Our On-board ABC.

Important information form A to Z.

Babies and infants
Babies are only permitted to travel if they are aged at least 6 months at the start of the cruise. For voyages with more than 3 consecutive days at sea, a minimum age of 12 months is required. Full vaccination protection in accordance with the current STIKO recommendations for children and adolescents is generally required to participate in our program, with particular emphasis on the recommended measles vaccination. Children up to the age of 2 generally travel free of charge. We have a special baby room available for new parents: in the Nest, adults and their young children will find a very special place to play and spend time together. We offer children up to the age of 2 who are accompanied by a parent or guardian regular baby playgroups, romping sessions and workshops with a valuable educational programme. A cot (60 x 120 cm) can be put up in most cabins. Ask us or your travel agent about this. Kettles and heated blankets may not be used for safety reasons. Use of bottle warmers and sterilisers is permitted. Boiled water/milk for preparation of baby food can be obtained in all the restaurants. Please ask our restaurant staff about this. We recommend that you bring a thermos flask. You can get hot water to make tea from our bars. Please note that this water has not been boiled. A limited number of baby monitors are available on our ships. Please note that the structure of the ship means that there may not be an adequate wireless connection to the devices in all areas at all times. For hygiene reasons, wearing of swimming nappies is not permitted in the pools of the *Mein Schiff®* fleet. There are no special baby pools on board the *Mein Schiff®* fleet. Please note that infants who have to wear nappies are unfortunately unable to use our pools.

Cabins
On a cruise ship certain noise emissions are unavoidable. For example, in some cabins it may be possible to hear engine, movement and other noises and vibrations made by the ship. There may be an increased noise level particularly in the vicinity of the operational rooms, restaurants, bars and the pool deck. Despite the attempt to keep this very low using modern technology and sophisticated design, people's perception of loudness can vary greatly. Experience has shown that passengers gradually perceive ship-typical less during the course of a cruise. The airconditioning systems in the cabins can be adjusted individually but cannot be switched off completely (*Mein Schiff 3* and *Mein Schiff 4*). The air conditioning systems on the other ships in the fleet can be switched off, but the fresh air supply remains in place. The air conditioning cannot be switched off completely in the Sky suites or the accessible cabins on *Mein Schiff Relax.*

Cabin TV
We offer you a varied programme on your cabin TV: current movies, exciting news about the *Mein Schiff®* fleet, the My Cruise on-board portal and much more. Please note that it is technically not possible to receive foreign television channels everywhere due to local conditions and the sea-satellite connection.

Check-in
Your cabin is available to you from 15:00 at the latest. Suites and Junior Suites guests and guests with a booked VIP tariff option have their own check-in. Online check-in is mandatory for all travellers. Your travel documents show your earliest check-in time and provide you with information about the options for Early Check-in.

For security reasons, every guest is photographed at check-in, otherwise check-in is not possible. Your photo is stored for identification purposes.

Check-out
Your cabin is available to you until 09:00 on your disembarkation date. The official end of the cruise is 11:00 on your disembarkation date. If you have booked your return home with TUI Cruises, you can spend the time until your transfer departs on board. Individual guests can extend their stay at Reception at extra cost (except in ports in the USA). For Suites and Junior Suites guests and guests with a booked tariff option, this service is already included in the cost of the cruise. Detailed disembarkation information will be provided to you in your cabin.

Communication on board
Internet
You have Wi-Fi access in almost all the public areas and in your cabin. Please note that reception may be limited. You can find further information about using the internet at **meinschiff.com/en/internet**

Mobile end devices
Communication/data exchange is possible on board the ships with your private mobile end devices (smartphone, mobile, tablet, etc.). Please note, however, that this is not a free service and that the charges of your mobile phone provider or roaming partner apply. Because of the sea satellite connection, very high telephone and internet costs may be incurred and will be charged to your regular mobile phone account. Please note that reception at sea is limited and TUI Cruises has no control over this. To avoid high costs, we recommend switching off data roaming on your mobile end devices on board.

