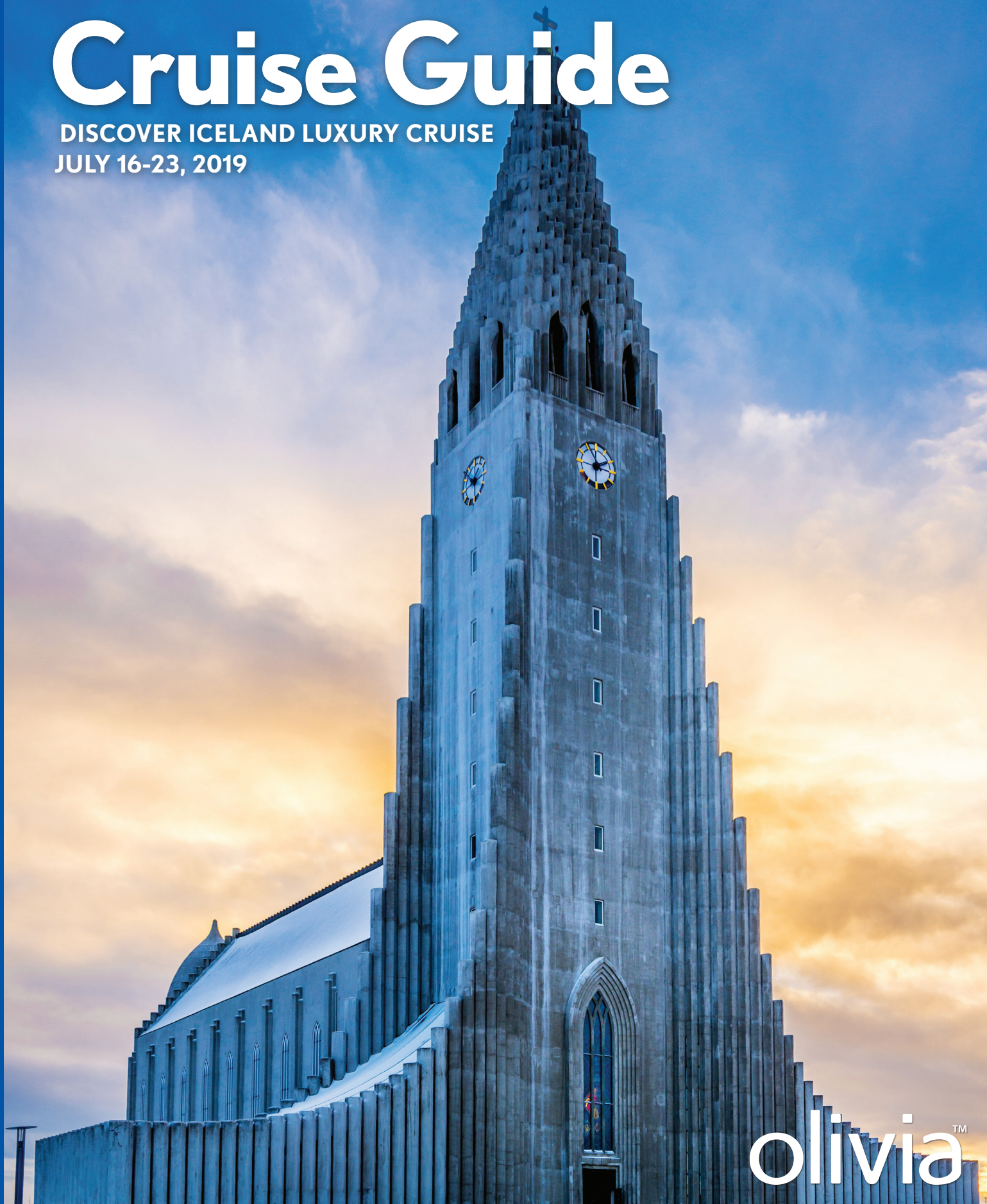


# Cruise Guide

DISCOVER ICELAND LUXURY CRUISE

JULY 16-23, 2019



olivia<sup>TM</sup>

USA: (800) 631-6277 | INTERNATIONAL: (415) 962-5700 OPTION 1 | FAX: (415) 962-5710 | WEB: [olivia.com](http://olivia.com)

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# Itinerary

Welcome to Olivia's Discover Iceland Cruise! You are about to embark on an extraordinary journey with the women of Olivia!

