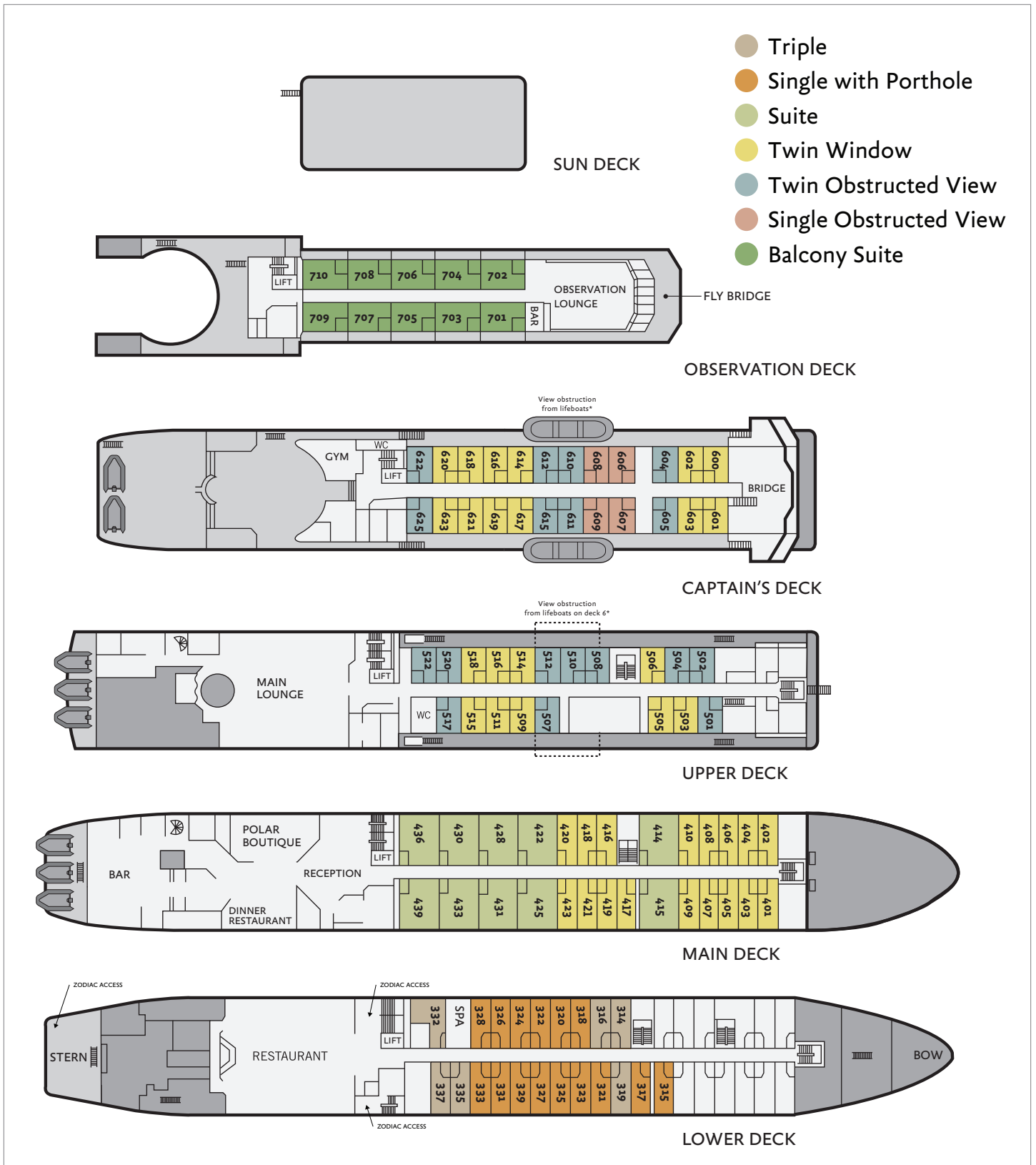


# Ocean Diamond

 Quark  
Expeditions®  
The Leader in Polar Adventures



# Ocean Diamond



# Welcome Aboard!

The *Ocean Diamond* will be your home away from home during your expedition. This booklet will help you get acquainted with your new home. Give it a read as it does include important information about the facilities available to you and the procedures everyone adheres to while at sea.

