

IMPORTANT SAFETY & SECURITY NOTICE

We hope you are enjoying your stay on the Volendam thus far. While we have exciting days of cruising ahead of us, we wish to bring an important message to your attention in visiting our ports of call.

Incidents of opportunistic street crime occur in these ports of call and surrounding areas of popular attraction whereby tourists have been the focus of theft related offences.

These incidents have occurred both during daylight hours and at night. Whilst uniform police officers patrol areas typically frequented by foreign travelers, we advise all our guests to always remain vigilant and aware of their surroundings whilst ashore. As with visiting any large city, we remind everyone to take appropriate steps to enhance personal safety.

As the safety and security of our guests and crew is our highest priority, our security department and shoreside partners are actively monitoring local port information and any developing situations throughout our cruise.

Therefore, while you prepare for your visit in all of our ports, we recommend you adopt the following security measures:

- Travel with others and stay in open public places. Avoid backstreets, particularly those in densely populated residential areas and those where large crowds have gathered and where people are in very close proximity to one another.
- Be particularly aware of thieves working together by operating distraction techniques; particularly when you are using ATM's and handling cash. Don't leave cell phones, wallets and other expensive personal items in open view on café tables etc. or carry in loose unfastened pockets, bags and purses.

Please see reverse side.

- Dress practically for the purpose of your visit including sensible footwear to reduce attracting untoward attention. Minimize the amount of jewelry you wear. Consider leaving jewelry which is or appears to be expensive in your stateroom safe.
- Take care of handbags, cameras and valuables using straps effectively where available.
- Exercise situational awareness and be aware of the people around you.
- Use discretion when handling cash in public and limit the amount of cash you carry to that required to meet your needs whilst ashore. Separate money for small and large purchases to avoid showing a large amount of cash. Have gratuities ready. When not required ashore, consider leaving bank cards in your safe onboard.
- If confronted by a criminal, we advise you do not offer any resistance to a determined thief who may be armed.
- If using taxis, use a legitimate company and consider agreeing the total price before getting into the vehicle.
- It is always advisable to remain contactable by mobile communications and, if possible, to let someone know your anticipated movements for the day and approximate timings for arranged meetings and return to the vessel.

We thank you for your attention to this important information. The officers and crew wish you great days ahead.

Kind regards,

A handwritten signature in black ink, appearing to read 'Rens van Eerten', with a stylized flourish at the end.

Captain Rens van Eerten
Master, Volendam