

# ADDITIONAL INFORMATION FOR EXPEDITION STAFF

## FLIGHT POLICY & PROCEDURES

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Flights or allowances provided are based on the most economical airfare, and your travel itinerary may not always be direct. If a flight is required for you to get between your home and your Home Airport (domestic airport and home international airport), the cost of that flight will be reimbursed in full onboard.

### FLIGHTS & ARRANGEMENTS

#### **If Silversea books your flights:**

- Flights are only booked between your closest home international airport and the vessel – if you want additional days in port or need to fly to/from somewhere other than your home airport, you will need to book your own flights.
- If flights are delayed / cancelled, Silversea is responsible for delivering you to/from your home airport and the vessel with all rearrangements needed.
- Crewing Team in charge of your Expedition vessel will send your embarking flight e-ticket 2-4 weeks before your embarkation, and hotel details will be communicated to you 2-7 days before embarkation day.
- **Before embarking:** contact the Monaco crewing team listed below with any questions on flights / transfers / hotels.
- **While onboard:** Reach out to the onboard contacts listed below with any questions on flights / transfers / hotels.

#### **If you plan to book your own flights:**

- For embarking and/or disembarking flights, contact the Monaco crewing team at least 2 months prior to embarkation to advise and get any requirements (arrival date/time to port, allowance, restrictions, etc.). Please note that some countries and ports do not allow crew to travel using their own arrangements. If you are currently onboard, please contact the onboard HR manager.
- Always book a fully flexible and refundable air ticket with enough luggage allowance.
- Once booked, forward your flight itinerary to the Monaco crewing team so they can make arrangements with the local port Agent for your arrival – if already onboard, please send to your onboard contact and not to the Monaco crewing team (HR Manager or on Explorer - Finance Officer).
- If your flights are delayed/cancelled, you will be responsible for rearranging your flights.
- If your contract dates change for any reason (including operational), any additional flight costs will be at your expense.
- In case of any changes of flight schedule, missed flights or luggage lost during your travel to the vessel (whether booked by Silversea or on your own), please inform right away the Crewing Team, Vessel and Port Agent by email.

- **Hotels:**
  - Hotel and transportation can be arranged by crewing department only in the port of embarkation / disembarkation and if same arrangements would have incurred with the company booked flight (usually, one night of hotel before embarkation).
- **Transfers:**
  - If arranging your own transfer to the vessel, you are required to join the vessel before 8 am or if the ship is arriving later than 8 am, upon its arrival in port
- **Reimbursements:**
  - Submit travel receipts to the Senior Accountant;
    - **Embark travel receipts:** receipts must be submitted within 30 days of your embarkation.
    - **Disembark travel receipts:** receipts and flight details must be submitted 7-10 days before your disembarkation.
  - You will only be reimbursed up to the maximum allowance provided by Silversea (cost the company would have paid to have you flying from your home airport to the required port of embarkation). Flight allowance can only reimburse air fare, the allowance cannot be used to reimburse other expenses. The allowance can only be used fully (i.e., you cannot keep part of the flight booked by the company and use the allowance for the rest of the journey, if you decide to book your own flight, the flight booked by Silversea will be cancelled in full). If your own ticket is less than the allowance provided, the company will reimburse up to the value of the ticket presented.
  - Any additional expenses related to your travel will only be reimbursed as per policy, and assuming the same or more expense would have been incurred if the Silversea flight option would have been taken. I.e. if the arranged flight includes a layover requiring a day room where the Silversea flight did not, related costs will not be reimbursed.
  - If you have any additional costs after disembarking, and will be onboard within the next 3 months, submit receipts to Senior Accountant onboard within 30 days of your next embarkation. If you will not be onboard within 3 months, send receipts to [suejana@silversea.com](mailto:suejana@silversea.com) within 30 days of expense.

**Monaco Crewing Team:**

Your point of contact **before embarkation** regarding travel arrangements

- **Silver Cloud:** [sccrew@silversea.com](mailto:sccrew@silversea.com)
- **Silver Endeavour:** [evcrew@silversea.com](mailto:evcrew@silversea.com)
- **Silver Wind:** [swcrew@silversea.com](mailto:swcrew@silversea.com)

**Onboard contacts:**

Your point of contact **while onboard** regarding travel arrangements

- **Silver Cloud:** HR Manager: [schumanResourcesManager@silversea.com](mailto:schumanResourcesManager@silversea.com)
- **Silver Endeavour:** HR Manager: [evhrmanager@silversea.com](mailto:evhrmanager@silversea.com)
- **Silver Wind:** **HR** Manager: [swhrmanager@silversea.com](mailto:swhrmanager@silversea.com)

**Please be advised the Crewing department is responsible for handling over 3,500 crew members safely to and from all of our 11 Silversea vessels. Therefore, we ask for your kindness, courtesy and respect during the management of your travel.**

## Friends and Family visit requests

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After your first successful contract, you will be entitled to friends and family visits as per the benefit grid and Silversea Policy. Please be aware that all visits are subject to suite availability for your chosen voyage and may not always be possible. All visits are subject to approval and not guaranteed.

