ADORA MEDITERRANEA
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ADORA CRUISES MEDITERRANEA

Pre-Cruise Guide

CRUISE COMPASS



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Pre-Cruise Preparation and Embarkation

01

Online Check-in and Pre-Cruise Preparation

1 Travel Documents Required for Passengers and Online Check-in

All passengers must hold a valid passport (must be carried when checking in and going through immigration) with a validity period of no less than 6 months from the end date of the cruise. Every passenger must prepare at least 1 photocopy of their passport, containing personal details and the passport information page (original size, printed on A4 paper).

All passengers must complete online check-in 3 days before the departure date (see specific Online Check-in Guide) and print the boarding pass and luggage tags on A4 paper.

2 Documents Required for Passengers with Special Needs

Passengers with any physical or mental conditions, disabilities, or who require medical or special care during the voyage should proactively contact their booking channel to inform them, cooperate in submitting relevant materials, and confirm in advance whether they are suitable for cruise travel. Travel must be accompanied by a companion.

Children under 18 years old must be accompanied by at least one adult. If the accompanying person is not the legal guardian, please carry the "Legal Guardian Consent Form" signed by both the legal guardian and the accompanying person.

Pregnant women not exceeding 24 weeks of pregnancy need to provide a hospital certificate. This certificate must contain the pregnant woman's weeks of pregnancy, expected due date, and be stamped with the hospital's official seal and the diagnosing doctor's signature. It should also contain a medical diagnosis proving that the mother and fetus are in good health, suitable for cruise travel, and not a high-risk pregnancy. It must be reported to the Adora Cruises Customer Service Center in advance and carried on the embarkation day. Additionally, the pregnant woman should complete and submit the "Health Declaration Form for Expectant Mothers Embarking."

⚠ Adora Cruises has no maximum age limit for booked passengers, but seniors over 70 years old must ensure they are accompanied by a younger companion and purchase personal international travel insurance including international rescue services in advance. Their health condition at the time of travel must be suitable for taking a cruise. Senior passengers must also complete and submit the "Health Declaration Form for Senior Passengers Embarking."

Considering various possible emergencies, Adora Cruises reserves the final decision right regarding the embarkation of the above-mentioned individuals.

3 Special Reminders Before Travel

The cruise line will gift all passengers a "Pacific Cruise Travel Protection Plan." According to this insurance plan, in the event of itinerary delays, changes, or shortening due to force majeure, compensation will be provided according to a unified standard.

⚠ Cruise travel is international travel, and overseas medical treatment and repatriation may occur. Therefore, we strongly recommend that every passenger purchase personal accident insurance including international rescue services before traveling to ensure their own health and life safety are protected.

To facilitate the use of WeChat or Alipay offline payment on the cruise ship, passengers need to complete real-name authentication for WeChat or Alipay in advance. Passengers can also bring credit cards and use them at consumption points onboard equipped with smart terminal EFT machines. Credit cards can be linked to the guest's key card via self-service kiosks.

Credit cards supported: Visa, Master, JCB, China UnionPay.

Pre-Cruise Top-up Reminder

We strongly recommend that you visit https://topup.adora-cruises.com via mobile phone or computer three days before embarkation, or scan the QR code below to log in. After logging in, you can verify your voyage and personal information, add your itinerary, and follow the on-screen instructions to top up your voyage key card account or link a credit card pre-authorization. After completing the top-up or credit card pre-authorization, you won't need to queue at self-service kiosks or the cash counter after boarding. You can start spending immediately and enjoy your cruise journey ahead of others.

⚠ Important Note: The booking travel agency must complete the order payment process before top-up. Bookings cannot be changed after top-up! Users need to link at least one credit card before topping up with a credit card or using pre-authorization.

WeChat / Alipay
Credit Card Pre-Cruise Top-up QR Code

Pre-Cruise Preparation and Embarkation

Luggage Preparation and Items to Bring Reminder

4 Luggage Preparation and Prohibited Items Reminder

When preparing your luggage, please note that we strictly prohibit bringing any food items or alcoholic beverages onboard, whether in carry-on or checked luggage. Liquids, gels, and aerosols exceeding 100ml, as well as sharp objects such as scissors, blades, razors, nail clippers, and tweezers, must be placed in checked luggage.

