



HEADLINER

GENERAL INFORMATION



INTRODUCTION

Please read this whole document very carefully as it contains important information regarding your work as a headliner for ELEONORE ENTERTAINMENT. We also want to stress it's really import your read trough all provided travel documents before going on a contract.

PAYMENT

FEE

Per booking, the fee is agreed with the artist via email or whatsapp chat.

Travel days at the beginning and at the end of contract are not paid unless otherwise stated - disembarkation day is counted as a travel day. The travel day(s) to the relevant ship can take place on the embark date or one or two day(s) before the embarkation date. This depends on where the ship is located. The same applies to the travel day(s) back to the home airport.

Method of invoicing to ELEONORE ENTERTAINMENT: the artist can send an invoice to info@eleonore-entertainment.com (Europe based artists) or australia@eleonore-entertainment.com (Australia based artists) at the end of the month in which worked for ELEONORE ENTERTAINMENT and the contract has ended. All contracts for the particular month must be stated on this invoice.

In case the artist is based in the Netherlands the invoice needs to be send to:

Eleonore Entertainment NL
Tav: Lynn Mook-Dijkstra
Bisonstraat 124
1448 WT Purmerend
Nederland
IBAN: NL42 ABNA 040 6923 728
BTW: NL002008810B31
KVK: 66.85.47.09



All other artists must send their invoice to:

Eleonore Entertainment SE*

Tav: Esri Elianne Dijkstra

Johan Kocksgatan 41D

231 53 Trelleborg

Sverige

VAT: SE880305076701

*Make sure when you send the invoice within the EU to state that the VAT is exempt, by putting 'VAT reversed charge' on the invoice.

In some cases the artist is directly payed by the cruise company. In this case ELEONORE ENTERTAINMENT will send an invoice for the agreed upon commission to the artist.

REIMBURSEMENT

Per booking, it's stated to the artist via email or whatsapp chat if the artist is entitled but not limited to: meals on travel days, travel visa's, excess luggage, airport hotels before the first flight to embark.

Receipts can be reimbursed on the ship (ask your contact person onboard where to go for ship board reimbursements) or by ELEONORE ENTERTAINMENT via invoice.

In case the artist sends an invoice to ELEONORE ENTERTAINMENT they need to include the filled out 'EE reimbursement form' and add copies of all the receipts.

Please follow the guidelines regarding the 'EE reimbursement form' clearly as we are not able to do a payout when the form is incomplete or incorrect.



INSURANCE

The artist is solely responsible for acquiring and maintaining their own health, general liability, marine concessionaire insurance coverage throughout all engagements. The artist agrees that they will be in possession of proper medical, general liability, personal property, and travel insurance with at least a combined single limit of liability of One Million United States Dollars (US \$1,000,000.00) prior to boarding any vessel. The artist is responsible for presenting proof of said insurance to ELEONORE ENTERTAINMENT who will maintain a copy of the insurance.

In case the artist as an engagement with an act that is produced by ELEONORE CREATIVE STUDIOS, ELEONORE ENTERTAINMENT will take responsibility of obtaining the proper mandatory insurance.

The insurance can be obtained via the following link: [**www.entertainerinsure.com**](http://www.entertainerinsure.com)

We strongly advise the artist to also have a personal travel insurance to cover things like lost luggage, stolen personal items etc. next to the mandatory insurance.

Artists located within the EU; make sure to always have your European Health Insurance Card (EHIC) with/on you.

VISA

The artist is solely responsible for obtaining any necessary visas for their travel. Certain cruise lines may reimburse costs incurred for acquiring these visas; please check ELEONORE ENTERTAINMENT for details.

USA

If your itinerary includes ports in the United States or transit through a U.S. airport, it is mandatory to have the appropriate visa. If you are eligible to apply for an ESTA (Electronic System for Travel Authorization) visa, please do so through the official website using the following link: [**https://esta.cbp.dhs.gov/**](https://esta.cbp.dhs.gov/)

UK

If your itinerary includes ports in the United Kingdom or transit through a UK airport, it is mandatory to have the appropriate visa or entry clearance. If you are eligible to apply for an Electronic Travel Authorisation (ETA), please do so through the official UK government website using the following link:

[**https://www.gov.uk/guidance/electronic-travel-authorisation-eta**](https://www.gov.uk/guidance/electronic-travel-authorisation-eta)

PERFORMANCE

- On a show day the artist will perform Show 1 or 2, one, two or three times, as well as a full technical rehearsal of that particular show.
- When arriving on the ship it will be announced on which particular days you will be performing.
- The artists has the sole responsibility for - including but not limited to: communicating with the cruise director and the backstage/front of house technical staff, handing out sheet music, paperwork and USB's, communicating with the bandleader, arranging props and set pieces, etc.
- In addition to the performances on board, the artist can also be approached to participate in for example a Q&A or a game show on board. This is not obligatory, unless stated otherwise in your contract.
- In case an act has multiple cast members, the artist is expected to be available for additional rehearsals on board, next to the rehearsal on the performance day.
- The artist is expected to be present at least 15 minutes before the start of a rehearsal or other obligation regarding their performance/contract.
- Only water and/or tea is allowed in the dressing rooms, backstage and on-stage.
- Make sure to leave dressing rooms and backstage area tidy and cleaned.