To request a friend or family visit, please contact your onboard HR Manager or Financial Officer.

# Onboard Responsibilities

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## Staff Introductions

Staff Introductions to guests take place on the evening of Embarkation Day. This is usually on stage and your Expedition Leader will host. You and your team will be invited on stage to introduce yourself. You only need to give a brief introduction; your name, where you are from, your area of expertise, and anything else you want to highlight. (This procedure varies from ship to ship).

## Public Areas & Outer Decks

You are required to socialize with guests, point out wildlife and give any relevant information to our guests. You must remember that our guests always come first; ensure you are not in the way of guests especially if there is wildlife to be seen. This also applies to photography.

On some occasions, we will open the bow area of the ship on deck 4 or 5 to allow guests a better viewing platform (for certain scenic passages or wildlife viewing. In this case, the below actions are required:

- **Radio the Bridge** – when the foredeck is ready, radio the Bridge and inform them that the area is open. At the end, once all guests have gone and doors are locked, radio the Bridge to inform them that the deck is closed.
- **At least two staff** must be in attendance always manning the area.
- **Guest Safety is paramount;** guide guests to keep them off all bollards, the spare anchor or other machinery. They can use the narrow ledges as steps to stand up to look over the railing.
- **Our Guests come first;** Be sure to stand back to let guests have photo priority.
- The **door must be manned at all times;** one staff member must always be positioned near the door helping people step out.

## Lecturers

- Lectures must be prepared and rehearsed PRIOR to joining the vessel; including enough for the voyage/itinerary (i.e. voyage 6-10 days: **3 lectures**; 11-18 days: **4 lectures**; over 18 days: **5 lectures**). Lectures must be approximately **45 mins** long.
- Lectures must be relevant to the area of travelling.
- Lecturer has provided relevant lecture titles and brief descriptions to Expedition Leader at least **20 days prior** to the start of the voyage.
- Lectures and associated media (videos, images) should be on PowerPoint using the provided templates (where applicable). No personal computers are to be used during presentations.

- Get to the Theatre 15 – 30 min prior to the scheduled time in order to set up and test your presentation (including audio, video clips) on the ship's computer.

### **Recap, Precap and Briefing**

- Admin team should consider assigning a “Recap Captain” at the start of each voyage
- Attendance – get to the Theatre 15 min prior to the scheduled recap/briefing time (unless instructed otherwise by the Expedition Leader)
- Do not gather as a group at the bar with your backs to the guests.
- Spread out away from the main entrance – do not block the guests arriving at the Theatre.
- Do not sit on Lounge seats until all guests have arrived. Guests must have priority in choosing seats.
- PowerPoint Presentations – Those presenting at the recap/briefing should have their PowerPoint presentation on the computer 15 minutes before the scheduled recap/briefing time.
- Template - All recaps/briefings should be on the Silversea Template (Ratio 16:9).
- Short Interactive Recaps – Recaps/precaps should be short (5 – 7 minutes) and relevant to the day or upcoming activities/excursions! They should also be as interactive as possible. You do not need to use slides – if the presentation is interactive with guests. These should not be mini lectures.

### **Bulletin Board**

- Bring material from home – material should be relevant to the area of travel and highlights your area of expertise. You can bring written documents, maps, charts, photos, brochures.
- Documents should be typed, no hand-written posters.
- No direct copying from Wikipedia
- Font – please use Avenir LT Std or Avenir Next LT Pro font 12 or 13 for easier reading; if unavailable, use Arial
- Spacing – leave extra spaces between paragraphs.
- Justification - Justify edges to both sides.
- Wrap text around picture.

- Number of Pages - Try to fit information onto ONE A4 or US Letter page per topic – do not create any document more than 3 pages. If the document has more than one page, be sure to have page numbers on bottom right corner.
- Print – single sided only
- Duty – The Bulletin Board Duty will be assigned to one of the team members each cruise. Information on the board must be updated & changed every day depending on what was seen on that day.
- Route map – the ships route must be drawn on the map at the end of every day.
- File Cabinet – Bulletin Board information should be kept well organized in the File Cabinet in the Expedition Office.

## **Cocktail Parties**

Expedition Staff are required to socialize with guests and attend guest events including the Captain's Welcome, Farewell, Venetian Society Cocktail Party and First-Timers Cocktail Party.

The following etiquette must be followed:

- Arrive 15 min before the scheduled start time.
- Dress accordingly (see Dress Code section). Men should be in jackets and ties.
- Spread out – do not gather near the Theatre entrance or Bar – spread out down the aisles to help the flow of guests. Do not gather with other Expedition Team member.

