

Saga cruises pre-departure FAQ's

Covid 19 related FAQ's

Before your cruise

Do I need to take a COVID-19 test before my journey to the ship?

Although you will be tested on arrival at the port, for additional peace of mind, we would advise you to take an NHS rapid lateral flow test at home before you begin your journey to the ship. You can obtain these tests from most pharmacies and they come with clear instructions on how to perform them at home. The test takes 30 minutes to return a result.

Car service

What safety measures are in place for the VIP chauffeur service?

Each household will be allocated a private car and all cars will be thoroughly cleaned prior to your collection. Whilst the government guidelines have now changed, we will still require that both you and your chauffeur wear a face mask for the duration of your journey, so please ensure you bring one with you.

Embarkation

What will happen when I arrive the cruise terminal?

Upon arrival, you will be asked if you have had any COVID-19 related symptoms recently and where you have travelled to in the last 14 days. Our qualified medical staff will take your temperature, measure your oxygen saturation level and a COVID-19 test will be conducted. The process should take no longer than 20 minutes and you will be able to remain in the comfort of your vehicle during this time. Following this medical screening process and having shown a negative test result, you will be directed through check-in and board the ship.

Should the medical screening indicate a positive test result or any other medical concern which would prevent you from sailing, your cruise will be postponed until a later date and we will ensure you are taken home safely.

Face coverings

Will guests and crew be required to wear face coverings?

Whilst the government guidelines have now changed regarding the wearing of face masks, we will still require the wearing of face masks in all public areas whilst on board the ship for guests and crew alike. All guests will be required to wear a medical grade face mask, so you may be offered a replacement mask during check in.

Face coverings will not be required whilst eating, drinking, when using the gym, taking part in a fitness class or when in your cabin or outside spaces.

Cabins

Will there be any changes in my cabin?

We will provide hand sanitiser and face masks in your cabin for your personal use, if you need more please do not hesitate to ask.

You and your cabin steward will be the only ones allowed to enter your cabin during your cruise; we would kindly ask that you do not invite anyone else to join you.

Shore excursions

Will I be able to go ashore?

Yes, there will be shore visits; however, in order to ensure the safety of both guests and crew, you will only be allowed go shoreside on an organised excursion. You will not be able to debark the ship for individual exploration. We will send you all the information you need regarding which excursions are available for your cruise and how to book them. To ensure you get to go on the ones you want, we would strongly suggest booking your excursions in advance.

Dining

Have you made changes to the dining venues?

The dining experience on board will continue to be of the highest standard. To make things easier for your first night, we have allocated where you will dine and after this you can, of course, dine at your leisure, in the venue of your choice. Please remember that speciality restaurants must be booked in advance once you are onboard and this can be done either in person at the restaurant or by telephone once onboard

Whilst social distancing measures have now been changed by the government, we will continue to require that no more than six people dine together and buffets will continue to be assisted

We have installed hand washing stations at the entrance to all dining venues and would ask that all guests use these, along with hand sanitiser, when entering each restaurant. Our crew will also be on hand to help remind you of this when entering all dining venues.

Public areas

What social distancing measures are in place in public areas?

Whilst social distancing will now be formally relaxed, we respectfully ask that, where possible, these continue to be adhered to and respected to ensure the safety of both our guests and crew. Hand sanitiser is available around the ship and we would encourage all guests to use this regularly whilst onboard.

Seating in public spaces has been rearranged to provide more space and, as with the dining areas, tables will seat a maximum of six. Please note that seating will not be available at the bar.

Can I still use the library and computer room?

The library space is available, however you won't find the usual books and board games and, for now, our computers will remain temporarily out of use. Please ensure that you bring your own reading material and free Wi-fi is available throughout the ship so please do bring your own laptops, tablets and smartphones. If you need any help with using these, our crew will be more than happy to assist you.

Additional useful information

Formal nights and dress code

Are you planning to go ahead with formal nights and cocktail parties?

Cocktail parties will not go ahead at this time, however we are pleased to confirm that formal nights will proceed as follows:

- One formal night for cruises from four to seven nights.
- Two formal nights for cruises of eight to 11 nights.
- Three formal nights for cruises of 12 to 21 nights.

What is the dress code onboard?

A big part of the cruising experience is what to wear and we know how important it is for many of our guests. During the day, we would advise casual wear, with the evening dress code starting from 6pm.

Ladies generally choose to wear a smart dress or an elegant blouse or top with trousers or skirt. Gentlemen can wear a smart open neck shirt and trousers. A jacket is optional, and we would ask that polo shirts, t-shirts, shorts and denim are kept for casual wear during the day.

Formal nights are always looked forward to as it gives the ladies the chance to wear an evening gown, cocktail dress, a dress suit or elegant separates. Gentlemen are invited to wear a smart suit or dinner jacket.

Entertainment and activities

What evening entertainment can I look forward to?

Multiple venues are available onboard, so you are free to choose where to spend your days and evenings. Every night there's a show in The Playhouse Theatre or alternative entertainment can be found in the Britannia Lounge with live performances and music for dancing. Sadly dance hosts are currently not available. You can also find entertainment in The Club and The Living Room or alternatively, you can enjoy the shows from the comfort of your cabin via the TV, either live or on demand.

Details of all classes and activities are available onboard and will provide all the information you need, including whether you need to pre-register at reception the day before.

Visitors

Can friends and family visit me onboard?

For now, visitors will not be permitted onboard.

Crew

What measures have been taken to keep the crew safe?

All of the crew have been vaccinated and have been allocated to cohorts to minimize contact with others.

We know that some of our guests who have cruised with us in the past will be pleased to see familiar faces onboard, however, we would respectfully ask that social distancing is adhered to at all times.

The onboard team will also not be able to host guests at dinner or at other events.

Medical

What will happen if there is an outbreak of COVID-19 onboard during my cruise?

Our stringent safety measures have been put in place to reduce the risk to guests and crew and this is further strengthened by our mandatory requirement for all guests to have received both of their vaccines.

Should we find ourselves in this situation our comprehensive outbreak procedures will commence. These include enhanced medical facilities and a dedicated isolation area.

If I am required to isolate on-board and the ship arrives back in the UK, am I able to disembark or would I need to complete my period of isolation on-board?

In the unlikely event of you testing positive whilst onboard, you will be safely disembarked at the next suitable port and your onward travel arranged.

What should I do if I feel unwell during my cruise?

If you feel unwell in any way whilst onboard, please remain in your cabin and contact the Medical Centre immediately.

What should I do if I test positive for COVID-19 within 10 days of returning from my cruise?

We will be operating the NHS Track and Trace system. In the unlikely event that you test positive within 10 days of returning from your cruise, please call 0800 504 505.

What if I am contacted by the NHS Track & Trace service and identified as a close contact of somebody who has tested positive for COVID-19?

If you are contacted by the NHS Track & Trace service or identified as a close contact of somebody who has tested positive whilst onboard, please return to your cabin to isolate and contact the medical centre immediately.

If you are contacted by the NHS Track & Trace service within 10 days of returning from your cruise, please report this to us immediately by calling 0800 504 505.

Disembarking

How will disembarkation work?

Please leave your luggage outside your cabin door on the night before you disembark the ship.

On the day of disembarkation, please wait in your cabin until you are called to the gangway.

Will I need to quarantine in a hotel upon return to the UK?

Any UK government guidelines at the time will need to be adhered to.

Future cruising

Will the same measures be in place for future cruises?

We will continue to monitor government guidelines and will re-issue this advice for each cruise departure to inform guests of the relevant measures for their cruise