

# Silversea Cruises, Ltd.

## Event Planning Checklist

Page 1 of 9

The purpose of the Event Planning Checklist is to provide you with a list of items to assist throughout the planning process. The Checklist may also encourage dialogue about unforeseen needs. This document and the feedback you provide throughout the planning process will be used to prepare the "Event Order". The Event Order is prepared by your Account Manager and includes a detailed description of your event needs. The Hotel Director and crew on the vessel will use the Event Order to fulfill and manage your event agenda and needs on site.

### Event and Customer Contact Details

Event Name:		Contact:	
Voyage Number:		Company:	
Vessel:		Phone:	
Embark Date:		Mobile:	
Debark Date:		Email:	

The Checklist describes items (in alphabetical order by category) that will be addressed throughout the planning process. There will be time and opportunity throughout the planning process to discuss these items and your needs in greater detail. Kindly read through the Checklist and acknowledge that you have read each item.

#### Item

##### Attire

Shipboard attire ranges from casual to formal. Casual wear is appropriate for daytime aboard ship or ashore and consists of standard sports outfits as worn at five-star resorts. Evening attire falls into three categories: casual, informal and formal. On casual evenings, open-neck shirts, slacks and casual wear are appropriate. On informal evenings, ladies usually wear dresses or pants suits; gentlemen wear jackets (tie optional). Appropriate formal evening wear for women is an evening gown or cocktail dress; gentlemen wear tuxedos, dinner jackets or dark suits.

If you have chartered the vessel, the attire is at your discretion. If you have not chartered the vessel, your guests must adhere to the attire guideline provided by your Silversea Account Manager. Silversea personnel will discreetly advise guests should their attire be inappropriate.

##### Audio/Visual

Silversea can provide basic audio/visual equipment and support at no additional charge (i.e. LCD projector, screen, microphone, etc...). Your Account Manager can provide a complete list of the A/V equipment on your vessel. There may be a charge for A/V needs requiring advanced equipment and/or technical support.

##### Authorized Signatory

The event sponsor (end user) or third party may designate personnel to authorize various expenses throughout the voyage. Only "authorized signatories" may approve onboard expenses.

##### Bar Service

An extensive selection of wines, spirits, and champagne are complimentary throughout the ship. We also provide a "Connoisseurs List" of beverages that are not complimentary (vintage wines, fine spirits, etc...). Your Account Manager can provide a list of complimentary wines and spirits at two weeks prior to departure (given efforts to source some products regionally).

##### Beverage Cabinet

There is a beverage cabinet (small refrigerator) in all suites. It is automatically stocked with a variety of soda, beer and water. The Butler or suite attendant will gladly stock the cabinet with other beverages if requested.

# Silversea Cruises, Ltd.

## Event Planning Checklist

Page 2 of 9

Item
<p><b>Boutique</b></p> <p>The Boutique on each vessel features a variety of duty-free items for purchase throughout the voyage, including; apparel, fragrances, jewelry and more. The Boutique is generally open while the vessel is at sea and closed while the vessel is in port. The Boutique is required to be opened during normal operating hours and you are prohibited from selling any items that may conflict with those in the Boutique.</p>
<p><b>Bridge Tours</b></p> <p>Bridge tours are confirmed entirely at the discretion of the Captain and may not be permitted on some voyages. For this reason, Silversea will typically entertain one bridge tour request for up to 10 people.</p>
<p><b>Business Breaks</b></p> <p>Should your event include meetings throughout the voyage, Silversea can accommodate “business breaks” featuring a variety of refreshments. There is a nominal fee for the set up and labor required to provide business breaks.</p>
<p><b>Business Services</b></p> <p>Ship-to-shore phone calls and fax transmissions are available at a charge. A black and white laser printer is available for printing in the Internet Café at no additional charge. If the group has extensive business service needs, we recommend bringing your own equipment (printers, etc...). Please consult with your Account Manager regarding these needs and any other needs requiring the use of electricity.</p>
<p><b>Chronicle</b></p> <p>The Silversea “Chronicle” is the name of the activities guide delivered to each suite on a daily basis throughout the voyage. The Chronicle provides details about upcoming ports and tours, restaurant hours, show times, and more. For full ship charters, the Chronicle can be customized to include a corporate logo and other information about your event. For groups, Silversea can collate a customized “insert” with each Chronicle. Certain charges may apply.</p>
<p><b>Cruise Tickets</b></p> <p>Cruise tickets are issued once the passenger manifest has been finalized and submitted. It generally takes up to ten business days to process the manifest and issue the tickets. Your Account Manager can provide a sample of the document/ticket package.</p>
<p><b>Customs &amp; Immigration</b></p> <p>To ensure that your journey runs smoothly, please remember to bring along all required travel documents. These include cruise tickets, passport, visa and, if required, medical card inoculation verification. Please be aware that security measures imposed by overseas governments may change from time to time. It is your responsibility to secure all relevant documentation for the trip. If any guest fails to obtain and to have such documents readily available, that guest may be denied boarding and accommodation, or the guest may be disembarked during the voyage. Note: Some countries you visit may require that your passport be valid for six months following your return date.</p>
<p><b>Dietary Requirements</b></p> <p>Silversea will make every attempt to accommodate guests with special dietary requirements. If you have any guests with special dietary needs, please advise your Account Manager at least 75 days prior to sailing. Please note that guests are not allowed to bring any food items or beverages on the vessel without the expressed written consent of Silversea Cruises.</p>

