



TRADEWIND
VOYAGES

The Ocean's Journey

A-Z Directory

GUEST SERVICE DIRECTORY

A

Air Conditioning

Your cabin is individually climate-controlled — you'll find the control panel near the entrance or next to your bed. Please keep balcony doors closed when using the outside area. This will maintain a comfortable, ambient temperature inside (and keep insects outside).

Alarms

If the General Alarm sounds (seven short and one long blasts over the PA system), please listen carefully for instructions and shipboard announcements.

Allergies

If you have any allergies, intolerances or specific dietary requirements, please inform our Dining Room Manager, who will be happy to respond and advise.

Anniversaries/Birthdays

If you are celebrating an anniversary, birthday, or other special event during your voyage, contact Guest Services for information on our Gift Packages. We'd love to make your special occasion even more memorable for you.

B

Bars

You can enjoy a variety of bars and lounges on board Golden Horizon: -

Pool Bar, located on Upper Deck,

Horizon Bar, located on Main Deck.

Piano Bar, located on Main Deck.

Quarterdeck Bar, located on Main Deck. Opening can be pre-arranged for special functions.

Debeljak Bar, located on Gallery Deck.

Please see your Daily Programme or in cabin TV for the opening hours of all bars and lounges on board.

Bathrobe

Bathrobes are provided in your cabin for use during your voyage.

Blankets

For your comfort, blankets have been provided for use during your voyage. You are requested not to take them out of your cabin.

Boutique

Our on-board boutique offers a collection of high-quality, bespoke and branded fashion items, exclusive Golden Horizon souvenirs and a range of travel essentials. You'll find the Boutique on Gallery Deck Aft, and the opening times in your Daily Programme. Due to customs regulations, the boutique remains closed while in port.

Breakfast

A great day starts with a great breakfast!

For early risers, we have a light breakfast selection at the Piano Bar.

Full breakfast, buffet and à la carte options are available in our Main Dining Room.

Should you wish to take your breakfast in your cabin (Suites and Deluxe Cabins only), breakfast cards are available in each cabin. Simply place them outside your door the previous evening.

Please refer to your Daily Programme for all restaurant hours of service and meal timings.

Bridge

Visits to the bridge are available by arrangement and on arranged tours.

Butler Service

We're pleased to offer a Butler Service for Suites on board Golden Horizon.

C

Captain's Table

During your voyage you may be invited to enjoy dinner with the Captain or one of his officers.

Coat Hangers

You'll find coat hangers in your wardrobe. If you need additional hangers, your Butler or Cabin Attendant will be happy to help.

Crew Areas

Some areas on board are marked "Crew Only". For your safety, guests are not permitted in these areas.

Currency

The currency on board is British Pound Sterling.

Customs Regulations

All crew and guests are obliged to adhere to applicable customs regulations, when bringing goods into and out of a country. If you have any questions, Guest Services will be happy to advise.

D

Daily Program

You'll find your Daily Programme on your television. It includes timings for meals, activities, excursions and all sorts of handy information about each day and each port of call. A paper copy of the Daily Programme will also be delivered to your cabin.

Destination Services

Our Destination team will be happy to provide information on all our fabulous excursions on offer during your voyage, as well as details of Marina activities, Diving excursions, general port and local taxi information. Our Destination Desk can be found on Gallery Deck (in front of the library).

Dining

Please refer to the Restaurants section of this directory to discover the diverse, unique dining experiences we offer on Golden Horizon.

Disembarkation

Towards the end of your voyage, we'll send luggage tags and information regarding disembarkation to your cabin. If you have any queries or need transfer arrangements, please contact Guest Services.

Diving

We're pleased to offer a great range of diving experiences for your voyage. Make the most of our specialist equipment, including our on board four-metre dive pool, all year round. There's something for everyone, with a range of courses for all skill levels, from tasters to PADI recognized courses, all led by our on board Open Water Diving Instructor. Please note, diving experiences are not complimentary.