TRAVEL AND ACCOMMODATION

- When traveling have all your material (2x USB stick, sheet music, show paperwork, costumes etc.) in your hand luggage to ensure you can perform, in case your checked luggage goes missing.
- Make sure to check that your check-in luggage is check-in all the way to your final destination. On some occasions it could happen that you have to get your bags and check them in again during a lay over.
- Put a tag with your personal information on your checked luggage. We strongly advise to also use an air tag to track your belongings.
- When problems occur with your flight(s) during travel, always call the emergency hotline related to the cruise line first. Contact information for the emergency hotline can be found in your travel documents. You update a team member of Eleonore Entertainment after.

- Make sure you are close to your home airport the day before departure. If you are still abroad or out of state, make sure you have your show material with you - if you are unexpectedly unable to get to your home airport on time, we can always look into flying you in from another location.
- The cruise company covers the costs of transportation from your home airport to the port where the artist will board the ship in question, and from the ship back to their respective home airport. Travel to and from your home airport is the responsibility of the artist and is not reimbursed by ELEONORE ENTERTAINMENT nor the cruise company.
- If the shuttlebus/transfer is not there upon arrival at the airport, call the port agent. Contact information for the port agent can be found in your travel documents. If you can not reach the port agent you wait max. 30 minutes and take a taxi immediately. Receipt can be reimbursed on the ship or by ELEONORE ENTERTAINMENT.
- Should a hotel stay be required during a contract, this will be arranged by the cruise company or ELEONORE ENTERTAINMENT. In case an act has multiple cast members, hotel stays can be on a single or double occupancy basis.
- In case an act has multiple cast members, cabins on board a ship are on a single or double occupancy basis.
- On some contracts the artist will be allocated a cabin in crew area.
- In case an act has multiple cast members, it may happen that not all members are booked on the same flights.
- Flight times, hotels and transfers are non-negotiable. This is arranged as best as possible, by either the cruise line or ELEONORE ENTERTAINMENT with the available budget and airlines in mind.
- If you feel sick or have a fever - do not travel but inform your contact at Eleonore Entertainment and await for further instructions.



DRESS CODE

When in the passenger area, the artist is expected to dress appropriately and adhere to the following guidelines - including, but not limited to:

- Sharply dressed in bars and restaurants
- Closed shoes at all times (no flip flops or sandals, except heels)
- No ripped or damaged jeans
- No swimwear in bars and restaurants
- Remove sunglasses while indoors
- Refrain from revealing fashions or displaying clothing with derogatory slogans
- Workout attire is only acceptable during rehearsals, at the gym or in the spa
- Check on board for evening dress code for every particular night. General rule: after 6pm - dress pants or skirt/dress

For (facial)hair and make-up - maintain a neat, professional appearance.

When going out in public area's you want to be better dressed/looking than the passengers.

SOCIAL MEDIA

- Be mindful that what you publish will be public forever.
- Tagging @eleonore.entertainment is highly appreciated.
- When posting a photo and/or video of yourself relating to performances try to add value with worthwhile information and perspective. Our brands are best represented by our performers, so what you publish during your contract directly reflects on all.
- Do not make any negative comments concerning ELEONORE ENTERTAINMENT, the cruise/resort companies and your brand.
- We reserve the right to ask you to edit, amend or request removal of any misleading, negative or inaccurate content depicted in posts.
- We reserve the right to delete posts violating the code of conduct, including, but not limited to un-tagging and unfriending.
- Individuals must clearly disclose their personal online posts as personal and purely their own thoughts and opinions and not the thoughts and opinions of ELEONORE ENTERTAINMENT nor the cruise/resort companies.