# Silversea Cruises, Ltd.

## Event Planning Checklist

Page 3 of 9

### Item

#### Dining

Silversea features a variety of onboard dining options including The Restaurant, Le Champagne, La Terrazza, Pool Bar and The Grill, Seishin Restaurant (Silver Spirit) and Stars Supper Club (Silver Spirit), plus 24-hour in-suite dining. The Restaurant provides “open seating” throughout the voyage where guests dine at their leisure. Dinner reservations are required for the other restaurants and a surcharge may apply. Although guests are typically not assigned specific dining times or tables, your Account Manager will work with you to accommodate these requests if necessary.

#### Door Plaques

Door Plaques are not permitted unless the vessel has been chartered. If the vessel has been chartered, “magnetic” door plaques will be permitted but only once Silversea has received and approved a sample.

#### Embarkation & Disembarkation

GENERAL EMBARKATION. Embarkation times will be included in the final cruise documents. All guests should plan to be onboard at least two hours prior to the ship’s departure. Once guests arrive at the terminal, they will be asked to show their Silversea voyage documents and passport. We strongly recommend that guests keep all necessary documents handy in a carry-on bag.

EARLY EMBARKATION. Your Account Manager can facilitate “early boarding” for a select number of people (VIP’s and/or trip staff). Early boarding can occur only once local customs/immigration officials provide formal authorization (generally an hour or two before general embarkation).

SUITE AVAILABILITY UPON EMBARKATION. Suites may not be available upon embarkation.

EMBARKING/DISEMBARKING MID VOYAGE. The Jones Act and various Cabotage Laws prohibit guests from embarking or disembarking in certain ports during the voyage. Please notify your Account Manager should a guest wish to board or leave the vessel mid voyage (i.e. sailing for only a portion of the full voyage).

#### Entertainment

Each voyage features a variety of entertainment, from concert-style productions and classical soloists, to cultural entertainment and feature films. A variety of live music is played throughout the day and vessel. During your Silversea voyage, guests can also attend port talks, enrichment lectures and various special events in the Show Lounge (not necessarily offered on all voyages). Your Account Manager can provide a more detailed explanation of the entertainment scheduled for your voyage.

#### Food & Beverage

Silversea can accommodate many customized food and beverage needs, including; special dinner and reception menu’s to unique vintage wines and more. These needs should be finalized at 120 days prior to the voyage to provide adequate time to effectively source and ship items to the vessel. Additional charges may apply depending on the specific request, including significant freight charges should requests be made within 120 days prior to the voyage.

#### Fitness Center

Open daily, guests can tone up at the Fitness Centre with a workout, and then relax with a sauna. The Fitness Centre features a variety of modern equipment, as well as saunas and steam rooms. Aerobics, yoga, Pilates, and circuit training classes are offered. Special classes, private fitness instruction and personalized fitness sessions with the on board fitness instructor are also available at an additional charge.

#### Galley Tours

For health and sanitation purposes, Silversea does not conduct tours of the galley (kitchen).