Dress Code

During the day (both aboard and ashore) the dress code is casual and comfortable, including shorts, jeans, and sturdy shoes for walking tours. Naturally, swimsuits, brief shorts, cover-ups and exercise attire are fine for the poolside and gym. For dinner, we suggest a smart casual outfit. Jacket and ties are optional for men. Shorts and open-toe shoes are not considered appropriate for dinner.

Drinking Water

As part of our sustainability commitment, complementary, reusable bottles are provided for your voyage. These can be refilled at various points throughout the ship and are an important way to protect and preserve our environment. We encourage guests to take their reusable water bottles home once their voyage has finished.

Drones

For safety and security reasons, guests are not permitted to bring drones aboard Golden Horizon.

Dry Cleaning

We regret that dry cleaning is not available on board.

E

Electricity

The on board power supply is 220 volt/60 Hz. Your cabin is equipped with European power sockets. Additionally, one 110v/60 Hz United States type power socket is provided in every cabin together with a shaver socket.

Emergency Calls

In case of emergency, use your cabin telephone to dial the emergency number. Please dial 000 to contact Guest Services.

Entertainment

In the late afternoons and evenings, enjoy the relaxing melodies from our on board Pianist in the Piano Bar. Alternatively, head to the Horizon Bar to be entertained by our talented Musical Duo. In addition, we occasionally welcome aboard local artists and special guest performers.

Environmental Policy

We're passionate about reducing pollution and protecting the world's oceans, so it's strictly forbidden to throw anything overboard. If you see this occurring, please notify Guest Services. Thanks for you for your cooperation.

F

Feedback

We'd love to know how you enjoyed your adventure and where we could improve our services. Whilst on board, please don't hesitate to highlight any issues with Guest Services. During your voyage, you'll be invited to complete a guest survey, where formal feedback can be given.

First Aid

For any first aid or medical assistance please contact Guest Services, the Medical Centre on Gallery Deck or any of our crew members. If you or any fellow traveller has Covid19 symptoms, please remain in your cabin and call Guest Services.

Fitness Centre

You'll find our Fitness Centre on Marina Deck Aft. Check your Daily Programme for opening hours.

Foreign Exchange Service

Whilst we don't have a foreign exchange service on board, local currencies can readily be obtained from ATMs in ports.

G

Games

You'll find a selection of card and board games in the Library on Gallery Deck Aft.

Guest Services

Our Guest Services Team is available 24 hours a day, to help you make the most of your voyage. Please dial 000 to contact Guest Services.

H

Hairdressing

Our internationally experienced and qualified hairstylist is available for bookings in The Spa, which is located on Marina Deck, Aft.

Hairdryer

You'll find a hairdryer in the bath/shower room of your cabin.

Housekeeping

Your cabin will be attended daily, with a nightly turndown service included. Please contact your Butler or Cabin Attendant if you have any special requests.

L

Language

The official language on Golden Horizon is English. However, our on board team is international and if you speak another language, we will do our best to assist you.

Laundry & Laundry Concierge

A laundry service is available during your voyage. Guests in Suites are entitled to a complimentary service (limited per day), otherwise please consult the price list in your cabin. For your safety, it is important not to use irons in your cabin or hang items to dry over electrical appliances. We regret dry cleaning is not available on board.

Library

Our library located on Gallery Deck Aft, where you'll find a collection of books, specially selected to feature the destinations on your voyage, for you to browse or borrow. Please remember to return library books before you disembark.

Life Jackets

In the unlikely event of an emergency, you'll find life jackets in your cabin. Please familiarise yourself with the correct use of life jackets by reviewing the safety instructions on the inside of your cabin door and by watching the safety video on your TV. During the safety drill, our crew will demonstrate how to don your life jacket.

Linen

Your Cabin Attendant or Butler will change your bed linen twice a week. If you require an earlier change, just let them know.

Lost & Found

Please contact Guest Services for lost and found items. If you wish to leave behind an unwanted item, just inform your Butler or Cabin Attendant.

Luggage

Your luggage can be conveniently stored underneath your bed. If you need further assistance, your Butler or Cabin Attendant will be happy to help.

M

Mail

If you require mail services, please contact Guest Services. This service is chargeable.