Boarding passes, personal documents, cash, fragile items, valuables, and digital products must be carried in your carry-on luggage. Regardless of whether it is checked or carry-on luggage, the items you bring must not contain contraband goods specified by the customs and border inspection of various countries.

⚠ For cruise safety, it is strictly forbidden to bring electronic devices such as two-way radios and drones. Items that can release heat or produce open flames, fuels (including but not limited to: hair dryers, electric kettles, multi-plug power strips, alcohol stoves/lanterns and their fuel, gas stoves/lanterns and their fuel, ethanol, gasoline, etc.), as well as illegal drugs or other illegal materials, weapons, explosives, or other items potentially dangerous to others or property.

Power banks must not exceed a capacity of 15000 mAh and must have a clear 3C mark. Please use them safely. If any abnormality occurs, stop using it immediately! Special equipment must be reported in advance through the booking channel and can only be brought onboard after confirmation.

If guests bring electrical appliances (such as electric kettles, hair dryers, power strips), alcoholic beverages, or knives, they will be kept by the ship and returned to the guest at the end of the voyage. Alcoholic beverages and electrical appliances will be delivered to the stateroom the night before disembarkation, and knives will be returned by security at the exit on the day of disembarkation.

⚠ Warm Reminder: All staterooms on the cruise ship are equipped with an electric kettle and hair dryer.

Stateroom Information and Itinerary Information Reminder

Before traveling, please carefully verify the booked stateroom type, departure date, and sailing time with your booking provider based on the boarding pass (see below)!

5 Pre-Cruise Preparation and Essential Items Reminder

The Mediterranea is equipped with Chinese standard sockets suitable for Chinese usage habits. You can use them directly without needing a socket converter (if using multiple devices simultaneously, you need to bring your own converter).

⚠ Passengers need to prepare an appropriate amount of common medications for backup, such as cold medicine, diarrhea medicine, seasickness medicine, etc.

For environmental protection reasons and to reduce marine pollution, the cruise line does not provide toothpaste, toothbrushes, or slippers in staterooms (except suites). Passengers need to bring their own.

Arrival and Embarkation Time Reminder

Please proceed to the embarkation port according to the staggered arrival time slot notified by your travel agency. Do not arrive too early or too late. If you arrive too early, the cruise port may not be open yet, and you will not be able to enter the port to complete embarkation procedures, requiring you to wait outside the port.

⚠ Please arrive at the port at least 90 minutes before the scheduled departure time. Otherwise, you may not have enough time to complete embarkation or exit formalities and may miss the ship.

If there are special circumstances, please contact your booking channel in advance. According to the requirements of the public security authorities and port security at the cruise home ports, arriving passengers must hold their passports and boarding confirmation (pre-printed boarding pass and luggage tags attached) to enter the port and complete exit and embarkation procedures.

Due to the limited space in the cruise home port check-in hall, and to ensure orderly and safe entry-exit procedures, public security authorities may control the port entry time on the embarkation day based on the situation. Please obey the on-site police commands!



Embarkation Process Overview

Getting to the Cruise Home Port

Xiamen International Cruise Center:
No. 75 Yuanhang Road, Huli District, Xiamen

Tianjin International Cruise Home Port :
No. 1001 Guanhaidao, Dongjiang Free Trade Zone, Tianjin Port

Qingdao International Cruise Home Port Center:
No. 1 Gangzhou Road, Shibei District, Qingdao

Guangzhou Nansha International Cruise Home Port:
Intersection of Xingsha Road and Zhending Road, Nansha District, Guangzhou City, Guangdong Province (approx. 160m north)

Step-by-Step Embarkation Guide

Upon arrival at the terminal, passengers should follow the guidance of on-site staff and signage to hand over luggage requiring checking to the staff.

⚠ **Note: Xiamen Port currently does not offer luggage checking services; passengers need to carry their own luggage on and off the ship.**

For ports offering luggage checking, passengers are advised to check in all suitcases!