The passionate Expedition Team and crew aboard this ship can't wait to show you around and take you to places most people only dream about. Every day presents a new adventure. An early wake-up call may signal the sighting of nearby whales, while an afternoon Zodiac cruise may present you with the intense blues of passing icebergs. Polar travel is unlike any other type of travel, so please take a moment to get to know your ship.

Below you'll find some information about your expedition vessel.

## ABOUT THE OCEAN DIAMOND

The *Ocean Diamond* is a luxurious vessel with spacious cabins. All cabins have private bathroom facilities and exterior views. Please feel free to enjoy the flat screen TV and DVD player in your cabin. The *Ocean Diamond* is Quark Expeditions®' modern, stable super-yacht. Carrying a maximum of 189 passengers, this outstanding vessel features numerous adventure options plus on board amenities for you to enjoy such as a well-stocked polar library.

## SHIP SPECIFICATIONS

Staff & Crew **144**

Guests **189**

Length **407 feet** (124 meters)

Breadth **52.5 feet** (16 meters)

Draft **16 feet** (4.9 meters)

Propulsion **2 Wichmann Engines, 7,375 horsepower**

Ice Class **1D**

Cruising speed **14 knots in open water**

Registered **Portugal**

Lifeboats **2 fully enclosed**



# Ocean Diamond

## Cabin Information

Cabins and suites are outfitted with the essential amenities you'll need to feel comfortable throughout your voyage. If you need extra items such as extra pillows or towels, please contact reception or your cabin attendant.

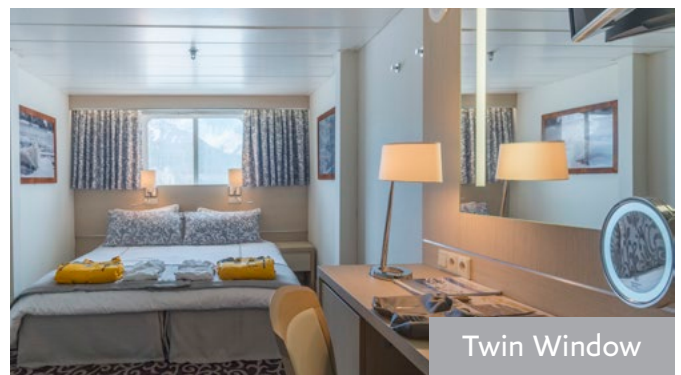
### CABIN CONFIGURATIONS

**TRIPLE:** Approximately 200 sq. ft. (19 sq. m) in size, this cabin has a two twin beds and an upper bed, and two portholes. Located on the Lower Deck, these cabins have a private bathroom with shower. A refrigerator, TV, and DVD player are included in each cabin. *Please note that porthole covers may be closed during sea days or during inclement weather as a safety precaution.*

**TWIN OBSTRUCTED VIEW:** Approximately 200 sq. ft. (19 sq. m) in size, these cabins have one double bed or two twin beds, and a picture window (the view is obstructed). Located on the Captain's and Upper Decks, these cabins have a private bathroom with shower. A refrigerator, TV, and DVD player are included in each cabin.

**TWIN WINDOW:** Between 183 and 200 sq. ft. (17 and 19 sq. m) in size, these cabins have one double bed or two twin beds, and a picture window. Located on the Upper, Main and Captain's Decks, these cabins have a private bathroom with shower. A refrigerator, TV, and DVD player are included in each cabin.