Telephone in the cabin
Thanks to the satellite phone system, you can make calls to almost anywhere in the world. The costs are automatically charged to your cabin account. Please see the on-board digital system for further details and information about the costs.

Dress code
There is no formal dress code on our ships. A classic-casual style suitable for the temperatures will always be appropriate. Please do not come to dinner in the restaurants in swimwear or shorts. We ask that men wear closed footwear in the evening.

Electrical devices and candles
Every cabin is equipped with a hairdryer. You are not allowed to bring kettles, irons, heated blankets, multi-socket adapters and extension cables for your own use on board. We will be happy to provide you with multi-socket adapters and extension cables at Reception (upon availability). We also request that you always take the plugs of hairdryers, hair straighteners, curling irons, baby bottle heaters and sterilisers out of the socket after using them. This also applies to the plugs of power banks, mobile phones, and similar devices whenever you leave the cabin. Our staff are likewise instructed to unplug unattended devices. If electrical devices (power banks, mobile phones, etc.) become hot or start to swell, please inform the reception immediately. Candles may not be lit in the cabin or anywhere else on board.

If you need boiled water for medical reasons, you can get it from any restaurant or the X-Lounge. Please ask our restaurant staff about this. We recommend that you bring a thermos flask. You can get hot water to make tea from our bars. Please note that this water has not been boiled.

Electricity supply
The voltage of the mains supply on board is 220 volts. A travel adapter is not required.

Emergency telephone
You can contact *Mein Schiff 1* in an emergency on: +49 40 69 91 90 01
You can contact *Mein Schiff 2* in an emergency on: +49 40 69 91 90 12
You can contact *Mein Schiff 3* in an emergency on: +49 40 30 18 74 03
You can contact *Mein Schiff 4* in an emergency on: +49 40 30 18 74 10
You can contact *Mein Schiff 5* in an emergency on: +49 40 30 18 74 14
You can contact *Mein Schiff 6* in an emergency on: +49 40 30 18 74 33
You can contact *Mein Schiff 7* in an emergency on: +49 40 87 70 94 30
You can contact *Mein Schiff Relax* in an emergency on: +49 40 87 40 80 28
You can contact *Mein Schiff Flow* in an emergency on: +49 40 85 53 81 00

Emergency numbers
We have set up the following emergency numbers for you in case of unforeseen events on the day of your arrival that result in a delayed arrival (e.g. traffic jams, train delays, breakdowns, accidents or acute illness):
Mein Schiff 1: +49 40 600 01-7101
Mein Schiff 2: +49 40 600 01-7102
Mein Schiff 3: +49 40 600 01-7103
Mein Schiff 4: +49 40 600 01-7104
Mein Schiff 5: +49 40 600 01-7105
Mein Schiff 6: +49 40 600 01-7106
Mein Schiff 7: +49 40 600 01-7107
Mein Schiff Relax: +49 40 600 01-7108
Mein Schiff Flow: +49 40 600 01-7109
Please note that these emergency numbers are only valid on your departure date. For particular issues or information on other days, we ask that you contact us or your travel agent.

Exchanging money
You can exchange small amounts (up to 100 euros) of selected national currencies at reception, depending on the cruise area. Due to legal regulations, this is not possible in all countries. Please enquire at reception in good time and note that exchange is subject to a fee and is only possible against cash in euro notes.

Excursions
Shore excursions are mainly arranged by TUI Cruises and local agents. The implementation, responsibility and liability for these excursions lies solely in the hands of the respective local organiser, who is also your contractual partner. Some excursions are organised by TUI Cruises itself. You can find more details at **meinschiff.com/en/shore-excursions**. Please note that restaurants and buses do not always meet European standards. If no German-speaking guides are available, the tour may be conducted in English. The right to change the tour details and price is always reserved. Our shore excursion experts will be happy to support you.

