

## CHANCE TO WIN A CRUISE!

### Dear guest!

Fill out this survey, drop it in the box on your ship or give it to our representative and you will participate in a raffle at the end of the season.

PRIZES – seven day cruise for 2 persons - NEXT SUMMER.

Send us (by post or email) your favorite photo from the cruise and participate in 'BEST PHOTO' contest. Best one wins a free cruise for 2 next season. The winners will be notified by mail.

If you send us a CD/DVD with more hi-res pictures we will grant you a discount for your next cruise. Katarina line reserves a right to use all photos for promotional needs!

GOOD LUCK!

#### BEHAVIOUR, SHIP RULES & PROBLEM RESOLUTION

We share our responsibility to protect Croatia's environment, customs and traditions with our guests and require that our travelers respect the Captain and have consideration for his boat as it represents his family's livelihood. The following ship rules are to protect our customers on the boats and we expect all clients to have consideration for other people. If in our reasonable opinion or in the reasonable opinion of anyone in authority, you or any member of your party behaves in such a way as to cause or be likely to cause danger, upset or distress to any third party we are entitled, to terminate the travel arrangements of the person(s) concerned with no refund.

- Passengers on board are obliged to abide to the ship rules, as captain is responsible for the safety of all passengers and the crew. Captain has the right to change the itinerary in case of bad weather or similar inappropriate conditions in ports to ensure safety on board.
- Passports are to be handed to the captain for registration on the first day of the cruise.
- Jumping or diving from the boat during navigation is strictly forbidden. For safety reasons climbing on the masts is also forbidden.
- During rough weather movement should be done with care and as little as possible. The floors can often be wet and slippery. Passengers should take extra care crossing between the boats when they are docked together in port. Do not hesitate to ask a crew member for assistance when crossing. Movement between the ships are at the individual's responsibility.
- SAFETY MEASURES:** All Katarina Line ships have passed the safety regulations test for current year conducted by Croatian ship registry, in order to receive the sailing permit. Safety belts are placed under the seats in the dining area or below the bunks in the cabins (depending on the vessel).
- As the ships are explicitly acoustic all passengers are asked to behave accordingly. Special attention must be given to night peace onboard, which officially is at midnight. In National Parks even earlier night peace is required and guests will be notified of this.
- Smoking in the restaurant area and in the cabins is not allowed and when smoking on the deck passengers must not throw cigarette butts in the sea.
- Bed linens must not be taken out of the cabins.
- Please take special attention not to throw anything into toilets except of toilette paper.
- Passengers are not permitted to bring drinks and food on the boat. This includes all drinks and food products purchased on shore in ports of call. The only exceptions are: personal care products, liquid medicine, food products specifically for infants and food products for special diets. Typical regional products purchased during visits to the ports will be stored on board to be returned to passengers at the end of the cruise.
- Guests are obliged to respect meal times on board, which are placed on the board in the salon, as well as departure times to next port.
- Any damage must be compensated to the captain by the passenger. Lost cabin keys will be charged 150 Kuna per key (approx EUR 20).
- It is strictly forbidden to throw rubbish into the sea.
- Water is a problem on every boat, therefore please be very rational with it. The same applies to the electricity which runs on the generator.
- Guests must close the portholes in cabins under deck during navigation, to avoid their cabins getting wet by the sea water entering cabin through the porthole.
- Service charge is not included in the price and therefore please tip at your own discretion.

We only wish for happy customers on our boats and until we know about a problem or complaint, we cannot begin to resolve it. Most problems can be dealt with quickly as there is no reason to endure ongoing problems on your trip. The captain and the crew will be available to assist and will do their best to make your stay on board a most pleasurable one. In the unlikely event that you are unable to resolve any problems with the captain or crew, you must immediately inform KATARINA LINE (Head Office) +385 51603400.

Complaints must be recorded in the complaints book found on all boats.

## NAGRADNE IGRE

### Dragi gosti!

Ispunite ovu anketu, ubacite u kutiju koja se nalazi na brodu ili predajte našoj predstavnici - kako bi sudjelovali u nagradnoj igri.

Nagrada – sedmodnevno krstarenje za 2 osobe sljedećeg ljeta!

Pošaljite nam, poštom ili na e-mail, sliku s krstarenja i sudjelujte u nagradnoj igri 'najbolja fotografija'. Najljepša slika osvaja 7 dnevno krstarenje sljedeće godine za 2 osobe. Dobitnici će biti obaviješteni putem pošte.

Ukoliko nam pošaljete CD/DVD s više vaših slika odobravamo vam popust pri rezervaciji krstarenja sljedeće godine, te zadržavamo pravo korištenja fotografija u promotivne svrhe Katarine line.

