

# KEEPING IN TOUCH

## COMMUNICATIONS

EUROPA sails through remote areas where usual communication methods become unavailable. Please read below how you and your loved ones can reach us before and during your voyage.

## SHIPPING OFFICE CONTACT DETAILS

In case of any questions about your booking or other non-urgent matters, please reach out to our shipping office using the contact details below. We're here to help and want to make sure you're all set for your upcoming adventure. Our working hours are Monday to Friday 09:00 - 17:00 CET.

 **+31 (0)10 281 0990**  
 **info@barkeuropa.com**

## TELEPHONE NUMBER ON DAY OF EMBARKATION

If for any reason you might arrive late onboard on the day of embarkation, please inform the ship on Ships cell phone. Please use this telephone number only on the day of arrival. In all other cases please use the number above (+31 (0)10 281 0990).

 **+31 (0)6 51 180 679**

## CONTACT DETAILS TO SHARE WITH YOUR LOVED ONES

While there is no internet connection on board, you can still stay in touch with friends and family via email during your sailing adventure. To send a message to someone on board, please use the email address provided below.

 **pdzs@sailmail.com**

Messages can be sent and received via email while on board, with costs of about €0.80 per kb borne by the receiver. Please send plain text messages without attachments or pictures and mention the receiver's name in the subject field.

## EMERGENCIES

In case there is an emergency at home, the ship can be contacted 24/7 via the office of the EUROPA. They keep contact with the ship on a daily basis via ships' radio or Satellite communication.

Outside of office hours, you can reach the Shipping Office at the contact details below.

**Emergency line 24/7**  
 **+31 (0)10 808 2937**  
 **emergency@barkeuropa.com**

Please use this number for emergencies only, for non-urgent matters regarding your booking please contact the shipping office on +31 (0)10 281 0990 or [info@barkeuropa.com](mailto:info@barkeuropa.com)

Cell phones will stop operating once at sea.

In case of emergency the ship can be reached at the satellite telephone number.

 **+88 167 711 6464**  
 **+88 167 711 7488**

Please be aware that telecom may vary depending on your provider, but regardless, they can be quite high. Also, please keep in mind that there may be a time difference, so please plan your communication accordingly.

In the event of an emergency, we advise that you first contact our office using the 24/7 emergency line provided above.

## **UPDATES FROM THE SHIP**

There are a number of ways in which your loved ones can keep up to date with your adventure on board EUROPA

While you are offline during the voyage, your loved ones can still stay connected with the ship's journey by checking out our website's [LOGBOOK](#). Here they can find updates about the adventure and life on board.

They can also follow our track on the [FOLLOW THE SHIP](#) page for the real time position of the ship.

**PLEASE DON'T FORGET TO SHARE THIS DOCUMENT WITH YOUR  
LOVED ONES**