Excursions for guests with physical and mental limitations
You can find out from our shore excursions team at the beginning of the cruise whether an excursion you wish to take is appropriate for your physical disabilities. You will also find excursions in our excursion programme that are specially designed for guests with limited mobility. The shore excursions arranged by TUI Cruises with a difficulty level of “Very easy” can be reserved in advance and are suitable for guests who cannot walk far, can get on a bus and have a folding wheelchair that they can take with them on the excursion.

Booking information
Please complete our questionnaire for guests with physical limitations when you book your cruise, so that we can ensure that your holiday and your travel to and from it are a unique experience. You can get the questionnaire and additional information from your travel agent or at **meinschiff.com/en/customer-service/barrier-free-travel**

Assistance
For insurance reasons, our employees cannot accept liability in an emergency and assistance of any kind can only be provided by person accompanying you. Please note that we do not have any facilities on board for offering support to guests with physical or mental disabilities.

Cabins
Our ships have barrier-free cabins. For your own safety, deaf persons, blind persons, persons who have a visual acuity of no more than 5% of normal vision in spite of visual aids in their better eye can only travel on board when accompanied in their cabin by a person of full age who is not physically or mentally impaired. We also recommend that guests with limited mental capacity only travel with an escort. In addition, TUI Cruises reserves the right only to allow guests who are permanently dependent on a wheelchair to travel in their cabin with an adult companion who is not physically or mentally disabled. Permission to travel without an appropriate companion may be given on a case-by-case basis.

Going ashore
Please note that, for safety reasons, e.g. steep gangways, it is not always possible to allow wheelchair users to go ashore. In ports where the ship is at anchor and there is a tender service from the ship to the land and back, there is an increased safety risk and we cannot therefore guarantee that wheelchair users, blind persons and persons who have no more than 5% of normal vision in spite of visual aids in their better eye will be transported. This is at the discretion of the captain (depending, among other things, on the weather and the port situation). Excepted from this are guests who are only temporarily confined to a wheelchair and can get in and out of it themselves.

Guidelines on our ships
You will encounter many different cultures on board our ships. In order to foster a common understanding for the behaviour of others and facilitate interaction, you will find important information in our on-board digital system intended to ensure that all guests on board feel at ease. In addition to the Code of Conduct, German law applies on board. We are committed to fostering a respectful and welcoming environment on board. For this reason, the wearing or display of offensive, discriminatory, extremist, or legally prohibited symbols, signs, and images is not permitted.

Guests travelling alone
At the beginning of every cruise, we organise a meeting for all guests who are travelling alone. The meeting provides the opportunity to meet new people in a relaxed atmosphere. In the Atlantik - Classic Restaurant, tables are reserved at the beginning of the evening service throughout the cruise where guests travelling alone can dine together.

Laundry and dry cleaning
You have the option of having your laundry cleaned conveniently in our onboard laundry. There is a laundry bag and a price list in your cabin.

Luggage
Please attach the TUI Cruises luggage tags from your travel documents to your luggage before departure. We are also happy to take care of your luggage at home before you start your journey. Please note that your luggage may not have arrived at your cabin in time for cabin release. We therefore recommend that you carry hand luggage with the most important items and valuables. More information is available at **meinschiff.com/en/arrival-and-departure/luggage-service**

Medical care
A modern hospital with German-speaking ship’s doctors, trained nurses most of whom speak German and primarily German medication is located on every ship. The range of medication available from the on-board pharmacy covers general illnesses, diarrhoea, travel sickness and emergency treatments. (It also has a stock of standard medications for children.) The on-board hospital is not specifically designed for treating babies and small children; in an emergency, however, they can, of course, be treated here. There are morning and evening surgeries for guests. Please refer to the daily schedule for the precise hospital opening times. In urgent medical emergencies, the staff can also be contacted outside surgery hours. Additional costs will be incurred in this case. Payment is made with your on-board card; it is not possible to pay with an insurance card. Treatment on the ship is the equivalent to visiting a doctor abroad (flag state of Malta). German fee guidelines and German health insurance do not apply on board. Medication is dispensed only in conjunction with a doctor’s appointment. We therefore recommend that you take out private travel and health insurance. We cannot accept liability for reimbursement of the full treatment costs from your personal health insurance provider. Guests who are undergoing medical treatment should carry their medical records with them and, in the case of chronic conditions, agree with their travel insurance provider that the costs of any treatment will be met. In a medical emergency, the patient will be disembarked and taken to the nearest hospital on shore. Please note, however, that there is no guarantee that it will be possible to take the