Marina

For your daily dose of water-based adventure, our Marina offers complimentary Snorkelling, Stand-up Paddle-Boarding, Kayaking, Sailing and Windsurfing. Please see your Daily Programme for specific sessions and timings. Sessions are subject to availability and conditions, so please ensure you book with the Marina or the Destination Desk during opening hours.

Massage

We have a wide range of fabulous relaxing or rejuvenating massage experiences available in The Spa, located on Marina Deck Aft. For more information, please refer to our Spa Menu.

Medical Centre & Services

Our on-board Medical Centre, located on Gallery Deck, is staffed by a doctor and a nurse, and is equipped to deal with most medical emergencies and day-to-day issues. Consultations are available in bookable morning and afternoon sessions. Please contact the Medical Centre to make an appointment. Emergency services are available around the clock. All Medical Centre services are chargeable.

Muster Stations

Please familiarise yourself with your Escape Routes and Muster Stations. These are clearly marked on the escape plan on the back of your cabin door. We have 2 Muster Stations, both are on the Upper Deck mid ship and are clearly signposted.

N

Newspapers

If you wish keep up-to-date with current affairs, complimentary international English language newspapers are available on board. Contact Guest Services for further details.

P

Passports

Local authorities require that all passport information is available for inspection at any time. Our Guest Service team may keep your passports safe throughout your voyage and return them to you prior to disembarkation.

Payment Methods

The currency on board is British Pound Sterling. At the end of your voyage, you can settle your account in cash or with American Express, Visa or Mastercard credit/debit cards. Please note, we are unable to accept any other debit cards, travellers' and personal cheques.

Phones

The phone in your cabin can be used to make calls within the vessel. When using your mobile phone to make international calls, please remember roaming charges will apply.

Pillow Service

If you require additional pillows, your Butler or Cabin Attendant will be happy to help.

Pools

You can enjoy three outdoor salt-water swimming pools on board Golden Horizon. The main pool is heated and you'll find both pools on Upper Deck. Please note swimming is not allowed in the Dive Pool.

R

Restaurants

Our dining venues are always at your service to provide a fabulous variety of delicious food throughout your voyage, whichever location you choose.

Our **Main Dining Room** is the classical dining venue, located on Marina Deck and Gallery Deck. Reservations are required for 6 or more guests and can be made at the Dining Room, with your Hostess, Butler or Dining Room Manager.

Horizon Bar & Grill, located on Main Deck, is perfect for relaxed all-day grazing and is open for breakfast, lunch and after-dinner treats.

In Suite Service

If you would prefer to dine in your Cabin, our In-suite service is available to Suites. Both Suite and Deluxe Cabin guests can enjoy room-service 24 hours a day. You'll find the menu selection in your Suite/Deluxe Cabin. Ice is readily available from your Butler or Cabin Attendant at any time. To order breakfast in your suite, simply submit your selection for the following morning on your breakfast card and leave it outside your door before retiring.

If you have any allergies, intolerances or specific dietary requirements, please inform our Dining Room Manager, who will be happy to respond and advise.

S

Safe

You'll find a safe in your cabin for all your valuables, with instructions for use. Please call Guest Services for any assistance.

Safety & Security

Your safety is our top priority. Please familiarise yourself with our on-board procedures and protocols by watching the safety video on your interactive TV and by studying the safety notice posted in your cabin. Please take particular note of your Escape Route and Muster Station. For on board security and customs compliance, your handbags and other hand luggage may be screened when re-boarding in port.

Sauna, Hammam & Snow Room

You'll find our complimentary Sauna, Hammam and Snow Rooms in The Spa, on Marina Deck, Aft.

Seabobs

A Seabob experience is truly like no other. Grab your snorkel set and enjoy a breathtaking underwater adventure. Guided by a Marina Team Member, you'll jet through the water to explore the surface and underwater world of your destination. These unforgettable, 1-hour adventures are offered as chargeable sessions, limited to 2 people per session and can be booked from Destination Services.

