Your way to
internet onboard

Helpful tips and instructions for connecting to the internet.
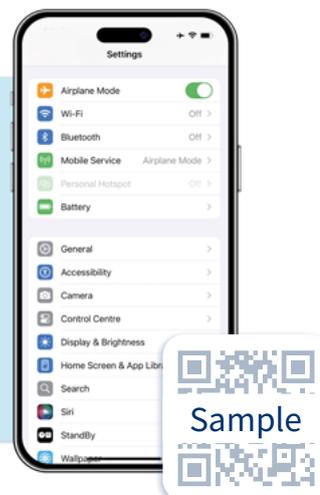

Mein Schiff · **TUI** Cruises
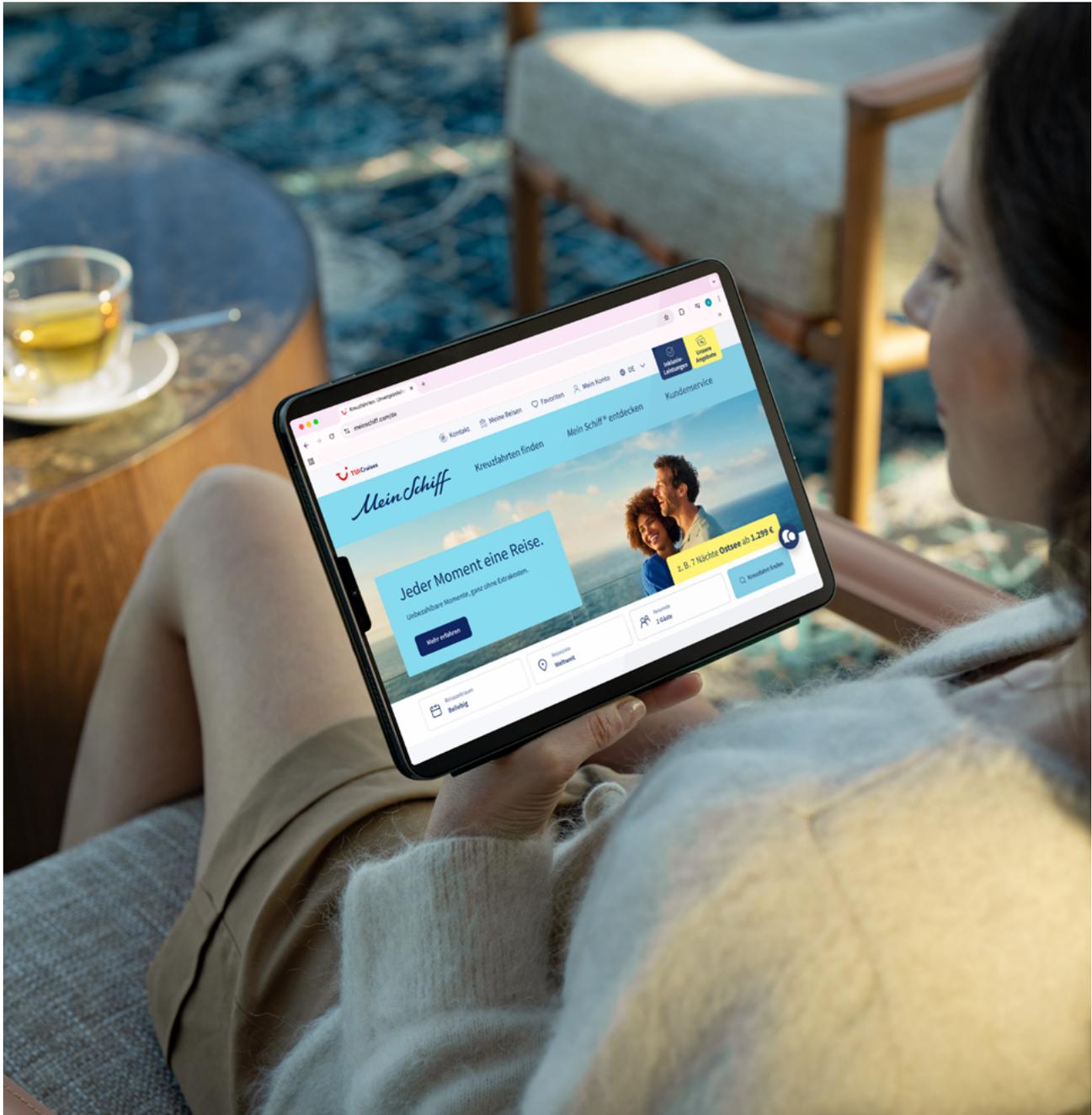
Your way to internet onboard