patient off the ship as quickly as the health of the patient may require. Unfortunately, dialysis and dental treatments cannot be performed on board. Self-administration of peritoneal dialysis in your cabin is permitted only by prior arrangement. Please note that a written consent form from a guardian should be provided for treatment of minors travelling without parents. Otherwise, any treatment in the on-board hospital or ashore will only be available to a limited extent.

Medical devices

Sleep apnoea devices and oxygen concentrators that operate with ambient air are permitted on board. Guests with a left ventricular assist device (LVAD) should have their journey checked in advance for the relation to sea days, current state of health and cruise area. Before travelling, please check your device against the technical requirements listed on the website and carry a printout of all your current medical documents in your hand luggage. Oxygen concentrators that use pressurised gas cylinders or liquid oxygen and wheelchairs with wet cell batteries are not permitted. (Electric) wheelchairs and mobility scooters are permitted on board with prior registration. They must be stored in the cabin, not in the corridors. Booking of a cabin with disabled access is mandatory for guests with electric wheelchairs. Please do not drive faster than walking pace on board. Medical devices that do not meet the technical requirements and applicable safety regulations of the ships must not be operated on board. They will be confiscated by our staff during the security check on shore or on board. Further information is available on our website at **meinschiff.com/en/customer-service/barrier-free-travel**

Medical needles and syringes

Medical needles and syringes are allowed on board. If you need to use these, we urgently request that you specify this on booking so that appropriate disposal containers can be provided for you. This will reduce the risk of injury for you and our staff. The containers will be disposed of properly by our on-board hospital at the end of the cruise. In the public areas, please only use the special containers for needle and syringe disposal that are provided in the toilets.

My Cruise portal

In the My Cruise portal, you can plan the cruises you have booked to suit your preferences and put together your own holiday: whether it's shore excursions, beauty treatments or restaurant bookings. My Cruise is available to you on the TUI Cruises website **meinereisen.meinschiff.com/en**, in the *Mein Schiff®* app, on the touchscreens on board, on your cabin TV and your mobile end device (smartphone, tablet, laptop). We recommend downloading the *Mein Schiff®* app before you set off on your cruise.

Non-smoking policy

All the cabins and many of public spaces are non-smoking areas. Smoking is only permitted in specially designated individual balconies and verandas, and in the specially designated areas of the ship. You will find information about these in the on-board digital system. This also applies to electronic cigarettes and vaping devices. Please note that the consumption and distribution of cannabis or similar substances on board is strictly prohibited. As non-smoking regulations may be more stringent in some destinations, we recommend checking the applicable local regulations before you travel.

Note for those travelling with minors

Minors are not permitted to travel on board unaccompanied. At least one parent or adult companion must travel with them and carry a written consent form with a copy of the parents' passports. The consent form should be in English as a minimum requirement and officially authorised by the consulate of the country to which they are travelling. In some countries, this also applies to journeys with just one parent. Please find out about this in good time with the relevant consulates/embassies of the countries to which you are travelling, check the website of the German foreign office at **auswaertiges-amt.de/en** or the website of your specific country. You may find that you are also advised to get the consent form written (and authorised) in other languages of your destination countries.

On-board card

Your on-board card not only provides you with access to your cabin, but is also your means of payment on board. Your payments are charged to your cabin account and settled at the end of the cruise. Your on-board card also serves as your personal ID when embarking or disembarking from the ship. Further information about paying on board can be found under the Payment methods section.