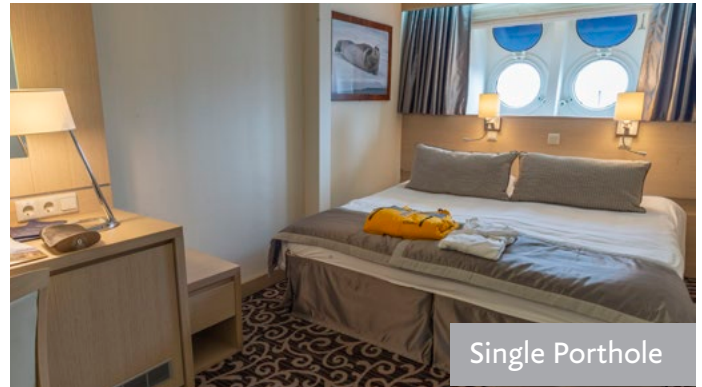
**SUITE:** Approximately 400 sq. ft. (37 sq. m) in size, these suites have one double bed or two twin beds, and two picture windows. Located on the Main Deck, these suites have two private bathrooms, and a separate sitting area with a sofa, chair, and small table. Two refrigerators, TVs, and DVD players are included in each cabin.



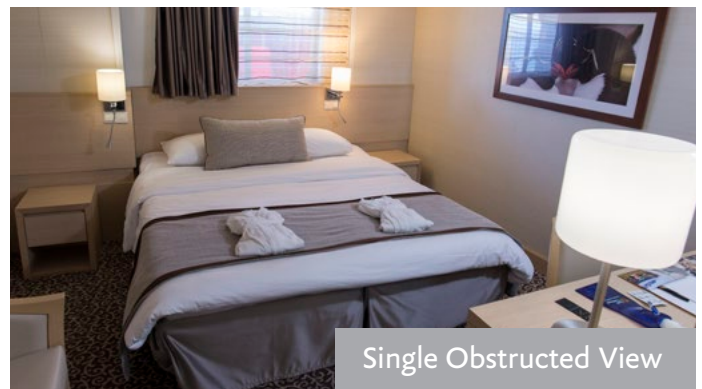
**SINGLE PORTHOLE:** Approximately 200 sq. ft. (19 sq. m) in size, these cabins have one double bed and two portholes. Located on the Lower Deck, these cabins have a private bathroom with shower. A refrigerator, TV, and DVD player are included in each cabin. *Please note that porthole covers may be closed during sea days or during inclement weather as a safety precaution.*

**SINGLE OBSTRUCTED VIEW:** Approximately 200 sq. ft. (19 sq. m) in size, these cabins have one double bed, and a picture window (the view is obstructed by the lifeboats). Located on the Captain's Deck these cabins have a private bathroom with shower. A refrigerator, TV, and DVD player are included in each cabin.

**BALCONY SUITE:** Approximately 325 sq. ft. (30 sq. m) in size, including the balcony, this suite has one double bed or two twin beds, and a full-size window with a sliding glass door that leads to a private deck with chairs. Located on the Observation Deck, this suite has a private bathroom with shower. A refrigerator, TV, and DVD player are included in each cabin.



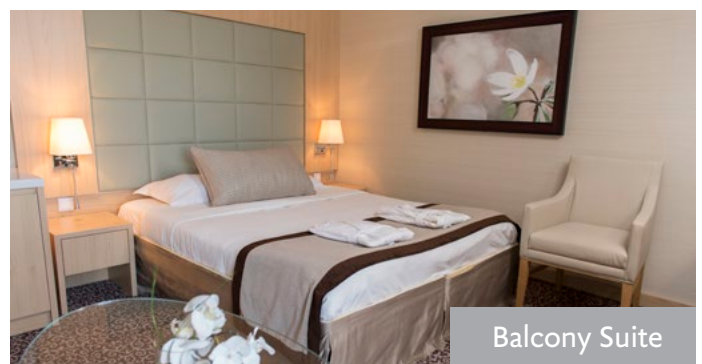
Single Porthole



Single Obstructed View



Balcony Suite



Balcony Suite



# Ocean Diamond

## Cabin Information

### SHOWERS AND TOILETS

Each cabin has a private bathroom with shower, toilet and wash basin. Shampoo and shower gel are provided for your use. The toilet system is very sensitive and can only handle toilet paper. Please do not deposit any tissues, paper towels, feminine products, etc. in the toilet.