Passengers can follow on-site guidance to check luggage, receive a boarding group number, and wait for their number to be called for boarding procedures and ID photo capture. After check-in, complete the corresponding exit procedures through immigration and customs.

Suite guests have access to a VIP lounge and priority check-in lane; passengers using wheelchairs and strollers can also contact on-site staff for assistance.

Special Reminder!

On the embarkation day, DO NOT place your passport and other ID documents in checked luggage. Carry them with you at all times to avoid being unable to exit the country!

⚠ **Upon embarkation, original passports will be held by the ship (unified collection for inspection by the immigration authorities of the entry country).**

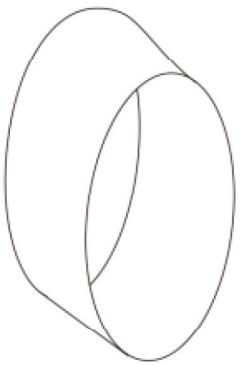
During shore excursions in South Korean ports, passports are held by passengers and returned to the ship after the excursion. For shore excursions in other ports, only a photocopy of the passport is needed.

Embarkation Overview

1. Proceed to cruise terminal
2. Check luggage (Check in luggage service is not available in Xia Men terminal)
3. Carry-on security screening
4. Complete check-in
5. Exit formalities
6. Submit original passport
7. Ticket verification
8. Enter cabin to collect key card
9. Attend muster drill and embarkation briefing
10. Begin cruise

⚠ Before traveling, fold the printed A4 luggage tag (see below) multiple times along the fold lines (do not cut) to turn it into a luggage strip. Ensure the front side (showing the ship name and stateroom number information) faces outward, thread it through the luggage handle, and staple or securely fasten the ends with transparent tape. Please ensure it is firmly attached! To prevent the luggage tag from getting lost during handling.

Fold along dotted line and secure to luggage handle with a stapler or tape.





Wonderful Cruise Vacation

02

Onboard Safety and Emergency Drill

❶ Welcome Aboard Briefing

After boarding, we will hold a Welcome Aboard Briefing in the ship's theater to introduce important information about life onboard. We strongly recommend that every passenger attends.

Emergency Drill

In accordance with the Safety of Life at Sea (SOLAS) convention, we will conduct a mandatory emergency drill within 24 hours of embarkation. We will demonstrate to guests how to respond in an emergency. Upon hearing the emergency signal (7 short blasts followed by 1 long blast), please put on your life jacket and proceed to your designated Muster Station. You can find the best route to your Muster Station on the diagram located on the back of your stateroom door. If you cannot put on your life jacket in time, you can go directly to the Muster Station to get a spare one. Remember to bring your key card (see below), which indicates your Muster Station number. Wear your life jacket and warm clothing, as the drill will take place on the outer decks.

⚠ Every passenger must participate in the Emergency Drill! All shipboard services will be suspended during the drill.



Gym Usage Safety

Passengers under 16 years old are prohibited from using the gym; minors over 16 must use it under adult supervision.

Sports shoes and athletic wear must be worn at all times; wearing slippers, sandals, or other non-athletic footwear is strictly prohibited.

Eating and smoking are strictly prohibited inside the gym.

During peak hours, the use of cardio equipment is limited to 30 minutes per session.

Consult a physician before starting any fitness activities.

Users assume all risks associated with exercise.

❷ Onboard Safety Information

⚠ Smoking is only permitted in designated smoking areas on the outer decks and in stateroom balconies. When smoking on the balcony, ensure the balcony door and stateroom door are closed. Do not throw cigarette butts overboard or into trash cans, as this could cause a fire. Please dispose of them in ashtrays provided. Violation may result in a cleaning fee of 500 HKD!

Used Needles Reminder :Passengers requiring injections (e.g., insulin) during the voyage must report in advance through the booking channel or contact the cabin attendant or front desk immediately after boarding. We will provide a dedicated sharps container. Disposal of needles is strictly prohibited. Offenders will be charged a medical waste disposal fee of 1000 HKD and may face legal consequences.