Payment

You pay on board in euros - cashless with your on-board card. We recommend setting up your American Express, Visa or MasterCard credit card or any payment card that supports SEPA transactions, as part of your online check-in. For technical reasons, we are unable to accept EC cards from international banks and Diners Club credit cards. No cash can be taken out on board. On the final night, you will automatically receive your complete on-board account statement by email, conveniently and paper-free. If you have not yet provided your e-mail address for this purpose, you can do so at reception on the last evening of your trip. Your credit card or EC card can be set up at Reception at any time. If you have anything else to eat or drink after your final bill has been printed, you can also get an updated bill from Reception. Under our billing regulations, we are allowed to charge your payment method as soon as your on-board account reaches a total of € 2,000. If you need a separate bill for this charge, you can obtain one from Reception. Please note that it is not possible to pay the onboard bill in cash.

Pool safety

We only use plastic glasses in the pool area for safety reasons. This reduces the risk of injury and accident, particular involving children who are playing there. We therefore ask that you do not take any glasses or dishes from other areas to the pool or the other outdoor areas. Always keep small children who cannot swim within arm's reach, even at the pool's edge, so you can respond immediately in an emergency. Please supervise your children at all times, even if they are confident swimmers. For added safety, complimentary life jackets in two sizes are available at the towel station. Please note: life jackets do not prevent drowning.

Post

Your postcards can be handed in at Reception and stamps are available at the appropriate postage rate. They will be taken to the post office in the next port. Please note that delivery of postcards in some countries, such as the United Arab Emirates and the Caribbean, does not always meet German standards. The shipping company cannot accept any liability for the delivery of postcards.

Pregnancy

For safety reasons, expectant mothers who are in the 24th week of pregnancy or more are not allowed to join a cruise, as medical care in the event of complications cannot be guaranteed on board. As a general rule, expectant mothers cannot have a massage on board the *Mein Schiff®* fleet for safety reasons. Whole-body peeling treatments and packages are available from the 4th to the 6th month of pregnancy. Facial treatments, manicures and pedicures (without massage) can be given without restriction.

Prohibited items

It is not permitted to carry firearms, ammunition, pepper spray (including animal defence spray) and other items that can be used as weapons in your baggage or bring them on board. It is also forbidden to take drugs (including medically prescribed marijuana), acids, hazardous chemicals, flammable substances, medical equipment that does not meet the technical requirements, own radio devices, satellites, and antennas (such as Starlink) and other dangerous goods (e.g. irons, heaters, candles). In all publicly accessible areas of the ship, the use or carrying of devices that are capable of recording or transmitting data unnoticed, covertly, or without the explicit knowledge of third parties is prohibited (e.g. smart glasses). It is also forbidden to bring cannabis or similar intoxicants on board (even if it is for your own use). In addition, plants with soil and roots, plant products, sand and shells are not permitted due to the risk of them containing insects and bacteria. Folding or hunting knives and knives with a blade length of more than 10 cm may not be brought on board. Drones may be brought on board for private use. They must be stored at your own risk in your cabin. They may only be used on land. Further information on items that are not permitted on board can be found at **meinschiff.com/en/faq**

Safety and safety briefing

Our ships are equipped in line with the latest safety standards. The crew is trained in international safety regulations on board and on shore. Before the ship leaves port, the internationally prescribed safety briefing is carried out. Participation is obligatory for all passengers. You will be given details about how the exercise is carried out on board. Further safety information can be found on the inside of your cabin door.

Special dietary requirements and food intolerances

Please specify any intolerances and special dietary requirements before you begin your cruise at **meinereisen.meinschiff.com/en**. At the start of the cruise, our specialist personnel will hold a meeting to share information with interested guests, at which point you can discuss your dietary requirements, food intolerances and allergies. In addition, you will be provided with the lunch and dinner menu for the Atlantik - Classic Restaurant for the next day in your cabin throughout the cruise. Your chosen menu items will then be served to you the next day. Even if you have already specified your allergies and intolerances in advance, we ask that you attend this meeting. This way we can ensure that you are only served dishes that you can enjoy without any problems.