### ELECTRIC CURRENT

The electrical supply on board is 220 volts, 50 Hz. Passengers coming from the USA and Canada may need to bring a small 220v/110v converter. Before you buy a converter, check your electronics as most modern cameras, computers and devices are already compatible to use 220/110 volts.

The electrical outlets found in your cabin and around the ship accept standard European two round pin plugs, so you may need to bring a travel adapter.

Please be aware that the electricity supply may not be sufficient to power your electronic devices at all times. It is recommended that you check the voltage of your device before plugging it in, as the device may be damaged if the incoming voltage is higher than that for which it is manufactured. Please see [www.quarkexpeditions.com/en/terms-and-conditions](http://www.quarkexpeditions.com/en/terms-and-conditions) for more information.

### HAIRDRYERS

There is a hair dryer included in each cabin.

### BATHROBES

The bathrobes in your cabins are on loan for you to enjoy for the duration of your expedition.

### VALUABLES

Please store your valuables in the lockable drawer in your cabin. There are also a limited number of safes available at reception. We recommend you travel with as few valuables as possible.

### CABIN TEMPERATURE - CLIMATE CONTROL

You may control your cabin temperature by adjusting the thermostat. If you are sharing a cabin with other travelers, please be considerate of their temperature preferences as well.

### SHARED CABIN COURTESY

Many travelers elect to share a cabin with passengers they may not have previously met. All passengers have their own schedules and preferences. Please be courteous towards the needs of your fellow cabin mates.

### HOUSEKEEPING SERVICE

Your cabin will be cleaned on a daily basis. Your towels will be changed along with your bed sheets every third day, subject to the length of the voyage and in accordance with Quark Expeditions®' sustainability practices. If you would like your towels changed more frequently, please inform your cabin attendant. Leaving a towel on the rack indicates you will be using it again, while putting a towel on the floor or in the shower or sink means you would like it to be washed.

### LAUNDRY

A complete list of laundry fees will be provided on board. Request forms and bags are provided in your cabin. Laundry is collected each morning; please allow 48 hours for your laundry to be returned. Ironing services are also available at a minimal charge. We encourage you to take advantage of the laundry services, as it will mean you can pack fewer articles of clothing. If you prefer to hand wash small items in your cabin, please remember to bring environmentally friendly detergent.

### SPRINKLER SYSTEM

The sprinkler heads located throughout the ship, and in your room, are very sensitive. They can be activated by even the slightest touch. Please do not hang any items from the sprinkler heads, or smoke anywhere on the ship outside the designated smoking area. Guests activating the sprinkler system may be responsible for damages that occur.

### LIFE JACKETS

Each cabin is equipped with orange SOLAS life jackets. These life jackets are to be used in case of a ship emergency and during emergency lifeboat drills.

## CABIN CALLS & EMERGENCIES

Below is the telephone list to contact other cabins or areas of the ship:

<b>Location</b>	<b>Tel. No</b>
<i>Reception</i>	999
<i>Clinic/Hospital</i>	909
<i>Bridge</i>	100 or 998 (For <u>emergency safety and security calls only</u> )
<i>Room to Room</i>	Directly (dial room number)

In case of emergency, please alert the Bridge or any Crew or Expedition member immediately.









# Ocean Diamond

## On Board Procedures

### WATER

All passengers receive an eco-friendly, reusable water bottle in their cabin upon arrival. The Expedition Team will brief you on the location of filling stations on the ship.

### ON BOARD ACCOUNTS

To make things as stress-free as possible, items you purchase from the Polar Boutique, lounge or bar (including drinks) are charged to your ship account. Cabin charges can also include laundry, postage, communication charges and adventure options booked onboard (space permitting). Payments of shipboard accounts are made towards the end of the expedition, at the reception area. The US dollar is the standard currency onboard. You can use cash, Visa, MasterCard or American Express credit cards to pay your shipboard account. Personal checks are not accepted.