		Arrive	Depart
Tuesday, July 16	Reykjavik, Iceland		5 pm*
Wednesday, July 17	Heimaey Island, Iceland (scenic cruising to Surtsey Island)	10 am	5 pm
Thursday, July 18	Seydisfjordur, Iceland	6 pm	
Friday, July 19	Seydisfjordur, Iceland		1:30 pm
Saturday, July 20	Akureyri, Iceland	9 am	7 pm
Sunday, July 21	Isafjordur, Iceland	12 pm	8:30 pm
Monday, July 22	Grundarfjordur, Iceland	9 am	6 pm
Tuesday, July 23	Reykjavik, Iceland	7 am	

*\*All aboard is at 4 pm*

## Getting ready

### Airline reconfirmation

We strongly recommend you call your airline to verify your arrival and departure times 48 hours prior to traveling.

### Bon Voyage Gifts

Choose from a variety of unique gift items offered by Windstar. From beverage packages, to flowers and other gifts, there's something for everyone. For more information or to place a gift order, please [click here](#) or call Windstar's Ship Services at (800) 258-7245. Please note that prices are subject to change and, depending on the country, flowers may not be available one to two weeks prior to sailing. In addition, orders must be prepaid and received two weeks in advance of sailing or a \$5 late handling fee will be added to each order received.

### Connecting Before the Cruise

Meet some of the ladies of Olivia who will be sailing with through Olivia's [Connect group](#) or the official [Facebook](#) group. It's a great way to make new friends before the trip!

### Currency Exchange

Iceland uses the Icelandic Krona (ISK). We encourage you to exchange a small amount of money for your first day abroad. You can exchange money before you leave home or when you arrive at the airport. You can use an ATM to get local currency or use credit cards for purchases. Please check with your bank or credit card company as fees may apply. For current exchange rates, go to: <http://www.xe.com/currencyconverter/>

### Documentation

Make sure to bring your passport! Keep your tickets, passport and other travel documents with you in your carry-on luggage. Do not pack them in your checked luggage.

### **Emergency contact information**

If you encounter any flight delays on the day of embarkation, please contact Windstar at (855) 403-3426 or (206) 733-2704. Air/Sea representatives are available to assist you 6 am to 6 pm, Monday through Friday; 7 am to 3:30 pm on Saturdays, PDT. Outside of these hours and on holidays, you may call (206) 733-2991\*.

Should you have difficulties reaching these numbers, please contact our Olivia Guest Services team by phone at (800) 631-6277 or (415) 962-5700, and select option 2, 8:30 am to 5:30 pm PDT, Monday through Friday.

*\*This number is for emergency use only; please do not call unless you are experiencing an emergency of an urgent nature.*

In case of emergency while on board, friends and family can reach you on the ship by dialing (954) 672-6862. Please be sure they have the ship name (*Star Breeze*), cabin number and party name available.

### **Languages**

The country's written and spoken language is Icelandic, a Nordic language that is very similar to the language spoken by Iceland's first settlers. Icelandic language is one of the oldest living languages in Europe. English and Danish are mandatory subjects in school. The literacy rate, 99.9%, is the highest in the world.