# Silversea Cruises, Ltd.

## Event Planning Checklist

Page 4 of 9

Item
<b>Gratuities</b> <p>All onboard gratuities, have already been included in the voyage fare, no additional gratuities are necessary. Occasionally, customers will make a special contribution to the “crew welfare fund” for extraordinary service throughout their voyage. The fund is utilized by the vessel to plan special activities and other crew rewards.</p>
<b>Ground Transportation</b> <p>Silversea offers optional pre and post hotel and transfer arrangements. Please contact your Account Manager for availability and details. Cruise-only guests who purchase optional transfers with Silversea must provide their flight schedule in advance to ensure proper arrangements of transfers.</p>
<b>Hospitality Desk/Room</b> <p>A hospitality desk is used by some customers to serve as a central location where group guests can visit for information about special group events and activities. The desk is supervised by event personnel or trip directors who answer questions and provide attendees with direction throughout the event. Hospitality desks are generally not permitted in public view unless the vessel has been chartered.</p>
<b>Housekeeping</b> <p>Housekeeping is conducted twice daily throughout the voyage including a nightly “turn down” service.</p>
<b>Infants</b> <p>Silversea must be notified of any children between the ages of six months and one year who will be sailing on board the Vessel within ninety (90) days of the initial embarkation date. A signed and notarized waiver will be required for all children between these ages.</p>
<b>Inspection/Planning Cruise</b> <p>The “planning cruise” is conducted after the contract has been signed and the file has been turned over to the Account Manager. The purpose of a planning cruise is to allow the customer to address onboard planning and program needs. The Account Manager will confirm accommodations, qualify objectives, and notify the vessel of the planning cruise needs.</p>
<b>Internet and Email</b> <p>Onboard Internet services are available with a range of pricing plans. Guests may use their own laptop with wireless capability to conveniently access the Internet and personal email in the privacy of their own suite, and at wireless Internet (WiFi) locations throughout the ship. Computers, email and Internet access are also available onboard via the Internet Café, for a nominal fee.</p> <p>Email and Internet access is available after 2:00pm on embarkation day, continues to operate 24 hours a day throughout the voyage, and is closed at 11:00pm on the final night of the cruise. Charges apply, with package rates available, and are subject to change. Internet support is available daily during posted hours.</p>
<b>Master Accounts</b> <p>Some customers prefer to set up master billing privileges for VIPS, trip directors and other group guests. They may request that all incidental charges be master billed or only certain types (phone, internet and spa). The master bill account is typically monitored by the meeting planner or trip director and reviewed each evening with Guest Services. Silversea may require the client to forward cash to the vessel for large master bill accounts or may allow the client to settle the bill at the end of the voyage with a pre-approved credit card.</p>

### Item

#### Medical Information

**INOCULATIONS.** Generally, inoculations are not required in most areas where Silversea travels. However, any requirements that may apply are subject to change and we recommend that you verify current guidelines with your travel professional prior to departure. Please note that when travelling to countries that do require inoculations, written verification will be necessary. Before taking any trip overseas, it is wise to check with your doctor, particularly if you are under a doctor's care.

**PREGNANCY.** At the time of booking, expectant mothers are required to provide a medical certificate establishing their fitness for travel. Silversea is unable to accommodate women who have entered their twenty- fourth (24th) week of pregnancy and will not be responsible or liable for any complication related to pregnancy during the entire duration of their Silversea voyage.

**PRESCRIPTION MEDICATION.** For your convenience and well-being, it is important that you bring a sufficient supply of any prescription medicine you may need. Prescriptions cannot be refilled on board, and usually cannot be refilled overseas. To prevent delays in clearing Customs, it is also a good idea to travel with a doctor's letter explaining that your prescription medication is required for your continued health. It is also recommended that the medicine remain in its original container with the original pharmacy label intact.

**SPECIAL MEDICAL CONDITIONS.** At Silversea, your health and safety are our first priority. If you have any existing medical condition that may require our attention, or should you require oxygen for medical reasons while on board, we ask that you please notify your Account Manager. Please note that an oxygen concentrator is the only form of oxygen equipment that the Silversea ships can accommodate. Guests who rely upon wheelchairs must bring their own. Please note that not all shore excursions are suitable for guests with impaired mobility.

**MEDICAL CENTER.** Each of our ships is equipped with a Medical Centre. A doctor and nurse are on 24-hour call when at sea. When docked, supplementary emergency care may also be obtained through local medical facilities. Guests may be charged for medical services and for medications used for their medical treatment. The Medical Centre is not intended or designed to provide ongoing treatment for pre-existing conditions or for extended critical care, and Silversea is not responsible for the diagnosis, treatment or services furnished by shipboard medical personnel.

**PUBLIC HEALTH QUESTIONNAIRE.** Each guest will be required to complete and sign a medical survey before boarding the vessel. The purpose of the questionnaire is to assist Silversea in preventing the spread of communicable diseases during the voyage. Please contact your Account Manager for a copy of the questionnaire.

#### Meetings

Silversea is able to accommodate meetings in a variety of venues onboard each vessel. The "Card/Conference Room" is ideal for small or board type meetings. The Show Lounge can accommodate large plenary or general sessions consisting of more sophisticated audio/visual content. Please contact your Account Manager to schedule a meeting and keep in mind that meeting venues are subject to availability.