It is recommended that passengers wear low-heeled, non-slip shoes, especially on the outer decks. Outer decks may become slippery due to weather conditions. Please walk slowly when on deck. The ship may experience movement; please be careful and hold handrails when walking on decks and stairs!

⚠ Passengers must observe the rules regarding the use of swimming pools/whirlpools. Safety information is available near the pools/whirlpools. There are no lifeguards on duty. Children must be supervised by a parent or guardian when using the pools. Diving is prohibited in swimming pools/whirlpools.

To avoid damaging the ship's toilet flushing system, please do not dispose of any hard objects or chemicals other than toilet paper into the toilet, such as food, sanitary napkins, plastic items, or clothing. Please dispose of female hygiene products in the designated bins provided.

Passengers are not permitted to enter the buffet restaurant and main restaurant wearing swimwear, slippers, shorts, vests, or other overly casual attire.

For safety reasons, it is advised that children not use the dance floors in bars or lounge areas.

For your personal safety, please do not climb on the railings.

Onboard Spending and Dining Arrangements

1 Onboard Guest Services Center and Location

Guest Service Center:
Located mid-ship on Deck 2, Tel: 7777

Tours Department: Located mid-ship on Deck 2

Room Service: Tel: 6666 (07:00-22:00) / 7777 (22:00-07:00)

Medical Center: Located on Deck A, Tel: 7777

Specific service times are subject to actual onboard arrangements.

2 Cruise Service Charge

The Cruise Service Charge is 160 HKD (Suites) per person per night, and 140 HKD (Other Stateroom Categories) per person per night. Children under 4 years old (excluding 4 years old) are exempt from this charge. This fee will be charged to your onboard account after embarkation.

About Staggered Dining for Main Restaurant Dinner

Breakfast and lunch on the cruise are buffet style, on a first-come, first-served basis. The main restaurants offer set menu Chinese and Western dinners. To ensure a good dining experience for all passengers, depending on the number of guests on each voyage, the ship may implement either staggered seating or open seating for dinner. Specific dining times will be indicated in the daily onboard newsletter.

Guests with special requirements should contact the Restaurant Manager onboard for assistance.

Mediterranea Main Restaurant - Silversmith Restaurant: Located aft on Decks 2 and 3

Suite Guests Exclusive Dining Area: Located aft on Deck 3 of the Silversmith Restaurant

3 Personal Key Card and Account

Your key card will be placed in your stateroom. Passengers can use their key card for onboard expenses and shopping. This card is personalized. If lost, please contact the Guest Service Center immediately to report the loss and get a replacement.

All services and goods onboard are priced and transacted in HKD. After embarkation, passengers must pay a deposit of no less than 1000 HKD per person, or top up their key card using WeChat, Alipay, or cash, or link their account via credit card pre-authorization.

Passengers wishing to top up using cash can do so at the Cash Counter during announced hours. Exchange rates are as notified onboard.

⚠ Self-service cash top-up machines are available in the top-up area, supporting only RMB and USD. To avoid long queues, we do not recommend this method. Passengers can use self-service kiosks to check account balances and spending records, or link their key card account with family or friends' accounts to pay for their onboard expenses.

Onboard Internet and Facilities



onboard information

4 Adora Info Treasure Mini Program

After boarding, passengers can log in to the Adora Info Treasure Mini Program by scanning the QR code **[only usable when connected to the ship's network]**. You can book restaurants, book shore excursions, view the daily newsletter, check your spending account, and access various useful information on this mini program.

Wi-Fi Network Connection

1. Turn off mobile data on your phone, connect to Wi-Fi: Mediterranean

2. The browser will automatically pop up the "How to connect?" page. If it doesn't pop up automatically, open your browser and enter: http://login.com

3. Switch "CN/EN" in the top right corner of the pop-up page → Click the button under "Connect to Internet" → Enter personal information → Login → Select a package and connect

5 Cruise WiFi Packages

Wi-Fi Package	Price (HKD)	Description
Prices subject to change, final at time of purchase.		
Social Media Package only WeChat text available (cannot load images/videos), valid for whole voyage, no data limit	HKD 388	Single device
	HKD 688	Dual device
5GB Package	HKD 698	All apps accessible, single device only
1GB Package	HKD 227	All apps accessible, single device only
Unlimited Data Package	HKD 1688	All apps accessible, single device only

The above packages and prices are only applicable for voyages of 7 nights or less.

