



Thank you for making check-in procedure quick and easy!

Q: WHERE DO I SUBMIT CREW LIST INFORMATION?

A: Couple of days before arrival at charter base send the filled up on-line crew list and do not forget to click "SEND CREW LIST TO CHARTER COMPANY". Adriatic Challenge (and you agent) are going to be automatically notified about receipt. Please note: when typing the date of birth, do not type a punctuation mark "point" after the year of birth (D/M/Y). The system will not accept your crew list.

However, if charter needs to upload crew list data manually, clients will be charged with 8,00€ "crew-list surcharge fee" on check-in. Cash payments in HRK, or credit cards payments are accepted.

Q: WHERE CAN I FIND THE ON-LINE CREW LIST LINK?

A: Your agent always receives the on-line link for the first time with the booking confirmation (in e-mail body and in the attached Booking contract). On-line link is sent to agent for the second time with the boarding pass. In case you did not receive the link, you can request it directly from Adriatic Challenge, by sending an e-mail on notification@adriatic-challenge.com

Q: What happens if our crew changes a few days before check-in? Do they have to fill up the whole crew list again; do we have to pay crew-list surcharge for the second crew list?

A: The crew list can be changed on-line as many times as client likes. Client makes final crew list confirmation during check-in procedure at Base. Only at the moment of final confirmation, charter "SAVES" the crew list in booking system, and crew list is automatically sent to Ministry of Traffic.

In case that clients have a crew change 2, 3, 4... times during their sailing, clients will fill up online crew list just for the 1st crew, and send to charter other crew lists by e-mail attachment. At base, charter will make 2nd, 3rd, 4th...crew lists for the client. Clients do not have to pay crew list surcharge.

Q: Why do we have to use your on-line crew list system?

A: Check-in time is considerably shortened, because crew list is automatically sent to Ministry of Traffic through on-line system. Charter staff does not need to do it during check-in day.

