



2019
**GRAND WORLD
VOYAGE**
ms amsterdam

Dear Guest,

Some of you who were not able to go ashore on Easter Island due to my decision to stop tendering at 4 o'clock that afternoon have made their disappointment clear, both in writing and verbally.

The conditions we encountered at Easter Island were not unusual for the area and were not a "must do" call, the conditions were such that if it were anywhere else in the world, any ship's Captain would have cancelled the call as would I.

That being said, I did not cancel because I am well aware how keenly this call is anticipated. Under ideal conditions, it is possible to embark guests onto a tender in 15 minutes; it took an average of 45 minutes to do the same exercise that day. The mathematics speak for themselves, normally 3 tenders could be dispatched in the time it was taking us to dispatch 1 and as a consequence the delay built up.

We tried alternatives, such as opening the starboard tender platform too, however conditions were worse, the swell coming in from that side submerged the platform under 2 feet of water. There was not the option to stay overnight, which was another suggestion.

I can understand how you feel, however my responsibility is to make decisions on the grounds of your Safety and wellbeing and sometimes these decisions are not popular.

As stated in our brochures and online, a port call may be altered or canceled for a number of valid reasons, and though we make every effort to maintain our original sailing schedule, unfortunately, it is not always possible. We deeply regret the necessity of this change and any resulting dissatisfaction.

Thank you,

Captain Jonathan Mercer
Master, Amsterdam

