

# Group leader's memo

A group leader is a person who organizes a group trip

## Group leader:

- makes a price request to Tallink Silja Line
- confirms the reservation, changes or adds to it if necessary
- compiles and submits a correct passenger list with cabin allocation to Tallink Silja Line
- is responsible for timely payment of the trip
- takes out group boarding passes at the terminal, hands them out and is responsible for ensuring that passengers have the necessary travel documents with them
- is the contact person between the group and the ship's crew when questions or problems arise
- organizes mealtime for the group, follows the table card and makes sure the whole group arrives to the restaurant together
- when purchasing additional services (excursion, etc.), the group leader is responsible for ensuring that the entire group arrives at the agreed place on time.

NB! If the person booking the trip does not travel with the group, one of the group members is appointed as the group leader.

## Reservation:

- the trip reservation must be confirmed, and the trip must be paid for according to the payment deadline. Payment and cancellation conditions for groups can be found [HERE](#).
- the list of passengers (surname, first name, date of birth, gender, nationality and Club One number) and, in the case of trips that include overnight stays, also the allocation of cabins or hotel rooms must be forwarded to the group department at least 7 days before the trip.

## Meals on board:

- mealtimes, table reservations and group menus are confirmed two weeks before the trip at the latest.

## Additional services on board:

- additional services on the ship will be arranged no later than two weeks before the trip.

## Conference rooms:

- regarding conference equipment, arrangement of the room layout, schedule of using the rooms and conference service, requests must be submitted two weeks before the trip. The maximum booking time for the conference rooms is indicated in the reservation
- the conference administrator will be your contact during the trip.

## Activities at the destination:

- excursions are booked no later than two weeks before the trip.

## Checking in for the trip:

- boarding passes are issued at the service desk in the terminal no later than one hour before the ship's departure
- based on the ticket confirmation and travel document, the group leader takes out the boarding passes of all passengers at once and distributes them by name
- all passengers must have a valid identification document (passport or ID card) with them.

## Guests:

- if the event organized by you on the ship includes guests who are not travelling with the group and wish to leave the ship before departure, they must apply for a passage permit. For this, contact the person who is organizing your trip.