

# GOOD TO KNOW

## AIR CONDITION

All cabins and hotel rooms are air conditioned.

## ARRIVAL AND DEPARTURE

For nearly all cruises we offer transfers between airports, train stations, hotels and the ships (mostly these are already included in the cruise price!), and as a rule guests will be met by a Viking representative (e.g. at the station). Please see the detailed descriptions in the cruise section.

## BICYCLES

There are no bicycles for hire on board our ships. We regret, it is also not possible to store private bikes on board.

## BOARDSHOP

Our boardshop features a selection of souvenirs, toiletries, postcards, stamps, travel guides and other items.

## CLIMATE IN CHINA

Because China is such a vast country, climatic conditions vary, depending on region and season, from tropical to freezing cold. Your cruise tour will be affected by a variety of weather conditions and temperatures, in some regions rain is likely all year round. Please bring appropriate clothing.

## CRUISE, FEES, AND SERVICES

Cruise prices are stated per person in EURO for the cruise as described. Cruise-only prices are valid from port of embarkation to port of disembarkation and include all port fees, full board during the cruise and – depending on the cruise – services as detailed. Personal and other expenses are not included. Rebates may not be freely combined.

**Important:** All offers in this brochure are valid at the time of printing. We reserve the right to adapt our prices and services should objective reasons force us to do so. Any necessary adaptations or changes will be communicated to you prior to your final booking.

## CURRENCY AND CREDIT CARDS IN CHINA, RUSSIA AND UKRAINE

**China:** The Chinese currency is called yuan. Except in major cities, ATMs may be difficult to find and require long periods of waiting. We recommend you bring most of your currency in traveller cheques that can be exchanged into local currency in the hotels. Established credit cards are accepted in large cities, hotels and of course on board your Viking ship when you settle your shipboard account.

**Russia:** Russian currency is called roubles, on board we use a fictitious currency called UNIT (1 UNIT equals 1 EURO). The final invoice will be issued in roubles and UNITS and may be settled in cash in roubles, euro or US dollar (onboard exchange rate), or charged to your

credit card (Mastercard, Visa, American Express, or Diners Club).

**Ukraine:** In the Ukraine, board currency equals the local currency (grivna). Your final invoice will be issued in grivna and may be settled cash in grivna, euro or US dollar (onboard exchange rate), or charged to your credit card (Mastercard, Visa, American Express, or Diners Club). Please note that all credit card settlements will be in local currency. We regret, an exchange of currency on board is not possible for legal reasons.

## CURRENCY EXCHANGE/ SHIPBOARD ACCOUNTS

For your convenience we have implemented a non-cash payment system onboard whereby all purchases, consumption or services will be booked to your shipboard account when you sign the guest check. You then settle your total account before disembarkation by credit card or cash.

## DRESS CODE

Casual and comfortable is the motto on board and ashore. We recommend comfortable clothes suitable for the climatic conditions of the country you are travelling in. Sturdy shoes are advisable for the excursions. Bathing costumes are not welcomed in the public areas such as restaurant or lounge. For dinner, most guests prefer “elegant casual” clothes: jacket and tie are entirely at your discretion. For the Captain’s Reception and Gala Dinner you may choose more elegant but not formal clothes.

## ELECTRICITY

The voltage onboard and in Viking partner hotels is 220 V. It is recommended to bring an international adaptor.

## EMBARKATION

Even if you find it hard to wait, we would ask you to take note of our embarkation times. The ship may be in port already, but the crew needs time to get everything “shipshape” for you! Until the times stated neither luggage nor bar services will be available and your cabin will not be ready. Thank you for your understanding.

## FOOD AND DRINKS

- Breakfast on board and in the hotels consists of an extensive buffet; for lunch and dinner multi-course, international or regional menus are served.
- Guests requiring a special diet such as vegetarian, salt-free, cholesterol reduced or similar, should inform Viking River Cruises in good time before departure date and also speak to the maitre d’ hotel immediately after embarkation. The Chef on board will do his best to accommodate special dietary requirements.

We regret, we are unable to guarantee the consideration of special dietary requirements on land.

- Drinks on board: Coffee and tea are served free of charge at mealtimes and are available free between breakfast and dinner for self-service. Bottled water, soft drinks and alcoholic beverages are available and will be charged to your shipboard account. Diet soft drinks or decaffeinated coffee are generally not available.

## In China:

- All meals on board are prepared by Chinese chefs under supervision of our Western Management Team.
- Depending on where lunch is served (on board, in your hotel or during a shore excursion/sightseeing tour), the food will either be Chinese or Western cuisine. Dinner on board alternates between Western and Chinese cuisine, and there is always an international choice available.
- You are entitled to full board during your China tour. Dinner on the evening of your arrival will depend on the arrival time of your intercontinental flight: guests arriving late in the evening will have dinner on board of their plane.

## GRATUITIES

Gratuities are an expression of personal satisfaction with services rendered. On cruise ships it is common practice to show appreciation of the crews by leaving a gratuity. Our recommendation is approx. 7 to 10 EURO per person per day. Gratuities are distributed amongst the crew and tour guides on board. The recommendation does not include local drivers or guides. Gratuities on board may also be charged to your credit card.