SRETNO!

#### PRAVILA PONAŠANJA I RJEŠAVANJE PROBLEMA

Zajedno s našim gostima dijelimo odgovornost u zaštiti Hrvatskog okoliša, običaja i tradicija i zahtijevamo da putnici poštuju kapetana i njegov brod pošto on predstavlja način života njegove obitelji. Brodska pravila služe da bi se zaštitili naši klijenti na brodovima i očekujemo od svih putnika da imaju razumijevanja prema svojim suputnicima na brodu. Ako se po našem opravdanom mišljenju ili po opravdanom mišljenju bilo koga nadležnoga, Vi ili bilo koji član Vašeg društva ili skupine ponaša na takav način da drugima uzrokuje ili će najvjerojatnije uzrokovati opasnost, neugodnosti ili nevolje ovlaštenu smo prekinuti putni aranžman upitne osobe bez povrata uplaćenih troškova putovanja.

- Putnici na brodu su dužni poštovati pravila ponašanja, budući da je kapetan odgovoran za sigurnost svih putnika i posade. Kapetan zadržava pravo promjene rute u slučaju lošeg vremena ili sličnih neprimjerenih uvjeta u lukama kako bi osigurao sigurnost na brodu.
- Putovnice se moraju predati kapetanu prvog dana krstarenja radi registracije putnika.
- Skakanje s broda tijekom plovidbe je strogo zabranjeno. Zbog sigurnosnih razloga, penjanje na jarbole je također zabranjeno.
- Za vrijeme lošeg vremena potrebno je oprezno se kretati i smanjiti kretanje što je više moguće. Podovi su često mokri i skliski. Putnici bi trebali biti posebno oprezni prilikom prelaska između brodova kada su oni vezani zajedno u luci. Nemojte oklijevati pitati za pomoć člana posade prilikom prelaženja. Kretanje između brodova je na vlastitu odgovornost.
- Pojasevi za spašavanje se nalaze ispod sjedala u salonu ili ispod kreveta u kabinama (ovisno o brodu).
- Budući da su brodovi izrazito akustični, svi putnici se mole da se propisno ponašaju. Posebno treba obratiti pozornost na noćni mir na brodu, koji službeno počinje u ponoć. U Nacionalnim parkovima noćni mir počinje i ranije o čemu će putnici biti obaviješteni.
- Pušenje nije dozvoljeno u salonu i u kabinama, a prilikom pušenja je zabranjeno bacati opuške cigareta u more.
- Posteljina se ne smije iznositi iz kabina.
- Molimo vas da obratite posebnu pozornost da u zahodske školjke ne bacate ništa osim toaletnog papira.
- Putnicima nije dozvoljeno donositi hranu i piće na brod. To uključuje piće i hranu kupljenu u trgovinama u lukama u koje se stajaje. Jedina iznimka su: proizvodi za osobnu higijenu, tekući lijekovi, prehrambeni proizvodi namijenjeni djeci i proizvodi za poseban tip prehrane. Tipični hrvatski proizvodi kupljeni prilikom posjeta lukama u kojima se pristaje bit će pohranjeni na brodu i vraćeni putniku na kraju putovanja.
- Gosti su obavezni pridržavati se vremena posluživanja obroka na brodu u salonu, kao i vremena polaska prema sljedećoj luci.
- Svaka šteta mora biti kompenzirana kapetanu od strane putnika. Izgubljeni ključ od kabine zaračunati će se po cijeni od 150 kuna po ključu.
- Strogo je zabranjeno bacati smeće u more.
- Voda je problem na svakom brodu, stoga vas molimo da je koristite racionalno. Isto se odnosi i na struju koju stvara generator.
- Gosti smješteni u kabinama ispod palube moraju zatvoriti prozorčić tijekom plovidbe, kako bi se izbjeglo da se kabine smooče prilikom ulaska vode kroz prozorčić.
- Kapetan i članovi posade biti će na raspolaganju za sva pitanja i upite i učiniti će sve kako bi vam boravak na brodu učinili što ugodnijim. Ukoliko vam kapetan i njegova posada ne budu pružali zadovoljavajuću uslugu, molimo vas da kontaktirate naš ured za pomoć, kako biste bili zadovoljni tijekom vašeg boravka na brodu.
- Napojnica nije uključena u cijenu i stoga vas molimo da nagradite članove posade onako kako mislite da biste trebali.