## **Dinner Hosting and Table Etiquette**

Expedition Staff are assigned table hosting duties. This is a key part of the role as it enhances the experience for our guests and allows them to feedback, ask questions and interact with Expedition Staff.

If you are hosting a dinner table, you must arrive at the Restaurant 5 minutes before your hosting time.

Training in hosting and table etiquette is available if required; please ask your Expedition Leader to arrange with the Hotel Director.

Here are some key dos and don'ts when hosting tables:

### **Do:**

- Look at the menu in advance.
- Ensure you are wearing correct uniform/appropriate clothing.
- Arrive early and await your guest.

- Look at the guest picture before-hand so you recognize them when they enter the room. You can also look up their nationality and Venetian status to assist with relevant conversation.
- Greet your guests by name and escort them to the table.
- Always stand up to greet any late comers.
- Always introduce yourself to those around you at the table and talk with those on each side and across from you.
- If you see a waiter at the table waiting to take order, politely stop the conversation and allow the waiter to take the orders.
- If someone is more than 15 minutes late, advise the Waiter or Outlet Matre'd who can call the guest.
- Order the same number of courses as your guests (as the host your order will be taken last, you can discretely ask the waiter how many courses everyone else has ordered)
- Use open questions.
- Listen to your guests, allow them to speak and show an interest in them (You have two ears and one month; listen twice as much as you speak!). Everyone's favorite topic is themselves; ask open questions and let them tell their story!
- Close the evening at an appropriate point; fold your napkin, place it on the table, thank your guests. Don't feel that you must stay after dessert; politely remind them that you are still working; "I just have a few things to finish off this evening". Using the start of the show can be an easy close to the meal; "Oh the show is starting in five minutes".

### **Don't:**

- Never turn up at an outlet without previously verifying that your presence is welcome with the Maître d', whether guests invite you at the last minute or in advance. If the Maître d' says the restaurant is too full, tell the guest: "The Grill is very full tonight, and I couldn't possibly take the place of another guest. Why don't we go to the restaurant?"
- Don't ask for bottled water.
- Don't ask for different wine than presented by sommelier/waiter.
- Don't order or consume beverages over 21% alcohol content.
- Don't ask waiter for special orders/ change/re-arrange.
- Never order more courses than guests at the table
- If you receive different/not as expected course, you should never ask for it to be changed. After dinner you should bring this to the Restaurant Manager's attention
- You should never start to eat before guests - signal to guests when to start to eat.
- Don't eat faster or slower than the guests - adjust your eating pace to the guests' pace.
- Never talk too loudly or laugh too loud at the table.
- When Maître D' visits table with Executive Chef; do not interrupt, be respectful and allow for Maître D' to introduce Executive chef to the guests.



- Do not discuss politics, religion, sex and private life.
- Do not discuss Silversea affairs, crew matters/confidential ship matters.
- Never rush guests to finish meal earlier; however, you should not prolong the meal either.
- Never leave the table before guests, unless in an emergency.

## Uniform and Dress Code

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(For additional guidance, please refer to the Silversea Grooming Policy.)

### Daytime dress code (Before 6pm)

#### Onboard:

Shirts:

- Polo shirt with name badge. No T-shirts are to be worn at any time, not even dark grey Silversea T-shirts
- Do not wear long underwear or long-sleeved t-shirts under grey uniform shirt.
- Do not wear the Silversea dark grey t-shirts on-board at any time, those are for Zodiac/shore operations in warm climate, or an extra layer (invisible) for cold regions.

Pants & Shorts:

- Black or,
- Navy blue or,
- Khaki (light brown/beige)

Jackets:

- Softshell uniform jacket or,
- Uniform fleece

Shoes:

- Closed toed.
- Deck Shoes - black or brown or,
- Hiking Boots - Light hiking boots or,
- Sneakers – black, blue, grey, or white
- Logos must be small and not a predominant feature of the sneakers.
- No Crocs, flip flops, reef shoes
- No barefoot at any time, including in a Zodiac.

Caps:

- Silversea baseball cap
- If not available, you can wear something similar with small logo.

## **Ashore:**

### **Land/Bus Tours (when ship is alongside)**

- Same as onboard before 6pm uniform (see above)
- In the tropics – uniform sun shirts can be worn.
- Jackets – Silversea parkas or windbreakers & puff jackets

### **Landings by Zodiac**

- Under clothing – anything to keep you warm.
- Outer wear - Float coat, Silversea parka, ocean jacket, drysuit, or personal gear that keeps you warm.
- Tropics - t-shirts (tropics) sun-shirts (tropics)
- Crew Lifejacket

## **Evening Dress Code (After 6pm)**

### **Lecture Staff:**

- Wear their own smart casual clothes in the evening.
- No denim jeans or T-shirts at any time
- You may opt to wear the Office Staff uniform shirt for after 6pm – must be tucked in, with dark pants and brown/black dress shoes (men) or flats (women).