Due to factors such as satellite bandwidth resources, satellite signal, and terminal equipment during the voyage, the internet speed experienced by guests onboard may still be difficult to match land-based levels. We will continuously upgrade the network environment based on the evolution of satellite technology, striving to enhance the onboard internet experience and provide guests with a higher quality cruise travel environment.

⚠ After purchasing an internet package, please remember to turn off background app refresh and automatic updates to avoid data drainage! When not using Wi-Fi, you must log out from the exit page.

VIP Suite Exclusive Benefits

Port Embarkation Exclusive Benefits

- Access to VIP lounge at the terminal on embarkation day (coffee and other beverages, exquisite tea snacks provided)
- Priority boarding at destination ports
- Access to VIP lounge on disembarkation morning and late checkout
- Dedicated Butler Service

Suite Exclusive Service Benefits

- Welcome Amenities on embarkation day (fresh fruit basket, exquisite appetizers, premium sparkling wine)
- Daily fresh fruit and cookies
- One complimentary bottle of water per person per day
- Complimentary mini-bar drinks and snacks in Suite (first set complimentary)
- Complimentary laundry service, 5 items per day (washing, pressing, dry cleaning)
- Choice of five exclusive Suite pillows for better sleep
- Comfortable bathrobes and Italian premium brand bath amenities
- Complimentary shoe shine service
- Complimentary selected coffee package for Suites (coffee machine and coffee capsules selection)
- Turndown service
- Adora Mediterranea exclusive umbrella
- Complimentary in-suite dining service (only during restaurant opening hours)
- Priority Concierge Service

Suite Exclusive Dining Benefits

- VIP Exclusive Concierge Lounge
- VIP Exclusive menu
- VIP Complimentary afternoon tea
- Invitation to Mediterranea Executive Cocktail Party
- Priority booking for specialty restaurants

Suite Exclusive Entertainment & Leisure Benefits

- Reserved best seating area in the theater (held until show starts)
- Priority entry/participation in designated entertainment activities
- Private booking for shore excursions
- Priority booking for private photography sessions
- Priority booking for Spa services
- VIP Personal Shopper service
- Priority booking for Mediterranea Behind-the-Scenes Tour
- Complimentary unlimited access to Spa sauna

※ The above VIP benefits are subject to change. Please refer to the actual offerings onboard.

Shore Excursions

03

South Korea Port Entry Requirements

Passengers need to have their ID photo taken before boarding as required by the Korea Immigration Service. Before going ashore for excursions, passengers must collect their original passports. Only the original passport is needed for immigration procedures. After the shore excursion, upon returning to the port and completing immigration checks, ship staff will collect and keep the passports again.

For Passengers Joining "Adora Official Shore Excursions"

We will apply for the "Korea Shore Excursion Landing Permit" for you free of charge. Please ensure you submit complete and accurate passenger information through the designated method at least 3 working days before embarkation.

Important Reminder: If you obtain the permit but do not actually participate in the booked official shore excursion, the landing permit will automatically become invalid, and you will not be able to go ashore. If you subsequently cancel participation in the official shore excursion, please apply for a valid Korean tourist visa in advance to ensure you can go ashore at Korean ports.

For Passengers Joining "Shore Excursions Organized by Travel Agency"

Please apply for the "Korea Shore Excursion Landing Permit" yourself through a qualified Korean local tour operator.

For Passengers Holding the "Korea Shore Excursion Landing Permit"

At Korean ports, you must embark and disembark as a unified group and follow the designated group activities throughout. According to Korean regulations, leaving the group without permission or acting independently is prohibited and may result in denial of entry.