Sve što želimo su sretni putnici na brodu i dok ne saznamo za problem ili žalbu, ne možemo ju niti riješiti. Većina problema se može brzo ispraviti stoga je nepotrebno produžavati vlastito nezadovoljstvo tijekom putovanja. Kapetan i posada su uvijek raspoloživi za suradnju i pomoć te će učiniti sve potrebno kako bi Vaš boravak na brodu prošao najugodnije moguće. U slučaju da niste u mogućnosti riješiti moguće probleme sa kapetanom ili posadom, molimo Vas da odmah informirate KATARINA LINE (glavni ured) - 00385 51 603 400

Žalbe se moraju registrirati u knjizi žalbe koju sadrži svaki brod

Ime broda  
Name of your ship

Broj kabine  
Cabin No.



www.katarina-line.com

VAŠE MIŠLENJE JE NAMA VAŽNO  
YOUR OPINION IS OF GREAT VALUE TO US!

1. Krstarili ste brodom / You were on ship \_\_\_\_\_

U periodu / In period: \_\_\_\_\_

2. Molimo zaokružite sljedeće od 1-5 (1 najlošija ocjena, 5 najbolja):  
Please circle the following from 1-5 (1 lowest rating, 5 highest):

• Katarina line predstavnik / representative:  
- uslužnost / service 1 2 3 4 5  
- ljubaznost / friendliness 1 2 3 4 5  
- dostupnost / availability 1 2 3 4 5

• posada / crew:  
- uslužnost / service 1 2 3 4 5  
- ljubaznost / friendliness 1 2 3 4 5  
- komunikativnost / communication 1 2 3 4 5  
- naj član posade / favourite crew member:  
\_\_\_\_\_

• obroci / meals:  
- kvaliteta / quality 1 2 3 4 5  
- količina / quantity 1 2 3 4 5  
- raznovrsnost / variety 1 2 3 4 5  
- kapetanska večera / Captain's dinner 1 2 3 4 5

• čistoća / cleanliness:  
- kabine / cabin 1 2 3 4 5  
- salona / restaurant 1 2 3 4 5  
- tuševa/WC / showers/toilets 1 2 3 4 5  
- broda općenito / ship in general 1 2 3 4 5

• program/ruta / program/route: 1 2 3 4 5  
- najdraže mjesto / favourite spot  
\_\_\_\_\_

3. Rezervaciju ste napravili / Your reservation was made:

preko lokalne turističke agencije / via local travel agent:  
\_\_\_\_\_

preko KATARINA LINE / via KATARINA LINE

4. Kako ste saznali za Katarina Line krstarenja te što vas je potaknulo na ovu vrstu odmora?  
How did you hear about Katarina Line cruises and what made you decide to go on this type of holiday?

5. Smatrate li kvalitetu i ukupni doživljaj korektnim u odnosu na cijenu aranžmana?  
Do you consider the quality of our cruises to be fair, relative to the overall cost?

6. Imate li kakvih prijedloga za Katarina Line kako bismo uljepšali doživljaj krstarenja?  
Do you have any suggestions Katarina Line can use to improve our cruises?

7. Što vam se posebno sviđjelo u ovih 7 dana?  
What did you like the most about the 7 days on the cruise?

8. Da li ste imali posebno organizirana druženja na brodu i što vam se najviše sviđjelo?  
Were there any special events organised by crew or other passengers (BBQ, happy hour, theme night) and do you have suggestions for similar events?

9. Da li ste doživljeli podizanje jedara?  
(važi za brodove koji imaju jedra)  
Did you see the sails put up? (only for ships that have sails)

10. Da li želite biti informirani o našim novim programima?  
Would you like us to put you on our mailing list for our future cruise programs?

Ime i prezime / Name: \_\_\_\_\_

Adresa / Address: \_\_\_\_\_

Email / Email: \_\_\_\_\_

Koristimo priliku kako bismo vas informirali o ostalim uslugama agencije KATARINA LINE:

- hotelski i privatni smještaj diljem Hrvatske
- razni izleti
- organizacija kongresa/incentiva
- transferi
- rent-a-car
- ostale usluge

We use this opportunity to inform you of other KATARINA LINE services:

- Hotel and private accommodation throughout Croatia
- Various excursions
- Organisation of congresses/incentives
- Transfers
- Rent-a-car
- And much more...

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Preporučite nas prijateljima i ostvarite popuste pri budućim rezervacijama.

Tell a friend about Katarina Line, and you can both save on future bookings.

For more information:

www.katarina-line.com  
info@katarina-line.hr  
TEL : 00 385 51 603 400  
FAX: 00 385 51 271 372

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Marsala Tita 75/1  
HR - 51410 Opatija, CROATIA

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Kralja Zvonimira 35  
21000 Split, Croatia  
TEL 00 385 21 321 858  
FAX 00 385 21 360 017

BRANCH OFFICE DUBROVNIK:

Hotel Petka  
Obala Stjepana Radića 38  
20000 Dubrovnik  
TEL/FAX 00385 20 313 777