Step 1
Connect to *Mein Schiff*® network

- switch on the **airplane mode**

- activate **Wi-Fi** and select the network **Mein Schiff X** or **scan the QR code** with your mobile phone camera

Sample

Step 2
Log in to the My Cruise on-board portal

- **scan the QR code** with your mobile phone camera, enter meinschiff.com/meinereisen in your **browser** or open My Cruise in the *Mein Schiff*® **App**

- log in with your **credentials for the *Mein Schiff*® account** or with your **first name and surname** and the **booking number**

- select your **current trip**

- **click on the tile „Internet on board"** to access the internet portal

Sample
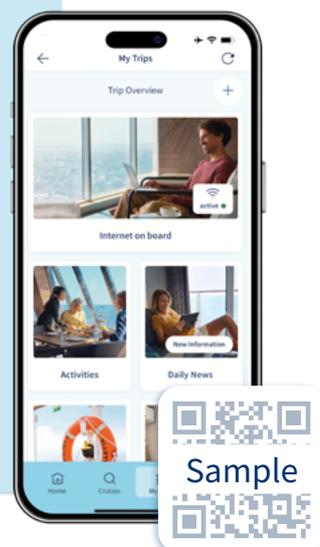
Step 3
Select, book and manage tariffs

For pre-booked internet tariffs or guests with included data volume:
- click on „Start tariff" to use the tariff displayed
- you are now connected to the internet

For guests without a booked internet tariff:
- select the desired tariff and click on „Book paid tariff"
- by clicking "Start tariff now" you will connect to the internet
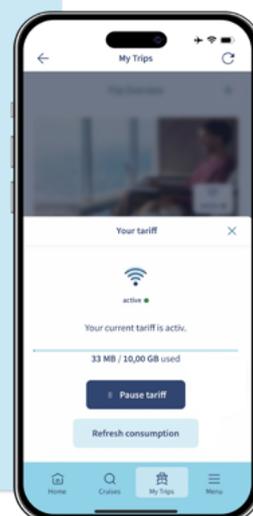
Good to know before you go online

Ship Network vs. Internet – What's the Difference?

Connecting to our **ship's Wi-Fi network** "*Mein Schiff X*" does not provide internet access. It only **allows you to use our free internal services,** such as the My Cruises on-board portal (meinschiff.com/meinereisen), the *Mein Schiff®* website (meinschiff.com), or the *Mein Schiff®* App.

To go online, you need to **activate an internet plan by purchasing or enabling a tariff.**

Please note: Internet on board is provided via **satellite connection.** Speeds are not comparable to those on land, and we cannot guarantee an uninterrupted connection at sea.

General information

What is an internet browser?

An internet browser is an app that allows you to access websites on the internet. Common browsers include Safari, Google Chrome, Firefox, Internet Explorer, and Edge.

All about your data volume

Included data volume for trips booked with a PRO or PLUS tariff

By logging in with your personal details, you can view your included data volume and start browsing with ease.

Any extra internet tariffs you purchase will only appear once your included data volume has been fully used.

Sharing an internet tariff

Your internet tariff cannot be split between multiple people. However, depending on your tariff, you can log in on multiple devices using the credentials of the person who booked the tariff via the My Cruises on-board portal.

Unused data volume

Please note that any unused data volume will expire at the end of your cruise and cannot be refunded.

ⓘ Avoid extra costs and high data usage

To prevent unexpected charges from your mobile provider, **we recommend switching your device to Airplane Mode while at sea.** You can recognize this by the airplane icon. After enabling Airplane Mode, you will need to turn Wi-Fi back on. Once connected to the ship's network, the Wi-Fi symbol will appear at the top of your device screen.

To avoid unnecessary data consumption, make sure to **disable background app refresh.**

Also, **remember to pause your internet plan** whenever you are not actively using it.