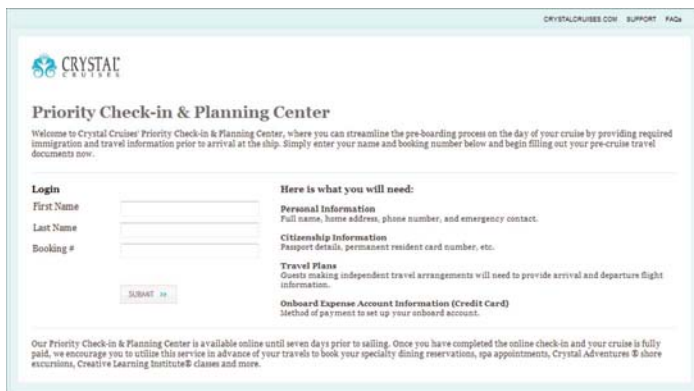


Priority Checkin & Planning Center (PCPC)

The Priority Checkin & Planning Center (PCPC) is Crystal's new online precruise checkin system, located at crystalcruises.com. This new system comprises three parts:

- 1 **Priority Checkin Checklist:** Complete this section before your cruise and enjoy a streamlined embarkation process on the day of sailing.
- 2 **The Planning Center:** Make your personal shipboard reservations in advance of your travels, for more time and freedom to enjoy your cruise once on board. All bookings must be paid in full to confirm dining, shore excursions and spa appointment.
- 3 **The Personal Cruise Calendar:** A customized daily agenda of your cruise includes all of your special arrangements and reservations.

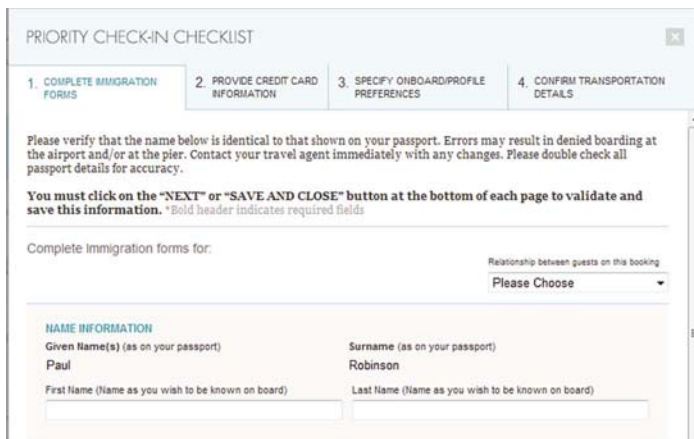


Login: Getting Started with PCPC

Visit checkin.crystalcruises.com to access the PCPC site directly or alternatively www.crystalcruises.com. Save this address as a bookmark on your computer. All guests booked who have made a deposit on a future cruise are able to enter the system.

To login to PCPC, you need to type in your first/last names **as they appear on your passport** and your booking number (which appears on your cruise confirmation or can be obtained from your travel agent).

The Priority Checkin & Planning Center is available online until 7 days prior to sailing.

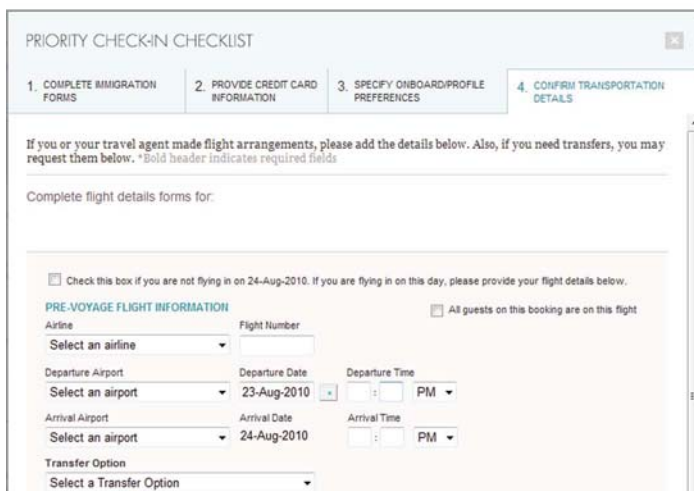


1. Priority Checkin Checklist: Guests under deposit (or their travel agents) may enter required precruise information to Crystal Cruises prior to the sailing such as:

- Immigration Forms
- Credit Card Information
- Onboard/Profile Preferences
- Transportation Details (transfer requests must be made 14 days prior to cruise departure)

Completing this section streamlines your boarding experience on embarkation day, and allows you to then access The Planning Center to make reservations for onboard activities and other services in advance of your travels.

continued...



MAKE APPOINTMENTS AT THE CRYSTAL SPA & SALON

Category Selection: **Signature Collections** Current guest: _____
 Date Selection: **At Sea - Thu Aug 26** Time Selection: **Morning**

The Crystal Spa & Salon is the only Feng Shui-inspired spa at sea. To view a menu of luxurious treatments and available appointment times, please select the current cruise, category, date and time preference from the drop-down menus. If a treatment you are seeking is not listed here, our shipboard staff will be happy to assist you once onboard. Please note, a comprehensive Crystal Spa & Salon menu is provided in your stateroom upon embarkation.

