

VOYAGEFAIRCHOICES

MORE TRANSPAREN-SEA. MORE CHOICES. MORE WAYS TO GET ON BOARD.



Will we need to request the different fare types, or will they all be supplied when requesting a quote?

All quotes will be based on Essential fares and will include Gratuities, unless First Mates request otherwise. Each quote template clearly shows the fare type and what is included along with a link to a handy VoyageFair Choices table as a guide. You can find that [here](#).

Will we be able to book Premium through Voyage Store eventually?

We're working on it! We hope to have Premium available to book as part of a package soon!

Why do the prepaid gratuities have to be paid for when paying the deposit?

It's an "add on" sale (like a Bar Tab) so we take payment at the time it is added on. If you wanted to add it on later (for example at Balance Due) just let the Voyage Store team know.

How can you convert from dollars to GBP on the gratuities?

Voyage Store will advise of the current cost in GBP when you quote / book.

Are gratuities auto added to the cabin if you don't prepay them?

Yes, they will be added on onboard at the slightly higher \$22 per Sailor per night if they are not added pre-voyage. This will appear on your Sailor's folio at the end of their voyage.

If a customer has already booked a Virgin Voyage before these changes, will the gratuities still be included or will they now have to pay gratuities?

They are what Virgin Voyages are calling "legacy" bookings, so no changes will be made to existing bookings.

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Can customers upgrade fares after booking?

Unfortunately not, we will need to choose the applicable fare type at the time of booking.

What if the lead name can no longer travel but the others on the booking still want to travel?

Unfortunately, lead name is not changeable so standard cancellation terms would apply.

If you book Base or Essential and want to upgrade WI-Fi to the premium speed - can that be done onboard?

Yes! There is an option to upgrade Wi-Fi separately and you can upgrade to Premium or Work from Sea - either for a 24-hour period or for the full voyage.

When you see a price advertised on socials etc will it be for the essential fare or the base fare as the lead in?

Our weekly packages, marketing materials and lead-in pricing grid are based on the lowest available fare (Base when available, if not Essential) There will be text on the offers advising the fare type it is based on.

Will the advertised prices on your offers include gratuities?

We won't include Gratuities in our offers/marketing materials, but we will add as standard to all quotes / bookings, unless your Sailors prefer to do this later.

Where on First Mates can we find the guides please?

Under the Marketing Materials tab - search VoyageFair and all the documents are there. We've also included a table guide to the fares on sellvv.co.uk which can be found [here](#).