

TIME TO SAY GOODBYE

We hope you're having a wonderful mini-cruise. It'll soon be time for you to leave us. Before you do, we'd like to give you some important information, so please take a few minutes to read through this letter and if you're staying for another cruise, please see overleaf.

LEAVING THE SHIP

Just like we did for arrival, we've given everyone an allocated departure time. We'll be calling you to the gangway by coloured label, and you'll find estimated times for this at the end of the letter. We've planned this to avoid unnecessary queues and delays, so please don't make your way to the gangway until you hear your colour over the PA system.

IMPORTANT INFORMATION

You'll need to leave the ship at the time your coloured label is called so it's important you plan your onward travel accordingly. We'll be docked at Mayflower Cruise terminal. For those who booked parking in Southampton Port Car Park, free shuttles will be available from the Mayflower Cruise terminal to take you back to Southampton Port Car Park. Make sure you keep your passport and important medication in your hand luggage. Finally, remember to leave your safe box open for the next guest to use.

FEEDBACK

Here at Marella Cruises, we aim to create wonderful holiday experiences for you – with the kind of memories that last a lifetime. If you've sailed with us before, you'll know that we usually send you a questionnaire via email after you get home. We're not doing that for this cruise... we want your feedback live and in the moment. So we've created a shorter survey that you can fill in before you head home. You'll find it in our Navigate app in the section called "My Feedback". Your opinion is really important to us and all our crew so please take two minutes to fill this in tonight, or tomorrow morning, before you leave the ship. We'd love to know what we did well and if you think anything was missing.

DEPARTURE LUGGAGE LABELS - COLOURS

We've delivered coloured labels with this letter. You'll also need to write your name and cabin number on the label, and remove any other luggage labels that you received when dropping off your luggage on arrival. Place your suitcases outside your cabin door before you go to bed tonight. Your luggage will be collected by the crew. You'll need to pick up your bags inside the terminal, and then make your way to the exit.

If you only have hand luggage or carry-ons, or if your preference is that you take your own luggage when you leave, then please feel free to do so - there's no need to place it outside before bed. You can then carry these off the gangway yourself when we call your colour to disembark.

CABINS

You'll need to vacate your cabin by 08.00. We've popped estimated departure timings at the end of this letter. Please make sure you're ready to leave with all your belongings at the time specified.

ONBOARD ACCOUNT

There's no need to come to Reception for a final statement before you leave. Your account statement has gone digital, you can check the balance of your onboard account at any time, day or night, on Navigate. You can screenshot it or even take a photo. If you have any queries once you get home simply email us at finalstatement@marellaexplorer.com - remember to include your cabin number, booking reference, the lead passenger name and the date of travel, and we'll send you your final statement.

DINING TIMES

Breakfast before you disembark, we have few dining options for you:

Market Place (Continental Breakfast), Deck 11 06.30 – 07.00
Market Place (Breakfast Buffet), Deck 11 07.00 – 09.00
Latitude 53 (Waiter Service Breakfast), Deck 6 07.00 – 09.00

ESTIMATED DEPARTURE TIMES

When you hear the colour of your luggage label called over the PA, make your way to the gangway.

It's important you continue to practise social distancing and remember to have no more than 4 people or one travel party in the lift at any time.

And, finally, when you get to the gangway have your cruise card ready with the barcode facing upwards, ready to scan.

LUGGAGE LABEL	SCHEDULED DEPARTURE
GREEN	08.00
PURPLE	08.15
BLACK	08.30
BLUE	08.45
ORANGE	09.00