### **Office Staff:**

- Evening shirt
- Pants – Black, navy blue, or dark khaki
- Shoes – brown/black dress shoes (men) or flats (women)

### **Cocktail Parties (formal evenings): All Staff**

- Formal attire
- Men must wear jackets and ties.
- Shoes – females may wear heels less than 5 centimeters.

**Skirts and Hosiery:** When wearing skirts, women should wear hosiery to match skin tone. For female staff on formal evenings, stockings in other colors such as black and grey, are acceptable, but must be of good taste.

## Uniform Provided

Warm Regions	Cold Regions
<ul style="list-style-type: none"> <li>• T-shirts</li> <li>• Polo shirts</li> <li>• Long sleeve safari shirts</li> <li>• Evening shirts</li> <li>• Softshell jacket</li> <li>• Swimming rash guard</li> <li>• Cap</li> <li>• Wide-brimmed hat (Tropics only)</li> <li>• Waterproof backpack</li> <li>• GPS</li> <li>• VHF Radio</li> </ul>	<ul style="list-style-type: none"> <li>• T-shirts</li> <li>• Polo shirts</li> <li>• Evening shirts</li> <li>• Softshell jacket</li> <li>• Rain jacket</li> <li>• Parka or Ocean jacket (<i>Wind</i> only)</li> <li>• Salopettes (<i>Wind</i> only)</li> <li>• Chest waders or dry suits (<i>Wind</i> only) for shoreside party</li> <li>• Float coats for Zodiac drivers</li> <li>• Boots</li> <li>• Cap</li> <li>• Beanie</li> <li>• Waterproof backpack</li> <li>• GPS</li> <li>• VHF Radios</li> </ul>

## Arctic/Antarctica packing list

The following lists are meant to assist you in preparing for your time in the Arctic and/or Antarctica, so that you know what will be provided once you are aboard and what you will need to bring yourself. Please note that uniform items cannot be guaranteed to be available in the correct size for you. It may be prudent to bring your own essential items (such as insulated boots and a good foul-weather jacket) especially if you wear an unusual size in any item.

In terms of luggage, you should have an allotment on your Seafarer's airline tickets for two checked suitcases up to 23 kg/50 lbs each. Additional baggage fees are not covered by the company. Please check your airline tickets when they are issued to confirm your baggage allowance and pack accordingly.

### Items strongly recommended:

- Wind stop fleece neck gaiter x 1
- Medium weight thermal long sleeve shirt(s)
- Long Underwear Set top and bottom x 2
- Thick fleece top x 1
- Mid-layer fleece thermal pants x 1
- Heavy duty waterproof shell pants x 1  
(Gortex 3-layer, PVC or sailing bibs recommended – this outer layer is essential)
- Winter weight socks - up to 3 pairs suggested.  
(If your feet get cold bring multiple pairs and thicknesses to layer as the weather dictates. Smartwool is recommended, but good thick hiking socks work as well.)
- Waterproof insulated ski gloves x 1
- Thick, warm mittens x 1

- (To keep in your backpack for quick, dry warmth when needed)
- Lined or unlined work gloves x 2  
(Many people like waterproof PVC work gloves like these:  
[www.gemplers.com/product/150499/Mapa-PVC-Gloves-Insulated](http://www.gemplers.com/product/150499/Mapa-PVC-Gloves-Insulated))
- Wool glove liners x 1`  
(Also cheap and good to have to layer or in reserve as needed – Smartwool is ideal)
- Wool or Fleece WARM hat x 1 (ship provides a beanie, but not always enough)
- Sunglasses x 2  
(Best are the Polarized, wrap-around style to cut out as much light and glare as possible.  
It's important to carry a back-up pair in case you lose your glasses while driving Zodiacs)
- Lip sunscreen
- Sunscreen+30 SPF recommended.
- Clip-able rescue knife x 1  
(Recommend the Spyderco Saver-Salt rustproof)

#### **Optional items:**

- GPS x 1 (there are some aboard for loan, but availability cannot be guaranteed)
- Binoculars x 1  
(The ship has spares for use, but bring your own waterproof 8 x 42 if you can)
- Camera – with waterproof bag
- Lightweight dry bags – various sizes for pack liners, gear organization etc. as needed.
- Ski goggles x 1  
(A high contrast lens for fog/low light is good – these are especially useful when driving Zodiacs in rain, snow, sleet etc.)
- Carabiners x 2  
(Used to clip two Zodiacs together)
- Balaclava x 1
- Reusable coffee mug
- A bathing suit (you may wish to take part in the Polar Plunge)