

FREQUENTLY ASKED QUESTIONS

What travel documents and identification will I need for the sailings?

It is individual passenger's responsibility to possess/carry a valid photo ID proof for embarking the ship. For all sailings, Indian passengers need to carry their Government recognized Photo ID document (Drivers License, Passport, Ration Card Copy Voter's ID etc.). This is also required at the time of booking. In absence of a valid photo ID, Blue Ocean Cruises reserves the right to deny the passenger onboard. As for NRI's and other Nationalities it is mandatory to carry their passports.

What does my cruise fare include?

Your cruise fare entitles you to the type of accommodation booked, 5 meals a day (breakfast, lunch, high tea, dinner and midnight snack), use of lounges for any special events and entertainment onboard the vessel.

What's Not Included In My Cruise Fare?

Optional shore excursions, special dining requests, select shows if any, alcoholic beverages, telephone calls, facsimile or e-mail services, shop purchases, laundry, spa, medical services, port and handling charges/ fuel surcharge/ passenger taxes (paid at the time of booking) are not included in the cruise fare.

What is an Onboard Expense Account? How does it work?

Your personal embarkation card allows you to charge to your shipboard account almost everything onboard, including shore excursions, gift shop purchases, wine and bar bills, spa and beauty salon, photos, cabin service, in fact everything. Upon embarkation you should contact the Front desk in order to activate your personal account. We recommend all credit card holders to register their card to settle their account, as this will assist them in a smooth disembarkation (checkout), avoiding delays. We accept American Express, MasterCard and Visa. For those passengers not wishing to pay by credit card payment can be made in cash. On the last day of your cruise an itemized invoice with all expenses shall be delivered to your cabin.

What is the onboard currency?

The onboard currency is Indian Rupees (INR)

Are babysitters available?

Yes. This has to be requested in advance.

Is baby food available onboard?

Unfortunately we do not have baby food onboard.

What other services are available onboard?

Beauty parlor and spa services include hair styling, manicures, pedicures, facials and massages. Gift shops feature like fine jewelry, perfumes, clothing, cosmetics, limited drug store items, internet, photographer services and Laundry services.

What if I'm pregnant?

Blue Ocean cruises will make every effort to accommodate you, providing you have not entered the 24th week of pregnancy when the cruise ends.

What if I need to stay in touch while away?

You can make a call to your loved one to anywhere in the world and be billed* at applicable rates. When guests are contacted with the ship via satellite, they can be reached directly, if they are in their stateroom. If not, a message about the incoming call will be delivered to their stateroom and then they can call back* the shore via satellite.

What about Tipping?

Our crew is working hard to make your cruise a memorable affair. Appreciation in form of TIPS is welcome.

Are visitors allowed on board?

Due to security reasons, unfortunately, no.

What can't I bring onboard?

Guests are not allowed to bring on board the vessel any intoxicating liquors/alcohol or beverages or liquids more than 100ml (except for special medical needs etc.) firearms, weapons of any kind, ammunition, explosive substances or any goods of a dangerous nature, nor animals of any kind, except service or guide animals, provided the passenger notifies Carrier prior to the cruise of his intention to bring such animal and agrees to take sole responsibility for any expense, damage, injuries or losses associated with or caused by such animal. Passengers are not allowed to bring heating elements, hotplates, or electric irons onboard.

How much luggage may I bring onboard?

Each guest is permitted to carry a reasonable amount of personal property (including luggage) aboard the vessel; however, for your comfort and convenience, it is recommended that you limit the number of pieces you take. Keep in mind that airlines may charge for excess or oversize luggage. For the one night cruise, guests are expected to carry their overnighter bag with them (except the suite passengers). For the cruises of 2 night's duration or more, we will provide the service of delivering the bags to your rooms.

Is there room service onboard?

Room service is available onboard any time of the day or night - simply order from the room service menu located in your stateroom/suite. This service is available at a nominal fee. (Free for suite passengers)

Are laundry services provided?

Self-service laundry facilities are not provided onboard our ships, but we do offer full laundry services for a nominal fee. We do not provide irons in the staterooms as they constitute a fire hazard.

Are there physically challenged facilities available onboard?

We regret to inform you that we do not have too many facilities for the physically challenged facilities onboard. However, we do have special cabins for physically challenged guests.

What are the dress codes onboard?

We expect all our guests to be comfortable and there is no dress code. However, as a mark of respect to your fellow passengers, we expect all guests to be dressed properly and make this cruise as a memorable one. We appreciate if gentlemen and ladies wear formal clothing for dinners on the 2 night cruises.

Is water onboard safe for drinking?

The water onboard is perfectly safe for drinking. Hot water can be delivered to your stateroom by Housekeeping at your request. During shore visits, however, it is wise to avoid consuming tap water or drinks with ice from street vendors.

What are the safety standards onboard?

To ensure your utmost safety, you must attend an emergency drill on your first day of sailing. It will help you to become familiar with your Muster Station or Assembly Station location and the lifeboats. There will be demonstrations showing how to wear your life jacket, so that in the unlikely event of an emergency, you will be fully prepared. Each cabin has its own complement of life jackets as well.

Is there a doctor on board?

A physician and nurse are onboard to provide medical care and services at customary charges. Commonly used medications are kept on board and may be prescribed by the ship's doctor.

What is the address of the port in Mumbai?

Green gate, BPX Terminal, Ballard Pier, Mumbai – 400 038. For disembarkation guests could also use Blue Gate which is very close to the Pier.

At The End of the Cruise

At the end of your cruise, please complete our Guest Feedback Form. We take all comments seriously and use this to improve our services and commend our crew.