Other Situations Explanation

If you do not hold a landing permit, please ensure you apply for a valid Korean tourist visa in advance, otherwise you will not be able to go ashore at Korean ports other than Jeju. Passengers holding Hong Kong, Macau, or Taiwan passports, diplomatic/service passports, or other non-mainland Chinese private passports should check the visa-free policy for South Korea based on their nationality or apply for the necessary visa in advance.

Vietnam Port Entry Requirements

Please bring your key card, [passport photocopy] , and your personal Vietnam Entry Card sent to your stateroom by the ship. According to Vietnam immigration management requirements, ship staff will collect the Vietnam Entry Card upon returning to the ship after the shore excursion. Please keep it safe until disembarkation.

Vietnam Visa on Arrival Information

For Vietnam voyages departing from Guangzhou Nansha Port (non-charter voyages), Vietnam visa on arrival will be arranged uniformly by the ship: The visa on arrival fee will be deducted from the passenger's onboard account, priced at 119 HKD/person. Since applying for a Vietnam visa on arrival requires submitting the passenger list to Vietnamese immigration in advance, please clearly inform your booking channel at least 5 days before departure whether you need a visa on arrival, and submit accurate passport information and complete online check-in. If passport information is submitted incorrectly or after the deadline, an expedited visa on arrival is required and subject to secondary confirmation. The expedited visa on arrival fee is 280 HKD/person.

Passengers who have applied for a personal tourist visa on their own before departure or who do not plan to participate in shore excursions must report this to their booking channel 3 days before departure to avoid duplicate visa applications and additional fees.

Shore Excursion Booking Information (Not applicable for charter voyages)

On regular Korea and Vietnam routes, the cruise line only offers paid shore excursions to passengers. To upgrade to a paid 精品 shore excursion, please consult the onboard Tours Department after boarding. Changing shore excursions on the day of the port call is not permitted, except for health or other special circumstances. Passengers choosing shore excursion from travel agencies should consult their booking travel agency for arrangements. Suite VIP guests participating in independent travel have priority embarkation/disembarkation on port days.

Shore Excursion Information

Passengers joining shore excursions organized by the ship must gather at the designated time and place specified by the ship, wait for staff to distribute tour bus numbers, and disembark in an orderly manner when their number is called.

Shore excursions require you to bring your key card, tour bus ticket, original passport (for Korean ports), or photocopy (for other countries' ports). Independent travelers must remember the port address. Local taxis can be paid with cash.

Food and alcoholic beverages purchased ashore are strictly prohibited from being carried onboard in hand luggage or placed in the stateroom.

Before going ashore, please pay close attention to the return time deadline specified by the ship (one hour before departure) to avoid being late and unable to re-board, stranding you overseas!

For Passengers Joining Independent Tours

To ensure your efficient and orderly disembarkation, please strictly follow these guidelines: Proceed to the designated assembly point on the ship at the time specified in the daily newsletter according to the sticker number you received. Disembark in batches uniformly. Do not go to the disembarkation exit on your own to avoid congestion and affect the overall smoothness of disembarkation. Thank you for your cooperation in maintaining good order!

About Time Difference

South Korea local time is 1 hour ahead of China.
Vietnam local time is 1 hour behind China.
Please adjust your time devices according to the ship's announcements.

Disembarkation Preparation

04

Disembarkation Overview

1. Attend disembarkation briefing
2. Collect passport
3. Place luggage out
4. Settle account
5. Assemble for disembarkation
6. Complete entry formalities
7. Retrieve checked luggage (Check in luggage service is not available in Xia Men terminal)
8. Pass security and exit terminal

1 Pre-Disembarkation Briefing and Important Notes

Before disembarkation, a Pre-Disembarkation Briefing will be held onboard to explain the necessary procedures. We strongly recommend that you attend this briefing. Please make appropriate arrangements for your post-cruise行程, such as flights or trains. The cruise line is not responsible for any itinerary delays resulting from failure to follow these regulations.

⚠ **Before going through immigration procedures, passengers need to carry their original passport and the intact boarding pass for inspection by border control. The boarding pass contains the entry-exit clearance code. If lost, please go to the Guest Service Center immediately to get a reprint.**

Immigration Clearance Barcode For official use

01 E12345678



2 Settling Your Bill Before Disembarkation

One day before the end of the voyage, the ship will provide an onboard account statement and conduct centralized online settlement. Passengers need to ensure their account has sufficient balance, or the pre-authorization limit is enough to cover the total accumulated spending amount (including spending of other linked card passengers).