#### My Silversea

At [my.silversea.com](http://my.silversea.com), guests with a confirmed Silversea booking can indicate personal preferences and see various options specific to their upcoming cruise including the day-by-day itinerary, days until departure, evening dress suggestions, contact information, a description of embark port and pier and a variety of pre-cruise options. Shore excursions are available to reserve within 120 days of sailing, and spa/salon appointments may be booked within 60 days. The cost of these optional items will be charged to the guest's shipboard account during their cruise. Charter customers can "turn off" the My-Voyage function if necessary.

#### Name Badges

Name badges may NOT be worn in public areas by guests unless the vessel has been chartered. If the vessel has not been chartered, names badges are only permitted in private group functions.

### Item

#### Passenger Manifest

The passenger manifest is generally due no later than six weeks prior to the sailing date. The manifest must be submitted in an Excel spreadsheet provided by your Account Manager. The spreadsheet contains specific field headings that will enable Silversea to upload the manifest directly into the reservations system (without the need to manually re-enter data and eliminating the possibility of data entry errors). The spreadsheet also captures data that is required by customs and immigrations officials in order to board the vessel (i.e. passport data, emergency contact details, etc...).

#### Payment

Payment dates are described in the contract. Your Account Manager will provide a courtesy reminder for future payments, however, it is your responsibility to process/submit payments in accordance with the contract due dates (keeping in mind that payments may have to be initiated early in organizations with lengthy payment processes).

#### Phone and Data Communication

Onboard, guests may send and receive phone calls, text messages and other select data services on their own mobile phone or PDA device. Guests will be billed by their home mobile phone provider and calls or messages will appear as roaming charges on their bill. Before leaving home, guests should contact their provider to confirm a roaming agreement with them has been established. Each ship is also equipped with a telephone system that allows guests to make direct-dial phone calls from their suite while at sea. Calls will be billed to the guest's onboard account. Should someone wish to reach a guest while they are at sea, please refer to the final cruise document for these instructions.

#### Pre Conference Meeting

Silversea recommends that you schedule a brief "Pre Conference Meeting" with the Hotel Director on the day of embarkation. The meeting is generally scheduled to occur before general boarding and may include other key personnel onboard. The purpose of the meeting is to review the "Event Order" to insure the successful delivery of the program.

Depending on the complexity of the program, the Account Manager may also schedule a preconference phone call with the Hotel Director and other personnel onboard at a week or two before the departure. The call provides the Hotel Director and crew with more time to review the event order (and because a hectic embarkation day may not permit enough time for a thoughtful discussion).

Depending on your program, you might also consider scheduling brief meetings with the Hotel Director and/or Finance Officer each day/evening (to discuss progress, challenges, revisions, master billing, etc...).

#### Receptions

Silversea can schedule private receptions in various venues throughout the vessel. Unless the vessel has been chartered, receptions will not be scheduled in venues and/or at times conflicting with activities or events for other guests on the vessel. Please consult with your Account Manager regarding the scheduling and charges for receptions.

#### Safety/Security

It is mandatory that all guests participate in a safety drill, which is normally scheduled to take place prior to departure from the port of embarkation. Emergency information is posted in each suite and available on the in suite television system. Please contact your Account Manager about any specific safety or security concerns.

# Silversea Cruises, Ltd.

## Event Planning Checklist

Page 7 of 9

### Item

#### Shipments to the Vessel

It is important to follow instructions when shipping items to the vessel for your program. Please contact your Account Manager to discuss all of your shipping needs. Shipments must be sent to Silversea's Embarkation Port Agent no later than 10 business days prior to the departure (including unexpected delays, especially in countries involving the lengthy clearance of shipped goods/products).

#### Shore Excursions

Silversea takes great pride in its unique Shore Excursions. Tours allow guests the opportunity to experience the highlights of each destination. You will generally find that participating in our excursions is the best and most time-effective way to see the sights. You also have the assurance that Silversea contracts with only reputable and vetted tour organizations. Please contact your Account Manager for shore tour descriptions and keep in mind that Silversea can customize tours if requested.

#### Signage

Event signage is only permitted in public areas if the vessel has been chartered exclusively. If the vessel has not been chartered, event signage is only permitted in private group events, meetings or receptions.

All exhibits, displays, decorations, table set-ups, signs and third party logos and trademarks are subject to Silversea's prior written approval. Items may not be attached to any wall, floor, window, door or ceiling with nails, staples, tape or any other substance without prior written approval and the customer will be solely responsible for any damage (other than normal wear and tear) to the Vessel that results.