### **Medication**

Please bring a sufficient supply of any over-the-counter or prescription drugs you will need during your vacation. Individuals who must carry a medication in large supply (such as insulin-dependent diabetics) are advised to carry a letter on a physician's letterhead stating the following:

- Full name of the drug(s)
- The condition for which it was prescribed, the daily dosage, and the quantity of drug necessary for the period of time outside the United States.
- That the medication is required for the well-being of the individual while traveling abroad.
- It is suggested that medication be carried in the original container with the pharmacist's label attached. You may be required to show documentation when passing through U.S. or foreign customs and Immigration Control. Do not put medication in checked luggage.

### **MyWindstar**

In order to book shore excursions, any additional amenities and to expedite your check-in on embarkation day, you will need to register online via [MyWindstar](#).

### **Packing tips and attire**

Shipboard attire ranges from casual to casual elegant. Days are casual and evenings are dressier, although comfortable, relaxed clothing is fine for evenings. Please note that temperatures on board can vary in public spaces so you may want to pack a light jacket or sweater. Weather can vary greatly in the regions we will be visiting with average temperatures ranging from low-50s to low-60s Fahrenheit, with a possible day or two reaching the high-60s Fahrenheit. Be prepared for different weather by packing layers, comfortable walking shoes for port explorations, hiking shoes/boots if you want to do any hiking in port, fleece, a raincoat, scarves, gloves, a beanie/warm hat and an umbrella just in case of rain.

## Theme day

Join us for our theme day – we're calling it "Show Us Your Hometown Pride!" Wear a t-shirt or hat that represents your hometown. This will be a great way to meet new friends from your region.

## Theme Nights

Take part in our exciting theme nights!

- Casual Elegant – dress to impress
- Fire & Ice– some like it hot, some like it cold...for you, will you wear fiery reds & oranges or icy blues & whites?

## Passport, visa, immigration and customs

U.S. citizens must have in their possession a passport that is valid for at least six months after the date of embarkation. Non-U.S. citizens must have a valid passport and the appropriate entry visas necessary for their country of citizenship. It is the individual responsibility of all guests to fulfill their passport and visa requirements. Guests arriving without proper documentation will be denied boarding and will not be entitled to a refund.

Please do NOT put your passport in your checked luggage.

## Sea Sickness

Most people do not experience seasickness on cruise ships. However, if you tend to feel seasick, we recommend the following:

- Ginger capsules
- Bonine, which is sold in drug stores next to Dramamine, and which tends to cause less drowsiness than Dramamine.
- Acupressure wristbands. They are sold in drug stores, and have no side effects.
- Apples, crackers, sandwiches and seasickness pills can help settle your stomach and are available 24-hours a day from room service.
- No (or limited) intake of alcohol.

## Shore Excursions

There are two easy options for booking your shore excursions.

**Booking Online:** To book your shore excursions online go to [MyWindstar](http://MyWindstar.com), then "Already Booked" and "Shore Excursions". If you need assistance with booking your shore excursions on Windstar's website, you may call (800) 258-7245 or (206) 733-2701, press option 2 and then option 3. You may also email your questions to [info@WindstarCruises.com](mailto:info@WindstarCruises.com). **Excursions are available to book starting on Tuesday, June 18 at 9:30 am PDT until seven days prior to sail date.**

**Booking on Board:** Once on board, you will find a Shore Excursion Planning Form in your cabin. Online shore excursion reservations receive priority handling.

For a sneak peek of the week's excursions, [click here](#).

## Travel insurance

If you have not done so already, Olivia recommends that you purchase a [travel protection plan](#) to protect yourself and your trip investment from the unexpected. Now more than ever it's extremely important to think about the unexpected. It is important to purchase the travel protection within 15 days of your initial invoice date in order to receive the most comprehensive coverage, but it isn't too late. Consider travel protection for Trip Cancellation/Trip Interruption, Emergency Medical and Emergency Evacuation, Trip Delay, Baggage Delay and [more](#).

For a travel insurance quote, more information or to purchase a protection plan, please call Olivia at 800-631-6277 and select option 1 to speak with a travel consultant.

