

FREQUENTLY ASKED QUESTIONS

1. How long is the cruise and what does it include?

Our cruises are normally between 2 and 3 hours. We sail around the Island of Sentosa heading back to Resorts World Sentosa (RWS). Some of the cruises include dinner and most of them include a welcome drink and entertainment. Please check our sailing schedule and “what’s included” for the details of each cruise as they do vary.

2. What can be seen during the cruise?

The cruise is on a Historic Sailing Yacht, and that in itself is a unique experience. During the cruise, guest can experience stunning sunsets from the remarkable vantage point out at sea, admire the beautiful southern islands and gaze at the sparkling city lights while enjoying live entertainment.

3. Where can I buy tickets?

Tickets can be bought at Royal Albatross Ticket Booth adjacent to our berth at RWS, RWS attractions ticketing booths, through any RWS travel agent or directly from Royal Albatross’ website at www.tallship.com.sg/products/

4. How long are tickets valid for?

Tickets are valid for six months from the date of issue and the date maybe changed free of charge (unlimited times) up to 3 prior to the selected sailing date. A \$50 change fee is payable if less than 3 days notice is given.

5. How do I select and/or change the date of my ticket?

If you purchased your ticket from any RWS attractions ticketing booth, please go to our customer portal by clicking “Check In” at the top right corner of our website (www.tallship.com.sg). If your ticket was issued electronically, please click the unique reference in the email you received with the ticket. If you have purchased a ticket; but not yet received an email with the ticket, please email reservations@tallship.com.sg.

6. Where do I find the serial number on my ticket?

The serial number is the 18 digit number printed on the front of the ticket. For your convenience, you may enter the last 6 digits only (and the PIN).

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7. Why is the customer portal requesting a PIN?

The PIN is issued at the point of purchase and is for security purposes. It is required after entering the ticket serial number.

8. When can I check-in?

Guests may check-in when the ticket status changes from “Stand-by” to “Open”. Normally the check-in status changes 14 days before the date of departure.

9. Can I cancel my tickets?

Once tickets are purchased they cannot be cancelled, however, the date can be changed up to 3 days prior to the selected sailing date and they are transferable to another party at any time before checking-in. Once a passenger has checked-in the tickets cannot be transferred.

10. What is the ticket refund policy?

The following refund policy applies:

- Ticket expires – no refund
- Guest no show – no refund
- Sailing or ticket cancelled due to fault of TSA – Full refund

All refunds at transaction price must be supported by a valid receipt. The refund will be issued through the same channel as the ticket was purchased.

11. Do you still sail when it rains?

We are a rain shine event, so unless the weather is unsafe to sail, the ship will depart on time. If rain is forecast, you may want to bring light protective clothing with you such as a plastic poncho or cagoule. That said, the crew will deploy awnings that cover the Upper Deck in the event of rain and guests are always welcome to move to the Well Deck and the Grand Salon on the Main Deck which is fully enclosed and air-conditioned.

12. How many decks does the Royal Albatross have?

Royal Albatross has three decks; Upper, Main and Lower.

The Upper Deck is outside and extends the entire length of the ship; offering superb views of the sea in all directions. The Upper Deck has its own bar and a flying seat that extends aft over the sea! The Main Deck consists of the Grand Salon and the Breezeway Lounge. The Grand Salon is fully

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air-conditioned with large windows offering a 270-degree view. The Grand Salon has its own bar and is normally setup as a lounge with sofas. The Breezeway Lounge is covered but opens from the sides so that the wind can blow through.

Access to the Lower Deck and the on-suite cabins is not allowed. Viewings can be arranged by appointment.

13. What is the menu on the cruise?

The food menu varies depending upon the cruise – please check product pages for details. We serve our food using daily fresh products. Not all sail packages include food, so please check the products page for more information.

14. Is there anything included for vegetarians?

Yes, but if you have any special dietary requirements, please email reservations@tallship.com.sg at least three days in advance.

15. Is the cruise wheelchair friendly?

Like most yachts, boarding is via a gangway and movement onboard requires guests to be able to walk short distances, to step over door sills, traverse up and down steps. We therefore cannot permit wheelchairs onboard. If you need assistance, please do contact us at least three days in advance by emailing reservations@tallship.com.sg

16. Are children allowed on the ship?

Children above the age of 4 are allowed on the cruise at child rates (if available) provided that each child is accompanied and supervised by an adult. Children under 4 (infants) are also allowed onboard **BUT SUBJECT TO** the prior approval of the captain or management of the Company. Please read our infant policy [here](#). Some of our cruises however (mainly those departing 8pm or later) can be adult only, so please check the details for each cruise

17. How do I check-in, my child?

Children (under 18) cannot check-in online. They will be checked-in manually by their parent/guardian upon arrival. To save time, please enter their details into the customer portal.

18. Can I stay onboard after the cruise?

Yes, provided that there isn't another cruise departing immediately afterwards. Please check our sailing schedule to confirm or email reservations@tallship.com.sg

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19. Is the food served Halal?

No, our kitchen is not Halal certified however we do not use pork or lard in our ingredients. We are a no pork and no lard event venue.

20. Are there any child-friendly meals included on the cruise?

We do not cater especially for children, but there are ample choices in the menu which are children friendly.

21. What's the latest i can purchase a ticket?

Tickets can be purchased up to 2 hours before the ship sets sail (subject to capacity availability) however anyone purchasing less than 24 hours in advance will need to manually check-in. All guests are reminded to bring their passport or Singapore government issued NRIC. The sailing schedule is available on Tall Ship Adventures' official website: www.tallship.com.sg

22. What documents are required by passengers to bring on board for verification?

A passport or Singapore government issued NRIC. The same ID must be entered into the customer portal.

23. Will I feel sea sick?

The Royal Albatross is an ocean-going super yacht that weighs in at 270 tonnes with a massive keel to keep her upright and stable. Very occasionally, a passenger may experience some discomfort, in which case we recommend that they stay on the upper deck for fresh air, with their eyes on a fixed object. Ginger is well known for helping to relieve nausea and can be requested from the ship's crew if required. For more information about stability of the Royal Albatross and why it's unlikely you'll experience sea sickness, [please view our video here.](#)

24. Can any special arrangements be made for my birthday or anniversary?

Yes absolutely, please email any special request to reservations@tallship.com.sg. Additional charges may apply.

25. Why do I need to remove my shoes?

As is customary for all yachts, shoes need to be removed before boarding. The reason is both for safety and to protect the decking and carpeting. Our crew will properly store before boarding. Royal

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Albatross' external decks are made from a special marine cork that is extremely comfortable to walk on.

26. Is Smoking Allowed?

Smoking is allowed on the lower deck designated area only, kindly confirm the designated area with our ship's crew during sailing and before lighting up.

27 .How many sails would Royal Albatross put up?

There are many factors that would determine the number of sails that we put up, such as the weather, how the ship is loaded, the wind speed and gust, our heading and the wind direction. We also will consider the comfort and the amount of heel (lean) our guests can accept; but above all, the safety of the guests on-board considering we are serving food and beverages. As safety on-board is always our primary concern, we will trim the sails according to these factors and natural conditions.