#### Smoking

At Silversea, the comfort, enjoyment and safety of all guests are paramount. Most areas on board are Non-Smoking (including electronic cigarettes), and, as a safety precaution, smoking is not permitted in guest suites or guest suite verandas. However, cigarette, cigar and pipe smoking is permitted in the Connoisseur's Corner and in specifically designated outside areas.

#### Spa/Salon

Spa, beauty salon and hair styling services are available on board and include manicures, pedicures, facials, massages and other spa treatments. Appointments for these services may be made on board the ship. To reserve the dates and times you prefer, we suggest you book your appointments early in your voyage. Customary charges will apply. You may also book Spa services online, prior to sailing. Visit [Silversea.com](http://Silversea.com) and click on "My Silversea" for details.

#### Staff Accommodations

Silversea does not have extra accommodations for staff members, trip directors, speakers, special entertainers, etc... The customer is required to allocate passenger suites to accommodate such personnel.

#### Staff Office

The Staff Office is where key planning personnel meet to discuss program details. Charter customers will find the conference room an ideal location for the staff office. The conference room may be used to accommodate printers, personal computers, copy machines and other equipment supplied by the customer. It may also be used to store merchandise, literature and/or other items to be collated and utilized throughout the program.

Non-charter customers are encouraged to utilize a large guest suite as an alternative.

# Silversea Cruises, Ltd.

## Event Planning Checklist

Page 8 of 9

<b>Item</b>
<p><b>Storage</b></p> <p>Silversea does not have the facilities to store equipment or materials either prior to the voyage or on the vessel. Limited meeting materials may be shipped to the Vessel prior to the voyage with Silversea's written approval.</p> <p>Once set-up is completed, all boxes, crates, and other materials must be removed from the Vessel. The customer should consider the use of an empty passenger suite if there are extensive storage needs throughout the voyage.</p>
<p><b>Suite Deliveries</b></p> <p>The Butler and/or Suite Attendant will be happy to deliver items to each suite (i.e. literature, gifts, etc...). Please contact your Account Manager for the current room delivery fee.</p>
<p><b>Survey</b></p> <p>Silversea issues a guest survey (commonly referred to as a "comment card") near the end of every voyage. The survey is issued in accordance with Silversea's overall "quality and service control" program. The feedback is used to gauge performance in a variety of categories. Although it is not mandatory for each guest to complete the survey, Silversea is required to distribute the survey...even if the corporate &amp; incentive customer is issuing their own.</p>
<p><b>Television</b></p> <p>Every suite features a flat-screen television for movies, music, satellite news programming and information about the voyage. If you have chartered the vessel, Silversea can provide a dedicated television station for special content (i.e. video message from a chief executive, daily agenda, etc...).</p>
<p><b>Turn Down</b></p> <p>The Butler or Suite Attendant will typically provide turndown service while guests are at dinner each evening. During the service, the bed will be made ready, the suite will be refreshed, and the Chronicle for the next day will be delivered.</p>
<p><b>Vendors, Contracts and/or Subcontractors</b></p> <p>All vendors, contractors and/or subcontractors intending to provide services on board the vessel will be subject to Silversea's prior written approval. Before performing any services on board the vessel, all approved vendors and subcontractors must provide proof of insurance, in an amount deemed satisfactory by Silversea, and name Silversea, the vessel, and its affiliated companies as additional insured.</p>
<p><b>VIP's and VIP Services</b></p> <p>All Silversea's guests are treated like VIP's; however, guests in the larger suites receive a few extra special amenities and services (from a unique welcome amenity and afternoon canapés...to complimentary laundry service and internet usage depending on the suite category). Please contact your Account Manager to discuss VIP services either for guests in the larger suite categories or for guests you would like to receive special VIP treatment. Charges will apply.</p>
<p><b>Visitors</b></p> <p>Requests should be made in writing no later than 14 days prior to departure. For security reasons, visitors on embarkation day must be pre-registered with Silversea. For visitors during the voyage other than embarkation day, arrangements may be made onboard. Silversea may limit the number of visitors permitted on board.</p>



# Silversea Cruises, Ltd.

## Event Planning Checklist

Page 9 of 9

### Item

#### Voyage Itinerary

It is our goal to follow our ship's schedule and itinerary as planned. However, conditions beyond the control of Silversea, such as weather, may occasionally make it necessary to alter an itinerary. Guests will be notified of any required deviation as soon as possible.

#### Wines

While every effort will be made to source any special wines, please understand that specific wines may not always be available in the vintages or quantities requested; and/or...they may not be available to us in the duty free market. Silversea can best address special wine requests if notified at 120 days prior to the sailing date.

By signing below, I acknowledge that I have read the Event Planning Checklist.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date