## Vaccinations

Please check with your local Public Health Department or personal physician regarding immunization requirements for all countries on your itinerary. You may also check the [Centers for Disease Control and Prevention](#)'s website at: <https://www.cdc.gov/>. Click on the Travelers' Health section, then click on the Destinations link and choose your destination in the "For Travelers" pull-down menu.

## What your cruise includes

Just about everything is included in your fare:

- On board the ship: all fantastic meals, coffee, tea, and gratuities for your ship staff
- Most recently we have added complimentary soft drinks, bottled water, sparkling water, fruit smoothies, tea, coffee, cappuccinos, lattes, mochas and espressos as an inclusive amenity
- Cabin, including gratuities for your cabin steward
- Entertainment: Cris Williamson and Suzanne Westenhoefer! Plus music, dancing and non-stop fun!
- Round-trip group transfers to/from the ship

## Items not included in your fare are:

Alcohol, personal items, telephone, fax, internet access, shore excursions, medical attention, spa treatments or items of a personal nature.

## Optional Pre-Cruise Vacation Stretchers

All pre-cruise packages include your stay at the Canopy by Hilton Hotel, buffet breakfast daily, meals where listed, transfer from the Keflavik Airport (KEF) to the hotel on July 13, for those on the three-night package, and July 15, for those on the one-night package, hotel taxes, luggage portage, hospitality desk with Olivia staff assistance and tour and transfer to the ship. Upon arrival at the hotel in Reykjavik, you will receive a welcome letter that includes specific details regarding your tours, breakfast times and location, hospitality desk hours, luggage pull time and the tour to the Blue Lagoon with lunch and transfer to ship on embarkation day (July 16).

### [The Canopy by Hilton Hotel](#)

Smiðjustígur 4, 101  
Reykjavík, Iceland  
Tel. +354 528 7000

**IMPORTANT:** As lunch is included with every tour on these packages, if you have specific dietary restrictions, please ensure that we have this information no later than **Wednesday, June 19**. If we do

not have your most up to date dietary needs, the restaurant may not be able to accommodate you or there may be an added cost to you.

## Transfer from Airport or Hotel to Ship

The transfer to the ship is approximately 1 ¼ hours, depending on traffic, and is included in the cost of your trip on July 16, 2019. You will be transferred from either the airport to the ship or the [Hilton Reykjavik Nordica Hotel](#) to ship, depending on your situation below. If you have not provided your flight information to us, please email it to [forms@olivia.com](mailto:forms@olivia.com) no later than June 14.

### Arrival on Embarkation Day (July 16)

After going through customs and picking up your luggage at the luggage carousel, go out to the arrivals hall where you will be greeted by a Windstar representative with a Windstar & Olivia sign.

If you arrive in Iceland prior to 11:30 am on embarkation day, you will be taken to the Hilton Reykjavik Nordica Hotel where you can either rest, get a bite to eat or explore Reykjavik a little bit. Transfer from the hotel to ship will leave at 1 pm.

If you arrive in Iceland after 11:30 am on embarkation day, you will then be transferred directly to the ship.

### Arriving on own prior to July 16

If you are arriving into Reykjavik early and are NOT on Olivia's Three- or One-Night Pre-Vacation Stretcher, the included group transfer on embarkation day will meet at the **Hilton Reykjavik Nordica Hotel** and will depart for the ship at 1 pm for embarkation. You must be at the hotel prior to 12:30 pm to check in for your transfer.

If you have not already done so, please let us know if you plan to take the group transfer from the Hilton Reykjavik Nordica Hotel to the ship on embarkation day.

### [Hilton Reykjavik Nordica](#)

Sudurlandsbraut 2, Reykjavik, 108, Iceland  
TEL: +354-444-5000

### Reykjavik Port Address:

This is still being determined by the Reykjavik port. Please look for the port and address in our Safe Travels email that will be sent approximately one week prior to the cruise embarkation date.