Supervision for juniors

On board, children in the Insel der Seerauber – Kids Club (aged 3 to 11) and teenagers (aged 12 to 17) during the German school holiday season can expect an age-appropriate and varied programme, shared meals and interesting theme days. The teens programme takes place at various locations on board. In order for their child to participate in the programmes, full vaccination coverage in accordance with the current STIKO recommendations for children and adolescents is required, particularly with regard to the recommended measles vaccination. In addition to parental consent, your child must not regularly wear nappies and their development and behaviour must allow them to integrate into a group. Participation in the program is only possible if the child understands and speaks German or English. For safety reasons, we are unable to provide care if the child does not speak either of these languages. Access to the Kids Club areas is permitted exclusively when wearing non-slip socks. More information can be found in the My Cruise on-board portal and online at **meinschiff.com/an-bord/kreuzfahrt-mit-kindern**

Children (minimum age)

The German Youth Protection Act applies on board. This means the following for us:

Facility	Minimum age
Kids & Teens Programme	3 - 11 / 12 - 17
Excursions	Children up to and including the age of 15 only in the company of a parent or guardian, children aged 16 and 17 alone, but only with the permission of a parent or guardian.
Bingo	Participation allowed from the age of 18
Sport & health	For health reasons and due to the risk of injury, training on the weight machines is only permitted for those aged 16 and over. Use of cardio machines and participation in fitness classes is permitted from the age of 14. Parents are liable for their children.
SPA & Beauty / Sauna	Children aged 6 to 11 are permitted to use the Biosauna for a max. of 5 minutes in several sauna sessions in the company of a parent or guardian. From the age of 12, using the sauna in the company of a parent or guardian is permitted without restriction. From the age of 14, this is possible unaccompanied. Children from the age of 8 have the opportunity to enjoy various wellness treatments in the SPA & Beauty area with the permission of a parent or guardian and, where necessary, under their supervision.
Abtanz Bar - Night Club / D4 Club & Lounge	Children and young people under 16 years of age are allowed entry only if accompanied by a parent or guardian.
Casino & Lounge	Entry allowed from the age of 18

Please note: In the buffet restaurants, alcoholic beverages are freely accessible. The supervision of minors is the responsibility of the parents or legal guardians.

Tap water

The tap water on board meets all drinking water quality standards. To maintain consistently high water quality in line with applicable regulations, a small amount of chlorine is added. You can refill your carafes at any time with separately filtered drinking water from the water stations conveniently located in the cabin corridors.

Tender ports and moorings

Sometimes our ships have to drop anchor outside a port. Tender ports are indicated on the itinerary with an anchor symbol. The ship may also be moored outside the city centre. Please note that the port authorities may allocate an anchorage position at short notice and TUI Cruises has no control over this. For safety reasons, TUI Cruises reserves the right not to allow wheelchair users, blind persons and persons who have no more than 5% of normal vision in spite of visual aids in their better eye not to travel on tender boats, at the discretion of the captain (depending, among other things, on the weather and the port situation). Excepted from this are guests who are only temporarily confined to a wheelchair and can get in and out of it themselves.

Tips

You do not have to worry about tipping on board, as tips are already included in the price. Of course, you still have the option to give a small token of your appreciation to a specific department or person. You will find a special tip envelope for this in your cabin and you can leave it at Reception so that we can make sure that it is passed on to the right person or department.

Visum and immigration documents

Please note that you are responsible for obtaining the correct and valid identification documents. For further information, please refer to the entry requirements at **www.meinschiff.com/en/entry-regulations** TUI Cruises has no influence on the cost of the necessary entry documents.

Identity documents reported stolen or lost

When travelling with identity documents that have been reported stolen or lost but have been recovered, make sure that you have (police) proof of recovery with you. As there may be extended checks when travelling with such documents, there is a possibility that the identity document will be retained and confiscated by the authorities without the corresponding proof.

YOU CAN FIND MORE INFORMATION AT
MEINSCHIFF.COM/EN/FAQ

All details are valid as of October 2026.