*Note: If you are sharing a cabin and would like separate accounts, you must advise reception.*

### GRATUITIES

We understand this is a very personal subject and whatever amount you give is at your own discretion. As a guideline, we suggest the amount of US\$15 to US\$20 per traveler per day. At the end of the voyage you will have the option to charge a gratuity amount to your onboard account, or to place cash in an envelope. Gratuities are shared amongst our hotel and expedition team members.

### ANNOUNCEMENTS

Announcements in English over the ship's public address system will alert you to wildlife sightings, itinerary changes, and landing instructions for going ashore. Announcements can be heard in cabins and all public spaces.

On some voyages, where non-English-speaking groups travel with us, announcements will be repeated in other languages. Out of courtesy to other travelers, we ask that you remain quiet during all announcements - even those made in languages that are not your own.

### BRIDGE VISITS

During your voyage you may be given access to the Bridge, where you can observe how the Captain and officers sail and navigate the ship. However, the Captain and Bridge officers do restrict access during arrivals and departures from port and during times of complicated navigation. As the Bridge is an important working area on the ship, we ask that you keep noise to a minimum to avoid distracting the officers from conducting their jobs efficiently. Understandably, Bridge etiquette includes a 'no eating, drinking or smoking' policy.

### ENVIRONMENTAL POLICY

Help us take care of our environment! To keep our land and waters clean, kindly use all trash receptacles on board. Never throw anything over the side of the ship. Due to the complicated process of desalinating sea water for use on board, guests are asked to practice water conservation at all times.

### BATTERY DISPOSAL

Please do not throw old batteries in your cabin garbage. Kindly bring them to reception for proper disposal.

### LOST & FOUND

If you find any misplaced items, please bring them to reception or give them to a member of the Expedition Team. If you lose anything yourself, advise our staff so that they can assist you.

### SMOKING

To protect the health and safety of its guests, Quark Expeditions® maintains a no smoking policy in the interior of the ship including cabins, near Zodiacs and on landings. Smoking on the ship is permitted in the designated smoking area only, which your Expedition Team members will be happy to point out for you. Always make sure to extinguish cigarettes properly and dispose of them in the proper receptacle. Please, never throw cigarettes overboard.

## DOCTOR

Quark provides an English-speaking doctor onboard who manages a medical clinic stocked with a supply of common prescription medicines and basic first aid equipment. If you are under regular treatment for any ailment, you must bring a sufficient supply of medicine for yourself. We cannot accept responsibility for not having a specific brand or type of drug on board. Should you fall ill, the doctor will refer to the medical forms that you completed and returned to us; therefore it is vital that the information you provide is complete and accurate.

## MAIL

Sending polar mail is still a rare and memorable way for loved ones to receive a memento from your voyage. Mail may be posted from the ship and will be charged to your on board account. Please deposit your mail at reception with your cabin number and name noted clearly in the upper right hand corner of each card or letter.

If your voyage visits a research base, we may be permitted to leave mail. If we are unable to post the mail during your voyage, staff will attempt to do so on subsequent voyages. Please note, delivery can take many months and cannot be guaranteed.



## STAYING IN TOUCH WHILE ON BOARD

When you are not busy exploring the natural beauty of the Polar Regions, you may have the ability to make phone calls, check emails and use the internet while on board.

Please note that we travel to some of the most remote parts of the world. As we utilize satellite equipment for our connection, it is possible that occasional degradation or outages of services may occur. Personal communication services are not always guaranteed throughout your voyage. We encourage passengers to disconnect from digital life and reconnect with the natural world.

To access email or internet, you can purchase a pre-paid PIN card from reception. Data PIN cards can be used to access the internet from personal computers, tablets and smartphones. These cards are based on data used, not time connected, and can be consumed very quickly if you are not careful about what services are running in the background on your device(s). Once purchased, your PIN card will grant you access to network spots found throughout the public spaces of the ship. In some cases the connection will also work from your cabins; however the best connections will be from public areas.