After centralized settlement, if passengers linked their key card using Alipay/WeChat or a credit card, any remaining top-up balance in the account will be refunded to the original payment method, and unused pre-authorizations will be automatically released. If the top-up balance or pre-authorization limit is insufficient to cover your spending, passengers can use the self-service kiosks in the top-up area during opening hours to settle the balance using Alipay, WeChat, or a credit card.

If passengers used cash for top-up and have an unused balance remaining, please go to the Cash Counter during announced hours to collect the remaining balance.

After settling the account, passengers can still use Alipay or WeChat scan-to-pay at consumption venues, or use credit cards at consumption points equipped with smart terminal POS machines.

Important Entry Clearance Reminder ⚠

Xiamen Port :After disembarkation and before going through immigration procedures, please be sure to fold the boarding pass as instructed and insert it into your passport, exposing the entry-exit clearance code for fast and convenient immigration processing.

Tianjin Port/Qingdao Port :The tour leader will affix a clearance code sticker on the top back of your passport. This clearance code will also be scanned when disembarking and entering the country. Please keep this sticker until entry procedures are completed.

⚠ Note: Entry requirements for repositioning cruises are subject to ship's announcements!



Disembarkation Preparation

Luggage Check-in Important Notes

❶ Luggage Check-in Important Notes

⚠ Xiamen Port Does Not Offer Luggage Checking Service

Before leaving your stateroom, carefully check your belongings to avoid leaving anything behind.

Luggage tags (as shown below) will be delivered to your stateroom the day before disembarkation. Fill in your name, stateroom number, and phone number on the tag, and attach it to your checked suitcase(s). Checked luggage must be locked. Bags made of plastic, woven material, paper, etc., are not accepted due to risk of damage and loss. Please place your checked luggage outside your stateroom door by the time specified by the ship so that staff can handle the transfer to the cruise home port arrival hall.



Essential items used on the disembarkation day, such as passports, medications, electronics, and valuables, must be placed in your carry-on luggage.

Assemble at the designated waiting area onboard at the specified time according to your luggage tag color. Staff will guide you to the disembarkation gangway. Please carry your original passport and queue orderly to go through immigration at border control. After immigration, proceed to the baggage claim area to collect your checked luggage according to the designated color zone. Please check carefully to avoid picking up someone else's luggage by mistake and causing delays to your connecting transfers

❷ Priority Disembarkation

If you have booked a suite or other stateroom category that includes priority boarding benefits, Adora Cruises will arrange priority embarkation and disembarkation for you.

Passengers using wheelchairs and strollers, please ask your accompanying passenger to contact the onboard Guest Service Center for assistance.

⚠ Customs Entry-Exit Reminder:

When boarding or disembarking, please do not carry more than 50 grams of gold, more than 20,000 RMB or equivalent foreign currency cash, gambling chips or tools, controlled knives, drugs, cultural relics, endangered animal and plants species products, biological products, or other prohibited items. Do not carry undeclared goods, advertising samples, etc.

When disembarking, items obtained overseas exceeding 5000 RMB in value, more than 400 cigarettes, or 1.5L of alcohol, etc., need to be declared to customs.

Passengers with symptoms such as fever, diarrhea, cough, rash, or those diagnosed with an infectious disease should declare this to customs.

❸ Disembarkation Important Notes

⚠ Essential items used on the disembarkation day, such as passports, medications, electronics, and valuables, must be placed in your carry-on luggage.

Assemble at the designated waiting area onboard at the specified time according to your luggage tag color. Staff will guide you to the disembarkation gangway.

Please carry your original passport and queue orderly to go through immigration at border control. After immigration, proceed to the baggage claim area to collect your checked luggage according to the designated color zone. Please check carefully to avoid picking up someone else's luggage by mistake and causing delays to your行程.



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www.adoracruises.com

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