ONBOARD RULES AND REGULATIONS

- **Onboard account:** All costs incurred by the artist on board are debited from an onboard account. To open an account, you must provide credit card details. The credit card must be in the artist's name.
- **Casino:** It is forbidden to gamble (casino, bingo, raffle etc.) on board.
- **Curfew:** The artists may not be in the passenger/public area after 2:00 AM.
- **Cabin:** It is not permitted to enter a passenger cabin, nor is a passenger or crew member permitted to enter the cabin of the artist. If the artist shares their cabin with a colleague, it is expected to treat this colleague and his/her belongings with respect. Keep your living area clean and tidy, there could be regularly scheduled inspections. A steward will clean your room. Gratuities are always appreciated. The suggested gratuity is \$10 per week. Please make up your cabin prior to disembarking. Please throw away all trash, remove all personal items. You will not be allowed back on the ship, and any items that you leave will have to be shipped to you at your own expense.
- **Crew area:** Make sure to check with management onboard if you are allowed to enter crew area.
- **Gastro-intestinal distress:** Norovirus spreads easily on ships making many people ill. If you experience fever, stomach cramps, vomiting or diarrhea, you must report it immediately without exception to the Medical Center or guest services.
- **All aboard times:** The artist is expected to be back on board the ship, during a port day at the 'Crew All Aboard Time'. This specific time will be posted at the gangway as you disembark the ship. If you are unsure of the time, please check with the crew or with security at the gangway.
- **Internet:** It varies per contract what kind of internet the artist can use. In case there is only paid internet, the artist is responsible for the costs of their internet usage on board. The costs will be added on to your onboard account.
- **Drugs and alcohol:** There is a zero tolerance policy regarding alcohol and drug abuse. Failure to adhere to this policy will result in immediate termination of the contract. The cruise lines reserve the right to conduct random drug and alcohol testing on all crew and contractors, including guest entertainers. The legal alcohol limit on a cruise ship is 0.04% - this is equal to approximately 2 alcoholic drinks. On show days: no alcohol until after the last show.

- **Contact with passengers and crew:** Inappropriate and/or intimidated contact with passengers or crew members is strictly prohibited and may lead to immediate termination of the agreement by either the cruise company or ELEONORE ENTERTAINMENT.
- **Boat drill:** The artist will be required to participate in (crew) boat drills. During this drill the artist must wear closed shoes and the use of mobile phones is not permitted. All ship regulations must be observed during the drill.
- **Passenger/crew status:** As a performer on board you enjoy the facilities and services available to guests and sometimes facilities available to staff. However, always allow guests to go first in public areas/on tours. For example: if there are more than 4-5 guests in line, come back later. If a venue like a lounge or the theatre is filling up, offer your seat to a guest. No sitting at the bar unless invited by a guest etc. Never argue with a crew member if you are refused entry somewhere.
- **Smoking:** Smoking and vaping is only allowed on board at the designated area's. Do this as much as possible out of sight of passengers and crew. Smoking in your cabin or on your balcony is prohibited and may lead to immediate termination of the agreement.
- **Dining:** Check with your contact person on board which of the restaurants you are allowed to dine in. You are not allowed to bring food back to your cabin nor the dressing rooms.
- **Mobile devices:** The artist is requested to use their mobile devices as little as possible, such as mobile telephone, I-Pad or laptop, in passenger areas. In the exceptional case that the use of mobile devices is necessary, do so in a quiet environment and ensure that you remain approachable for both passengers and crew. Unless worn while in the gym, circling the deck or in a deck chair, headphones are not permitted while walking around the ship.

**Always remember you are an ambassador of your brand,
ELEONORE ENTERTAINMENT and the cruise/resort companies.**

CONVERSATION TOPICS

When there are conversations between the artist and other parties such as the cruise director, stage manager, bandmaster, stage staff, other crew, fellow entertainers and passengers – pay attention to the following points.

- How many contracts/performances the artist/act has done. If anyone asks, you can honestly say (if this is the case) that this is your first cruise contract (with this act), but I have done many different shows 'on land', have worked individually and/or with different acts on cruises etc. You don't have to lie, but where possible, 'keep it vague'.
- In case an act has multiple cast members; try not to disclose who the originals/swings for the act are. 'Because we all also sometimes play in a musical or do freelance work, we sometimes have a stand-in'.
- Pay attention to who is standing around you. Never discuss your mistakes in front of other people, for example when you have just come off stage. Always try to act strong and not show disappointment or frustration.

AFTER SALES

If at any time on board, the artist is contacted by a booking agent, a private customer or similar party with questions regarding the booking of the act, we kindly ask you to pass on the contact information for ELEONORE ENTERTAINMENT:

Email: info@eleonore-entertainment.com
Website: www.eleonore-entertainment.com

Under no circumstances will the artist have direct contact with the cruise line or booking agent, nor will artist provide the contact information for the cruise line or booking agent to any third party.

FORCE MAJEURE

In the event that the performances that are the subject of the agreement cannot take place for a certain period due to circumstances independent of and beyond the control of ELEONORE ENTERTAINMENT, the execution of the contract may be temporarily or permanently stopped due to force majeure. In the event that the cruise company decides to change or cancel the dates of the contact, the artist cannot hold ELEONORE ENTERTAINMENT liable for any damages suffered by the artist.

The following situations, among others, are force majeure, including but not limited to: government measures or regulations, natural disasters, measures or regulations of senior management on board, political or economic disruptions, (precautionary) pandemic regulations, unavailability of one or more of the members of an act, and transport difficulties.

CONTACT INFORMATION

In case you have any questions regarding your upcoming booking, during your booking or this document, please feel free to reach out to us:

EUROPE OFFICES

Europe - Whatsapp chat: +46728812821

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AUSTRALIA OFFICE

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