You may also choose to set up a temporary ship-board email account. These special Webmail accounts are specifically geared towards satellite communications and will be a more efficient, lower-cost alternative to data service. Accounts are set up for a small charge, and include up to 200KB of text-only transmission per day. Additional emails can be sent over this amount for an additional charge.

Making phone calls from the ship will also require the purchase of a pre-paid PIN Card. Voice PIN cards allow calling from your cabin or guest telephones to shore telephones at various rates per minute - dependent on location and type of phone you are calling (calling mobile phones tends to be more expensive).

Current prices for these optional services will be posted onboard the ship. Please note we cannot provide refunds for unused voice or data cards.

# Ocean Diamond

## Public Spaces

### POLAR BOUTIQUE

If you forgot any essentials or need a little souvenir from your voyage, the Polar Boutique on the Main Deck is our onboard gift shop. Opening hours will vary based on the daily expedition activities.

Gifts and souvenirs are great to bring home as mementos of your polar expedition. In addition to small souvenirs, our Polar Boutique offers a selection of expedition gear, including base layer clothing, waterproof pants, gloves and more.

### LIBRARY

Located on the Upper Deck, the library is open 24 hours a day and also includes a selection of games for your entertainment. Your ship has been stocked with the world's largest floating library of polar books and DVDs! Whatever your personal interests are, we're sure you'll find something worth reading. The *Ocean Diamond* collection includes books in multiple languages covering subjects like wildlife, history, marine biology, ecology and geology. A large collection of field guides, picture books and reference books is also at your disposal. The DVD collection includes documentaries, polar-themed films, and popular titles.

### LOUNGE AREAS

On the Upper Deck, the Main Lounge is used for special functions and events. On the Main Deck, Cafe Club is open from 6 am to midnight, where you can also grab a cup of complimentary coffee or tea. The Observation Lounge on Deck 7 is a comfortable spot to relax and enjoy panoramic polar views.

### GYM

Located on the Captain's Deck, gym hours are posted at the door, with facilities available on a first come, first served basis. Please refrain from bringing glass bottles into the gym. We kindly ask that you take care using these facilities and when you leave, please ensure the equipment is as clean and tidy as when you arrived.



### OBSERVATION DECKS

The Observation Deck is generally open for viewing wildlife and enjoying the open ocean. Our outer decks provide a good deal of open space and are accessible at any time (unless weather/sea conditions deem it unsafe).

### RECEPTION AREA

A crew member is available at reception to assist you or answer any questions during posted hours. You can purchase internet or email access cards and phone cards here, arrange for a wake-up call or settle your accounts at the end of the voyage.

### LECTURE THEATER

Our theater-style auditorium in the Main Lounge on the Upper Deck can easily accommodate everyone onboard, so it serves as our main lecture hall where presentations and movies are provided for your education and enjoyment. The Lecture Theater is open 24 hours a day.

### MEDICAL CLINIC

The Clinic is located on Deck 2. In case of emergency, the doctor is available 24 hours a day, and can be contacted through reception or any member of the Expedition Team.

### ELEVATOR

The onboard elevator system is available for travel between decks. However, for your safety this elevator will be shut down during any periods of inclement weather.

### CREW AREAS

Please respect the privacy of the designated crew areas. This area is not accessible to passengers.

# Dining Onboard

## DINING ROOM

There is one dining room located on the Lower Deck. If there is one constant at sea, it is that you'll enjoy delicious meals on a daily basis. While meal times may change due to landings and wildlife encounters, you'll always be served three meals a day. Hours of operation will be posted around the ship, as they are subject to change based on the activities planned for your voyage each day.

## BREAKFAST, LUNCH & DINNER SERVICE

There is one seating for all passengers at breakfast, lunch and dinner. The dining room has an open seating policy.

## SNACKS AND COCKTAIL HOUR

Assortments of fresh-baked cookies and/or pastries are offered each afternoon. There is also a selection of hot and cold snacks available in the lounge during cocktail hour, expedition activities permitting.

