



Diamond Sky Holidays

Holiday differently

General Travel information

Flight Information - Flexible Flights

We are delighted to offer our clients complete flexibility by offering a choice of regional airports and a full range of flight options. This allows us to offer a bespoke service and enables us to create a personalised package to suit your needs. Here is a summary of some of the different flights which we are able to offer:

Charter flights; we can offer charter flights from every UK airport. Although charter flights can be restricted with durations, nowadays more frequent flights are available, which allows us to be more flexible with the durations which we offer. Please be aware, however, that some charter flights do not allow you to pre-allocate seats, or check-in online and we may have to book your meal on an on request basis. Please ask at the time of booking to confirm what is included in your flight, e.g. flight meals/luggage allowance etc. and if you are able or required to pre-book extras like meals, extra leg-room etc.

Low-cost airlines; when booked in advance can often offer the most competitive prices. These airlines do not include in-flight meals or drinks and baggage will need to be pre-booked and paid in advance.

Scheduled flights allow great levels of flexibility and high standards of service. They include meals and most drinks are complimentary. Please ask when booking about flight upgrades.

Transfers

Please note most of our holiday include standard private transfer. Or alternatively you can book a luxury private transfer with luxury category cars. We will arrange for a private transfer for your party only, by car or minibus.

However some holidays prices does include shared transfers or even no transfer at all, in this case please ensure you also book a transfer. Shared transfers will be done to/from the airport by minibus or coach direct to your ship, gulet or hotel. Please ask for your transfer arrangements at time of the booking.

Arrival/Departure times

You will usually have to be on board your cruise vessel at least 2 hours prior to departure in order to participate in any safety briefings and receive any necessary information from the crew. Usually, you need to vacate your vessel immediately after breakfast at the end of the cruise. It will not be possible to stay on board longer, as vessels need to be cleaned and prepared for the new arrivals. Depending on flight and cruise departure/ arrival times, we can arrange for you to stay an additional night in port before or after your cruise.

Assistance whilst on your cruise holiday

Whilst you are on your cruise, the first person to speak to in case of any problems is a member of the crew, which is likely to be the captain of a gulet or the cruise co-ordinator on one of our small ship cruises. In most countries we have our own local representatives and in others, the cruise company will act as our local representative. You will be given a telephone number contact with your holiday itinerary. If any problems are not resolved to your satisfaction, please ensure that you contact this number so that we are made aware of any issues and have an opportunity to resolve them for you.

Visas/Passports

All passport-holders must hold a full passport in order to travel. Some countries, such as Turkey, require a full 6 months validity on your passport, following the date of travel. Some destinations (including Turkey) require that British passport-holders obtain a visa prior to travel. Although we will do our best to advise you of any visa requirements which apply to your trip please note that it is your responsibility to have a valid passport and the correct visa for your holiday if necessary. Diamond Sky cannot be held responsible if you do not travel because of incorrect visa or passport. Any name change through marriage must be notified immediately and before tickets are issued. The name on your flight tickets and other documentation must match exactly those on your passport otherwise you may not be allowed to travel. Please check your travel documents as soon as you receive them and inform us immediately if anything is incorrect.

Accommodation on board

Safety standards are as laid down by the country where the boat or ship is registered and their regulatory bodies and you should take any necessary precautions. On most of our gulets and small ships air-conditioning is only in operation at certain times of the year and/or at set times of the day.

Passengers with special needs or limited mobility

Unfortunately, none of our small ships or gulets are suitable for passengers who require the use of a wheelchair, as cabins and gangways are simply too small to accommodate all types of wheelchair. If you have difficulty in walking or any other special needs please ask our friendly reservations team before booking to see whether the particular type of cruise you have in mind will be suitable for your needs. It is especially tricky to get on and off our authentic gulets, so these holidays are not recommended for those who are not fully mobile.

Special dietary requirements

Similarly, if you have any special dietary requirements please let us know about them before booking. It may not be possible to accommodate these on gulets, due to the very small kitchen and storage facilities, but is more than likely to be possible on our larger vessels. Again, please do check with our experienced team before booking, as they may recommend that any specific preferred/ required foods are brought with you.