If you plan to make your own way to the ship on July 16, and you have not already done so, please inform us at [forms@olivia.com](mailto:forms@olivia.com) by no later than June 14, 2019.

## Embarkation

Embarkation begins at 1 pm. All aboard is 4 pm. All you need is your passport to board the ship. Passports are collected upon embarkation and held safely until the end of the cruise.

Please be sure all luggage is tagged with your name, address and phone number. Windstar luggage tags have been included in your travel document box which is being sent on June 14\*. Please place your luggage tags on your bags the morning of your transfer and not at the beginning of your journey as they can fall off. Your bags will be delivered to your cabin when you arrive. We recommend you keep medications, passports, and valuables in your carry-on luggage.

*\*If you have recently moved, please inform us at [questservices@olivia.com](mailto:questservices@olivia.com) by no later than June 12.*

# On Board the *Star Breeze*

## **Air Conditioning**

The ship is air conditioned throughout. Each cabin has its own thermostat, allowing you to control the temperature level in your cabin.

## **Alcohol on Board**

Bottles or other containers of beer and other alcoholic beverages brought on the ship cannot be consumed on the ship, with the exception of wine and champagne. You may bring up to two (2) bottles per cabin of wine and champagne on board for consumption in your stateroom. For consumption in the restaurants or bars, a small corkage fee will be applied to your onboard account.

If other beverages are brought on board or purchased during the trip in the ports of call, they will be collected for safekeeping and delivered to your stateroom on the last day of your voyage. The staff will make arrangements to store the items for you during the cruise.

## **Cabin and Amenities**

Passengers are cradled in comfort as all staterooms offer ocean views, a sitting area, flat-screen TV, DVD, safe, international direct-dial phone, bathroom with luxurious pampering toiletries such as L'Occitane en Provence products, hair dryer, waffle weave robes & slippers, fresh flowers, fresh fruit, a walk-in closet and ample drawer space, bathroom with granite countertop, full-size tub and shower, and mini-bar/refrigerator. Luggage can conveniently be stored under your bed. All soft drinks and water in your mini-bar are complimentary. But any alcoholic beverages consumed from the mini bar will be charged to your room account.

We recommend that you leave jewelry and other valuables at home. Each stateroom is equipped with a built-in safe for storing valuables and important documents.

## **Communications – Internet & Cell Phones**

**Internet Access:** The *Star Breeze* offers full internet capabilities, depending on course and position of the ship, as well as wireless internet service for a nominal charge. Wi-Fi is available in most public areas, staterooms and suites. The ship also has two computer workstations in the Library.

**Cell Phone:** Guests can now access cell phone service both at sea and in port. At sea, both GSM and CDMA maritime roaming is available. Be sure to contact your home network provider prior to embarking to ensure your account is authorized to roam internationally and to confirm maritime roaming pricing. Verizon subscribers should dial \*228 and select Option 2 to update their roaming list. All roaming charges will be included in your monthly bill by your home carrier.

## **Daily Programs**

Each evening, a copy of the following day's program will be placed in your cabin. Please remember that in remote areas weather conditions play an important role, and the day's events and timing may be altered.



## **Dietary Needs**

We have indicated any specific dietary needs to the ship, and they are prepared to handle vegan, gluten-free, vegetarian and low-salt requests. Should you have specific requirements other than vegetarian, please plan to attend the Specific Needs meeting held on the first day.

## **Dining**

If eating incredible meals is one of your favorite activities, rest assured that you will be more than satisfied.

**Breakfast:** Enjoy breakfast alfresco, full service or buffet style in the Veranda restaurant. Full continental breakfast is also available at the Yacht Club starting at 6 am. Or if you prefer, linger over a continental breakfast served in the privacy of your stateroom.

**Lunch:** Choose from the sumptuous, endless buffet in the Veranda restaurant or order from the lunch menu. Sandwiches and snacks are available throughout the day from the Yacht Club and can be packed to carry ashore or enjoyed anywhere on the ship.