Treatment Sort By: **Name**

| | | |
|--|--|-----------------------------|
| | Body Composition Analysis (Fitness Program) Learn your body's fat percentage, metabolism rate and water retention level. Read more... Price: \$40.00 Approx Duration: 30 min Service Time: 8:30 AM | Not Reserved Book |
| | Couples Massage (50 Minutes) (Couples Treatments) Enjoy a gorgeously relaxing Couples Massage, as you indulge with the person you love to be with. Read more... Price: \$242.00 Approx Duration: 50 min Service Time: 8:00 AM | Not Reserved Book |

Terms & Conditions: spa services may be reserved for onboard purchase. The cost of reserved services will be charged to your shipboard account, and an appointment confirmation letter will be delivered to you once you embark. Once reserved, these spa services are considered booked and are subject to our cancellation policy. Please remember, if you should need to cancel your appointment, you will need to do so no less than 24 hours before the treatment in order to avoid a cancellation fee.

2. The Planning Center: Fully paid guests (or their travel agents) who have completed the Priority Checkin Checklist can plan their cruise before stepping on board.

Guests can book reservations for:

- Crystal Spa & Salon
- Specialty Restaurants
- Our new Open Dining by Reservation™ in the Crystal Dining Room (this dining option must be selected at time of booking)
- Crystal Adventures® Shore Excursions

Guests may also request participation in the following (dates and time for these services are confirmed upon boarding):

- Creative Learning Institute Classes: Berlitz, Yamaha
- Computer University@Sea® Classes
- The Vintage Room

Guests may also take advantage of new Priority Checkin services:

- Tuxedo Rental
- Luggage Concierge Service

Precruise reservations and requests may be made up to 7 days prior to your cruise departure. Please keep in mind, all precruise reservations are handled on a firstcome, firstserved basis.

PRE-RESERVE A CRYSTAL ADVENTURE

See adventures for: **Venice - Wed Aug 25** Current guest: _____

From active adventures to more leisurely pursuits, our collection of Crystal Adventures® shore excursions offers something for every age and activity level. To view the roster of Crystal Adventures offered in each destination, simply select the current cruise, date, and then click on the title of each tour for a detailed description.

| Description | Time | Status | Tickets |
|--|------------------|-----------|-------------------------------|
| VEN-A - Panoramic Venice (2 hours) | 9:00am - 11:00am | Available | tickets Pre-Reserve |
| VEN-E - Private Visit To The Doge's Pa (3 hours) | 7:30am - 10:30am | Available | tickets Pre-Reserve |
| VEN-H - Murano Glass/Bureano Lace (4 hours and 30 minutes) | 8:45am - 1:15pm | Available | tickets Pre-Reserve |
| VEN-I - Introduction To Venice (5 hours) | 8:30am - 1:30pm | Available | tickets Pre-Reserve |
| VEN-L - Cooking Lesson In Venice (6 hours and 30 minutes) | 9:30am - 4:00pm | Available | tickets Pre-Reserve |

3. Personal Cruise Calendar: Guests or their travel agents can create a customised daily schedule (itinerary) of activities with an easytofollow calendar view for each day of the cruise that includes:

- Date/Day
- Port/Location
- Docking Times
- Daily Dress Codes
- Suggestions/Reminders for Tuxedo Rentals
- Noteworthy Crystal Adventures and/or Spa Treatments

All reservations for spa and salon appointments, specialty restaurants, Crystal Adventures and tuxedo rentals are displayed on your Personal Cruise Calendar.

Remember, your Personal Cruise Calendar must be completed and printed 7 days prior to your cruise departure. Important: the calendar will not be available to you after this time.

CRYSTAL CRUISES Welcome, Mr. Abramson: Only 39 days until you set sail

PRIORITY CHECK-IN: 100% Complete Finish the Process BOOKING NO.

INTO THE BLACK SEA
VENICE

TUXEDO RENTAL: Lighten your luggage load
 SCHEDULE IN-AIRPORT TRANSFER: To and From Airport/Ship
 LUGGAGE CONCIERGE: Luggage Delivery Service

Cruise Itinerary
 DATES: August 24 - September 05, 2010 (12 Days) SHIP: Crystal Serenity More Voyage Details

CRYSTAL ADVENTURES SPA & SALON CREATIVE LEARNING INSTITUTE DINING THE VINTAGE ROOM

| DAY 1 Aug 24, Tuesday | DAY 2 Aug 25, Wednesday | DAY 3 Aug 26, Thursday | DAY 4 Aug 27, Friday | DAY 5 Aug 28, Saturday |
|--|---|--|--|---|
| Venice Docking from (SP4 to SP4) Dress Code: Casual | Venice Docking from (SP4 to SP4) Dress Code: Casual | At Sea Cruising all day Dress Code: Formal | Katakolon Anchoring from (BAH to SP4) Dress Code: Informal | Navplion Anchoring from (BAH to SP4) Dress Code: Casual |
| Spa & Salon Reservation Come and enjoy one or more of our unique and stimulating treatments. REQUEST NOW | | Tuxedo Rental Come to rent a tuxedo and lighten your luggage load. Tuxedos, tuxedo shirts and all accessories are available for rent and will be delivered to your stateroom on board. REQUEST NOW | | |

continued...