Ship Time / Time changes

Ship Time is based on the time zones of areas en-route and normally matches the time in your next port of call. Changes normally occur at 2am and are at the discretion of the Captain. Updates are provided in the Daily Programme and through announcements. Please adjust in line with these changes in order not to miss your appointments for the next day. If in doubt you can always check current Ship Time on your cabin TVs, telephones, Info-channel on TV or by calling Guest Services.

Shore Excursions

Information about the fabulous excursions on your voyage can be found at our Destination Desk, during our Welcome Aboard talk, on the television in your cabin and during port talks. If you would like to chat in more detail about your options, our Destination Team on Gallery Deck (in front of the library) will be happy to help. Bookings can be made at the Destination Desk or, at your leisure by completing a booking form and returning it to our dropbox at the Destination Desk at any time.

Slippers

Complimentary slippers are provided in your cabin, which you are welcome to take with you when you depart.

Smoking

For the comfort and well-being of our guests, Golden Horizon is a non-smoking vessel. Smoking is prohibited in all public areas and cabins, including suites and balconies. For guests who wish to smoke, there is a designated outside smoking area on Main Deck Aft, port side and Upper Deck port side aft of the Pool bar. Please do not discard cigarette/ cigar butts overboard.

The Spa

The Spa Team invites you to enjoy tranquillity, relaxation and well-being, throughout your voyage. Choose from the finest facials, relaxing massages, body rituals or foot and hand treatments. Alternatively, indulge in dreamy signature therapies from our Spa treatment partner, THALGO, with a range of carefully selected marine-based products, to revive, revitalise and rejuvenate.

Discover The Spa on Marina Deck aft. Book your service by calling ext.250 or by visiting The Spa reception.

Swimming Platform

The Marina is the destination for all your open-water swimming activities and adventures. You'll find timings in the Daily Programme and remember, key-cards are required to sign in/out of the Marina. All Marina sessions are subject to capacity and conditions.

T

Television

You can enjoy a variety of TV channels, complimentary on-demand movies and a great selection of music through your cabin TV. You'll also find Information Channels, which display itinerary details, background information about the ports to be visited, weather forecasts, present location and other useful information such as activities and dining options.

Tipping & Gratuities

All tips and gratuities are included in Golden Horizon's voyages and destination experiences.

Towels

By re-using your towels, you can help us reduce laundering and protect our environment. If you wish to reuse a towel, please hang it up in your bathroom. If you would like a towel to be replaced, just leave it in your basin.

U

Umbrellas

Umbrellas are available to borrow by the vessel gangway.

V

Valuables

Each guest is responsible for their personal possessions on board, including items stored in suites and cabin safes. Golden Horizon, our suppliers and agents accept no liability for loss or damage to guests' belongings. For your peace of mind, please ensure that you are aware of your travel insurance coverage regarding loss/damage of your personal possessions.

Visitors

Visitors are welcomed on Golden Horizon at the Captain's discretion. However, there are certain limitations and protocols in place to protect safety and security on board. If you are expecting a visitor, please contact Guest Services, a minimum of 72 hours in advance, to arrange for a visitor form and approval. Please also ensure each visitor brings photo ID with them.

Voyage Schedule

Your voyage has been meticulously planned. However, there may be circumstances outside our control, which require unexpected changes to our itinerary or schedule. These may include unforeseen weather conditions, local restrictions or immigration procedures etc. We will do everything we can to mitigate the consequences of such events and appreciate your understanding and co-operation in such circumstances.

W

Wake-Up Calls

Guest Services will be happy to schedule a wake-up call on request.

Weather

The weather forecasts for your voyage are displayed on your interactive TV.

Wi-Fi

Golden Horizon offers complimentary internet access via VSAT satellite technology. Naturally, the strength of the signal may be impacted by terrain and weather conditions and coverage may be limited in some remote regions. We therefore ask that you avoid streaming video media via the internet, as this may limit bandwidth and access for other guests. If you require any assistance connecting to the internet, please contact Guest Services.

Y

Yoga

We have a Yoga and Wellness space available on Bridge Deck. Details on instructor-led Yoga, Wellness and Meditation sessions can be found in your Daily Programme.

