

## FAQ for Sunset Sail Saturday

### **1) How long is the cruise and what does it include?**

The cruise takes 2.5 hours and sails around the Island of Sentosa towards Singapore's southern islands before heading towards the city area and back to RWS including an International Seated dinner and a welcome drink (House Pour Alcoholic or Non Alcoholic). Passengers are welcome to stay on board after the ship returns to RWS and drink till late.

### **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, passengers 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 a Live Jazz performance.

### **3) Where can I buy tickets?**

Tickets can be bought at Royal Albatross Ticket Booth, RWS attractions ticketing booths, through any RWS travel agent or directly from Royal Albatross' website at <https://www.tallship.com.sg/events/sunset-sail/>

### **4) How long are tickets valid for?**

Tickets are open dated and valid for 6 months from the date of issue.

### **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](http://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](mailto: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)

### **7) Why is the customer portal requesting a PIN?**

The PIN is issued during 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 prior to the date of departure.

### **9) Can I cancel my tickets?**

Once tickets are purchased they cannot be cancelled, however the date can be changed prior to the opening of the check-in process (normally 14 days prior to the 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
- Passenger 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 is raining?**

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 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?**

The Royal Albatross has 3 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 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 open 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?**

An International plated dinner using daily fresh products .

**14) Is there anything included for Vegetarians?**

Yes, but if you have any special dietary requirements, please email [reservations@tallship.com.sg](mailto:reservations@tallship.com.sg) at least 3 days in advance.

**15) Is the cruise wheelchair friendly?**

The access from the pontoon onto the yacht is not wheelchair friendly, however our staff will do their best to board guests who are wheelchair bound and will assist in bringing the passenger to the upper deck where they can enjoy the sunset sail in comfort and safety. Our staff will also be pleased to assist guests while disembarking. Please do contact us at least 3 days in advance if special assistance is required by emailing [reservations@tallship.com.sg](mailto:reservations@tallship.com.sg).

**16) Are children allowed on the ship?**

Yes children above the age of 4 are allowed on the cruise provided that each child is accompanied by an adult.

**17) How do I check-in my child?**

Children 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, guests that purchased tickets for the Sunset Sail may stay onboard and enjoy the bar and the ship's facilities until late.

**19) Is the food served Halal?**

No, our Kitchen is not Halal Certified. The raw materials used to prepare the food is procured from Halal Certified vendors.

**20) Is 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 4 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: <https://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.

**24) Can any special arrangements be made for my birthday or anniversary**

Yes absolutely, please email any special request to [reservations@tallship.com.sg](mailto: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 prior to boarding. The reason is both for safety and in order to protect the decking and carpeting. Our crew will properly store shoes before boarding. Royal 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.