**Dinner:** In the evening, turn your attention to the elegant Amphora restaurant. Here, the Dining Room Manager seats you in an open seating environment. When you dine and with whom is entirely up to you. Seating usually begins at 7 pm and will be printed on your Daily Program.

Candles Grill is the additional restaurant offering seafood and steak. Reservations are recommended and can be made through the reception desk on the ship.

Windstar is committed to offering guests healthy food selections and has eliminated trans fats from all menus. *Sail Light* vegetarian and vegan recipes are available and specially created by the chefs on board. In addition, the Executive Chef on board is available to accommodate any special meal requests.

## **Electrical Current**

The electrical current on board is 110V with sockets for a plug with two-flat prongs (as in the U.S.) and 220V (as in Europe). For your convenience, there are hair dryers in each stateroom.

## **Exercise Facility**

There is a small fitness center. It has three treadmills, two stationary bikes, and some free weights.

## **Gratuities**

**On Board:** A portion of your cruise cost has already included standard gratuities that are equally divided among the crew members. If you receive exceptional service and wish to tip more at the end of the cruise, this is entirely up to you. Please note that a 15 percent beverage service charge is automatically added to all beverage purchases.

**In Port:** Gratuities on optional excursions are not included. If you feel your guide and bus driver did a great job, the recommended gratuity is \$3 per guide for a half-day tour and \$5 per guide for a full-day tour. Bus drivers are usually tipped \$1 - \$2.

**Laundry**

Laundry service is provided on board for a nominal charge. Dry cleaning is not available. Check on board for special laundry package pricing.

**Library**

The onboard library stocks an array of international newspapers, books and games, as well as a multi-media selection of more than 500 DVDs and compact discs available for complimentary check out.

**Olivia Guest Services and Vacation Station**

Look for the onboard Olivia Guest Services and Vacation Station desk next to the front office on Deck 5, during the hours posted in your daily program. We take great pride in working with Windstar; however, if you have concerns about your Windstar cabin or service that were not resolved to your satisfaction, please come to the Olivia Guest Services desk and we will assist you. We are dedicated to making your trip a relaxing and enjoyable experience, so feel free to drop by, even if it is just to say "hello!"

Stop by to learn about Olivia's newest destinations and take advantage of special onboard discounts.

**Onboard Expenses**

The ship will track your daily shipboard expenses. You may be asked to sign for certain items, and you will be presented with an itemized ship's bill at the conclusion of your voyage. U.S. dollars, American Express, Discover Card, MasterCard and Visa are accepted to settle accounts on board. You may also settle with USD. The official currency on board is the U.S. dollar. Due to currency regulations, Windstar is unable to exchange dollars to or from one local currency to another and unable to cash personal checks for cash onboard.

**Physician/Medical Assistance**

A physician is available for consultation every day and is available for emergencies. The doctor is authorized to charge customary fees for medical services to your onboard account. Please note that the medical facilities and personnel are only equipped to provide basic medical care.

If you require any medical care that is covered by your insurance or travel insurance, keep your receipts and be sure the doctor gives you something in writing indicating their ID number, signature and the treatment rendered.

**Room Service**

Room service is available 24 hours a day for sandwiches, selected canapés, coffee and tea. All room service is complimentary. Suggested \$1-\$2 gratuity for delivery.

**Solos Program**

If you are traveling solo, stop by to meet your Solos Coordinator at the first solos meeting on board, pick up your solos tag, and meet other solo women. Don't miss the Solos meeting, which is held on the first day of the cruise. It will give you an orientation and help you get to know each other. Special Solos tables will be designated in the dining room for dinner.