CRYSTAL CRUISES
Welcome, Mr. Abramson! Only 39 days until you set sail

PRIORITY CHECK-IN 100% Complete Finish the Process BOOKING NO.

INTO THE BLACK SEA
19532

TUXEDO RENTAL Lighten your luggage load
SCHEDULE AN AIRPORT TRANSFER To and From Airport/Ship
LUGGAGE CONCIERGE Luggage Delivery Service

Cruise Itinerary
DATES : August 24 - September 05, 2010 (12 Days) SHIP : Crystal Serenity More Voyage Details PRINT ITINERARY

CRYSTAL ADVENTURES SPA & SALON CREATIVE LEARNING INSTITUTE DINING THE VINTAGE ROOM

Days 8-12

| DAY 8 Aug 31, Tuesday | DAY 9 Sep 1, Wednesday | DAY 10 Sep 2, Thursday | DAY 11 Sep 3, Friday | DAY 12 Sep 4, Saturday |
|---|--|--|---|---|
| <p>Yalta Docking from (8AM to 6PM)</p> <p>Dress Code: Casual</p> <p>1:45pm - 4:30 pm Yali-Chi Visit To Massandra Winery 2 hours and 45 minutes 2 tickets Mr Earl Abramson</p> <p>CANCEL REQUEST</p> | <p>Sevastopol Docking from (8AM to 6PM)</p> <p>Dress Code: Casual</p> <p>8:30am - 1:00 pm SVP - Sevastopol Highlights 4 hours and 30 minutes 2 tickets Mr Earl Abramson</p> <p>8:30 PM Prago Charming and romantic, Prago brings the flavors of Italy to Crystal Serenity and Crystal Incentive. (Reservation for party of 2)</p> <p>CANCEL REQUEST</p> | <p>Odessa Docking from (8AM to 11PM)</p> <p>Dress Code: Casual</p> <p>2:30pm - 5:00 pm ODE BM - Classical Performance At The Odessa Philharmonic 2 hours and 30 minutes 2 tickets Mr Earl Abramson</p> <p>CANCEL REQUEST</p> | <p>At Sea Cruising all day</p> <p>Dress Code: Formal</p> <p>3:00 PM Elena's Aroma Stone Therapy Heated Basalt Stones are applied to key points of the body while your therapist massages your body with warm, fragrant, aromatherapy oils. Mrs Sheila Schlagger</p> <p>CANCEL REQUEST</p> <p>Tuxedo Rental Thank you for your tuxedo reservation. You have chosen to rent the tuxedo for two nights. If you need to make any changes, simply cancel your current reservation in order to make a new one. You will receive an email within 7 days advising you of the availability of your requested tuxedo and accessories, based on the ship's inventory.</p> <p>CANCEL REQUEST</p> | <p>Istanbul Docking from (6AM to 12M)</p> <p>Dress Code: Casual</p> <p>1:30pm - 5:00 pm ISB BM - Turkish Arts & Spice Market 3 hours and 30 minutes 2 tickets Mr Earl Abramson</p> <p>8:00 PM Silk Road The eclectic - and delightful - mixture of world-renowned master chef Nikolayuki "Niko" Stetschenko is prepared by Niko-trained chefs at Silk Road and The Suite Bar. (Reservation for party of 2)</p> <p>CANCEL REQUEST</p> |

Congratulations on successfully planning your cruise! To complete your precruise planning, simply:

- **Review your Personal Cruise Calendar.** The Priority Checkin & Planning Center is available online until 7 days prior to sailing. You may not access the PCPC within 7 days of sailing.
- **Print out your Personal Cruise Calendar** (click on "Print Itinerary"). Remember, the PCPC is not available within 7 days of sailing, so be sure to print your Personal Cruise Calendar as soon as it's complete, at least 7 days prior to sailing.
- **Bring your Personal Cruise Calendar** (printed itinerary) to the ship.

Your Personal Cruise Calendar will let our embarkation staff know to escort you to the Priority Checkin area in the terminal. Please present this along with your cruise ticket, passport and credit card to board the ship.

Questions? We want your experience on our new Priority Checkin & Planning Center (PCPC) to be as easy as possible, and we have created a comprehensive list of "Frequently Asked Questions" that may assist in answering any questions you may have. To review our FAQs, please click on the FAQs button at the top of the PCPC page for detailed answers to commonly asked questions. If you do not find the information you are looking for, please contact Wiltrans International on 1800 251 174 or by email travel@wiltrans.com.au.