Children on board our cruises

None of our cruises are recommended for children under 12 years of age, and some won't accept children under the age of 14 or 16. Since regulations vary according to the individual cruise operator or vessel, it is essential that if you have children travelling in your party you inform our reservations team at the time of booking, so that they can check whether your preferred cruise is suitable for your party. Please check at the time of booking for any applicable child reductions, which usually only apply when a child is sharing a cabin with two full fare-paying adults, on larger vessels.

Luggage and clothing

Please travel as lightly as possible as there is limited storage space in cabins. In general, soft bags are easier to stow in your cabin than hard suitcases. The dress code on board is relaxed, so casual clothes are recommended with plenty of swimwear. Don't forget to bring a jumper or cardigan for cooler evenings at sea. On gulets you will not usually wear shoes on board. In all cases comfortable walking shoes are recommended for time spent on shore. Swimming towels are not usually provided. Please check this at the time of booking.

Electricity on board

Electric sockets on board are usually those which require 2 pin, European-style plugs or plug adaptors and the voltage is usually 220 volts. If you are planning to take any electric appliances with you, it is worthwhile checking whether or not you will be able to use these on board and/ or in your own cabin.

Internet access

Some of our larger vessels do offer internet access for those travelling with their own laptop, but this is usually at a cost. Sometimes, telephone calls can be made from the bridge but these are usually relatively expensive. Please check at the time of booking if this is important to your enjoyment of your holiday.

Safety requirements

You will be given safety information by the captain and crew when you embark and it is vital that you follow this at all times. On larger vessels there may be an emergency drill scheduled to take place before the ship sails. This must be attended by all passengers.

Valuables

It is not recommended that you take valuables on board our cruises. If you do so, this is at your own risk. Some of our larger vessels offer in-cabin safety deposit boxes and/ or offer a service where the captain can deposit your valuables in the ship's safe. Please check for details.

Personal expenses on board

Some of our cruises offer a drinks package which can be booked on arrival, others offer an optional credit service so that drinks can be paid for at the end of the cruise. Different currencies may be used on board, and not all vessels are able to accept card payments. Please do check before travelling.

Medical attention on board

None of our cruises have doctors or nurses on board. In case of emergency the vessel will be taken to the nearest port where you will be given assistance to find appropriate medical attention.

Special Requests

Special requests may be made prior to travel. Whilst we endeavour to meet them, unfortunately they are not guaranteed. Under no circumstances will they be accepted by us to form part of our Contractual obligations and we will not accept any liability if they are not met. We are happy to give our advice and opinions about particular properties. All requests should be made in writing.

Shore excursions

Please check at the time of booking to make sure that you understand which shore excursions are or are not included in the cost of your holiday, as this varies from one

itinerary to another. Optional shore excursions may only operate subject to minimum numbers and/or prevailing weather or other local conditions.

Tipping

Tips & gratuities are not included in the cost of your holiday. Although at guests' discretion, tips are usually expected to be given on cruise holidays, and are usually distributed amongst the crew. Please ask for details of expected levels of tips related to your chosen vessel and itinerary, this is usually between £7 to £10 per person per day.

Not Included in your Holiday Cost

- Holiday insurance, which is a requirement and a condition of booking with us
- Transport from your home to airport of departure
- Entry visa fees where applicable
- Optional excursions and tours
- Drinks, extra meals & personal expenses
- Any tips or gratuities
- Any Flight supplements

Public Holidays

Although public holidays or other local celebrations should not affect your time on board or the services which are available, it may mean that certain local attractions are closed. If this is likely to have an impact on your enjoyment of your holiday please check to see if any local public holidays are taking place during your holiday.

Data Protection

Any information which is held by us about you will not be disclosed to any third party without your consent. We may from time to time inform you of special offers and send you our new brochures. If you do not wish to be included on our mailing list, please let us know in writing and we will remove your address from it.

Website Content

As we launch this brand new website on November 2017, we feel that we have presented a fair and accurate description of resorts, boats/ ships and accommodation. Please bear in mind that many facilities on board are not under our direct control, and could be withdrawn or re-introduced. Although we try to ensure that brochure pictures are as accurate as

possible at the time of going to print, it is possible that changes will occur to the accommodation or surrounding area, which mean that they may look different by the time you travel. Interior shots, and especially those of individual cabins, are used for illustrative purposes only. Cabins can differ quite considerably in aspect so you should not necessarily expect your cabin to look exactly the same as a room shown in the Web site.