## DIETARY REQUIREMENTS & ALLERGIES

If you do not eat meat there is a wide selection of vegetables, pasta, grains and fruit available. Quark Expeditions® is able to cater to most special dietary requests, as long as you clearly indicated your needs on the required expedition forms when you booked your voyage. Menus will be clearly labeled for vegetarian and gluten free options, but please do notify your server of the dietary restrictions you indicated on your form. We regret that kosher food cannot be prepared.

## FOOD PREPARATION

Breakfasts and lunches are normally served buffet style, while dinners are served plated. À la carte meals are made at the time of your order, allowing our chefs to prepare each dish to your individual needs. Working in a small kitchen, our chefs are able to monitor and control the quality of food being served, ensuring you receive top quality meals during the course of your expedition.



## SPECIAL EVENTS

You can arrange something special for an anniversary, birthday or other event by talking to the Guest Services representative or the Maitre D' ahead of time.

## DRESS CODE

The dress code on the ship is casual, though some may choose to dress up a little for the Captain's Welcome Reception.

## BAR & WINE SERVICE

The well-stocked bar on the ship is open to enjoy with your fellow shipmates in the late morning, afternoon and evening. Soft drinks, juices and water are available at no cost, and beer and wine are offered with dinner. A selection of liquors, spirits, and premium beer, wine and champagne is available and can be charged to your shipboard account.

Please note that it is Quark Expeditions®' policy to not serve alcoholic beverages to persons under the age of 18 years.

## PERSONAL ALCOHOL POLICY

Consuming personal alcohol is prohibited anywhere on the ship.



# Ocean Diamond

## Life At Sea

What is life like on an expedition? During days at sea, you'll enjoy lectures and workshops presented by our Expedition Team and spend time on deck looking for seabirds and cetaceans. Other days are packed full with multiple landings, Zodiac cruises and activities. Exhausting or relaxing, smiles abound as do great meals from your onboard chefs!

We have a number of policies and procedures that help make sure things run smoothly on the *Ocean Diamond*, so take a look below to help get the most out of your time aboard.

### SCHEDULE CHANGES

While a daily program will be posted, sometimes new opportunities present themselves on short notice - so expect the unexpected and enjoy knowing that staff members are always here to make sure your expedition is as memorable and enjoyable as possible!

### SAFETY ONBOARD AND ASHORE

Your safety and security is a top priority for our Expedition Team and crew members. Knowing how to safely move about your ship, act ashore and handle both wet and dry landings will help ensure you have a hassle-free expedition. Please take time to read the instructions in this important safety section.

### SAFETY WHILE ON DECK

Be careful while walking around the outer decks, as footing can be slippery. Always use the handrails and wear proper closed-toe, nonslip footwear. Slip-on sandals, slippers or flip flops are neither safe nor suitable for wearing on board.

### STAIRS & DOORS

There are high steps in many doorways that lead to the outer decks, please watch your step and proceed with caution. When passing through doorways or walking in your room, do not place your hands around the edges of doors. Be aware that if doors are not closed or latched open properly, they present a danger and can open or close violently and unexpectedly as the ship moves across the sea.

### SAFETY BRIEFING & LIFE BOAT DRILL

By international maritime law, you must participate in an emergency drill within 24 hours of sailing. Upon embarkation, you will have a safety briefing to outline appropriate behavior on board, and emergency procedures. Afterward, a drill will be conducted to familiarize you with your lifeboat, life vest and emergency evacuation route. This mandatory drill will be scheduled as soon as possible by the Expedition Leader. You will be provided with full details after you embark.

### CONDUCT ASHORE

- For safety reasons, never walk alone while ashore. Always travel with someone else, or as part of a group.
- If weather conditions deteriorate the Captain will sound the return to ship signal (continuous short blasts). If you hear this, immediately return to the landing area or follow instructions from staff members.
- Do not litter. Take only photos and leave only footprints.
- Be punctual, as on time boarding and efficient landings mean we'll have more time to explore at future landings.





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