In addition, we've designated the following tours for our solos – these tours are open to all guests – but we encourage solos to book these excursions to explore the ports together:

- Heimaey, Iceland – Pompeii of the North
- Seydisfjordur, Iceland – The Scenic East
- Akureyri, Iceland – Jewels of the North
- Isafjordur, Iceland – Bird Paradise Island
- Grundarfjordur, Iceland - Wonders of the West

### Turning It Over

Turning It Over is a phrase we use for all 12-Step Programs. A daily meeting is held on board for members of all 12-step programs. Meetings are run by the participants. The days and times will be listed in your daily program.

## Ship policies

### Safety

Passenger safety is our number one priority. Emergency procedure information and life jackets are located in your stateroom. All guests will be required to attend a lifeboat drill on board.

### Smoking

Smoking is prohibited in all indoor public spaces, cabins and the starboard (right) side of all outside decks. Smoking is allowed only in **designated outdoor areas** on the port (left) side of the ship. Please use proper receptacles to dispose of cigarettes.

## Disembarkation and returning home

### Disembarkation

Upon embarkation, you will receive a disembarkation questionnaire to assist with your post-cruise plans. The group will transfer to the airport shortly after breakfast on July 23. These transfers are included in your cruise fare for flights departing after 11 am, however, it is recommended that you book your flights 12 pm or later.

Please note that if you booked your flight **prior to** 11 am we are not able to accommodate you on the group transfer. You will need to purchase a private transfer. These arrangements may be made on board.

### Transfers to the airport

The ship docks in Reykjavik early in the morning. Transfer time from the ship to the international airport (KEF) is approximately 1 – 1 1/4 hours, depending on road conditions and traffic. Departure times will be based on your flight departure, but all passengers will be disembarked no later than 9 am to prepare for the next group's arrival.

If your flight departs after 3 pm, you may opt to explore a bit more of Iceland by taking advantage of Windstar's tour and transfer option. To book this option, go to [MyWindstar](#), then "Already Booked" and "Shore Excursions". If you need assistance with booking your shore excursions on Windstar's website, you may call (800) 258-7245 or (206) 733-2701, press option 2 and then option 3. You may also email your questions to [info@WindstarCruises.com](mailto:info@WindstarCruises.com).

For those guests who will be staying in Iceland on their own, you may arrange a private transfer or take the group transfer to the airport and then take a taxi to your hotel.

## Optional Post-Cruise Vacation Stretchers

If you are booked on either Olivia's one- or five-night vacation stretchers in Iceland, you will disembark the ship to go off on your Gold Circle Tour. Your one-night package includes a stay at the Canopy by Hilton, buffet breakfast daily, meals where listed, tours, hotel taxes and luggage portage at the hotel and tour and transfer to the Keflavik International Airport (KEF) on July 24. Your five-night package includes one night at the Canopy by Hilton, 3 nights at the Hotel Artic, and one night at the Northern Light Inn, buffet breakfast daily, meals where listed, tours, hotel taxes and luggage portage at all hotels. Specific details regarding your tours will be available prior to disembarkation.

**IMPORTANT:** As lunch is included with every tour on these packages, if you have specific dietary restrictions, please ensure that we have this information no later than **Wednesday, June 19**. If we do not have your most up to date dietary needs, the restaurant may not be able to accommodate you or there may be an added cost to you.

### [The Canopy by Hilton Hotel](#)

Smiðjustígur 4, 101  
Reykjavík, Iceland  
Tel. +354 528 7000

### [Artic Hotel](#)

Mittarfimmur Aqq. B-1128,  
Ilulissat 3952, Greenland  
Tel. +299 94 41 53

### [Northern Light Inn](#)

Norðurljósavegur 1, 241  
Grindavík, Iceland  
Tel. +354 426 8650

## Keeping in Touch

We encourage you to keep business cards or your address book handy, so you'll be able to keep in touch with your new friends after the cruise.

We look forward to a wonderful Icelandic adventure together!





**USA:** (800) 631-6277 | **INTERNATIONAL:** (415) 962-5700 OPTION 1 | **FAX:** (415) 962-5710 | **WEB:** [olivia.com](http://olivia.com)