## LANGUAGES

The management on the ships is multi-lingual. Menus and daily onboard program are available in English and other European languages.

## LAUNDRY SERVICE

On some ships (details from page 120) and in the hotels laundry services are available at a charge. Please refer to the price lists in your cabin/room.

## LIBRARY

Books are available free from the library or reading room. Please return them before disembarkation.

## PASSPORT AND VISA REGULATIONS

A valid passport should be taken on all cruises. For some countries, your passport needs to be valid for 6 months after the date of departure and a visa may also be required. For detailed information please contact your

travel agency, your consulate, or the Viking Service Centre in Cologne. Compliance with immigration regulations is the sole responsibility of each passenger. Non-compliance with passport or visa regulations may lead to a denial of transportation; illegal entry may incur significant costs to the passenger concerned.

## Pets

We regret that due to the restricted space pets are not allowed on board.

## Shore Excursions

Your Viking cruise can be tailored to your individual expectations by including a variety of interesting shore excursions. For all cruises we offer the complete excursion package at a favourable package price (this offer only applies if booked before the start of the cruise). In China, all shore excursions/sightseeing tours as described in the cruise section of this brochure are included in the cruise fare. Please note:

- All shore excursions that are bookable in advance may be subject to minimum and maximum numbers of participants
- Onboard bookings of individual excursions may be limited
- Individual excursion programmes and prices may be subject to change. This will not affect the package price
- Excursions/sightseeing tours are usually conducted by coach and/or on foot. Coach tours may include longer walks (especially in China). Excursion walks may include cobblestone pavement, stairs and uneven terrain. In the interests of safety and for the full enjoyment of our guests we recommend these excursions to persons of good physical condition only. Wearing comfortable sturdy shoes is advisable.
- On some tours, guests have to leave the coach at the start of a walk and will be collected again later. It may not be possible to remain in the coach for the intermission.
- The excursions/sightseeing tours are designed to give you an overview of the attractions, and scheduled in such a way that guests are back on board, in the hotel or a restaurant on site for all meals included in the cruise price. Depending on personal preferences and time available in ports and cities, you may wish to spend more time at an attraction or in a city. In such cases, meals and fares for the return to the ship will be at your own expense.
- You may of course abstain from taking part in a guided tour and explore certain places on your own. Please contact your Viking tour guide for recommendations.

## SMOKING

Smoking is only permitted in the designated public areas.

# GOOD TO KNOW

## SORRY, BUT THESE THINGS HAPPEN

Please note that itineraries are subject to change. In rare events we may have to alter the schedule due to current high- or low water situations. We will then organise the best possible alternative programme which restricts your cruise experience as little as possible.

In high water conditions or during passages under low bridges access to the sundeck will be barred for safety reasons.

## SPECIAL OCCASIONS

Guests wishing to celebrate a birthday or anniversary on board should inform Viking River Cruises at least four weeks before departure.

## SURCHARGE FOR SINGLE OCCUPANCY

All double cabins may be booked for single occupancy; the applicable surcharges are listed in the price tables. Please note that single occupancy may be limited. The surcharges listed for China cruises include applicable surcharges for single occupancy of all hotel rooms included in our China cruise tours. The third berth in a triple cabin is available at 50 percent of the applicable cruise fare.

## TELEPHONE/FACSIMILE

All cabins (with the exception of Russia and Ukraine) are equipped with a telephone, usually for direct dialling. Phone calls will be charged to your shipboard account. In Russia and Ukraine ship-to-shore calls may be placed via the reception desk. Private mobile phones might work as well, but please consider the high costs for such calls. Please check for possibility and further details with your phone company.

## TELEVISION

A TV set and manual is provided in all cabins (except Russia and Ukraine). International channel availability depends on the country visited. TV reception is based on satellite transmission, and reception quality may vary depending on the ship’s location. DVD or Video Movies are available via the board system.

## TIME SHIFT

In the whole of China the time difference to Central European Time (CET) is plus 7 hours, in Russia plus 2 hours, in the Ukraine and in Romania/Black Sea Coast plus 1 hour.

## TOUR GUIDES - CRUISE MANAGER

During your cruise you will be looked after by our professional Cruise Manager and selected tour guides who will assist you and answer any question you might have.

## TRAVEL DOCUMENTS

These will include everything you will need: tickets, travel information including an on-

board directory, description of excursions, luggage tags, and a comprehensive free-of-charge Viking guidebook.

The travel documents will be handed over to you by your travel agency or sent directly from Viking River Cruises. You may book the cruise at a travel agency of your choice – and be sure of competent and friendly service.

## TRAVEL INSURANCE

We recommend you arrange for appropriate insurance cover for cases of cancellation, emergency treatment etc. as applicable. Your travel agent will assist you.

## VACCINATIONS AND MEDICATION

As of day of printing (August 2004), no vaccinations are mandatory for any cruise offered in this brochure; for travels to China we recommend vaccinations against hepatitis A and B. However, it is recommended to secure updated information about infectious diseases, vaccinations, and other prophylactic measures in good time before the start of the cruise. Please consult your doctor about risks of thrombosis or other health hazards, if applicable. Further general health information may be obtained from public health offices, experienced physicians, doctors specializing in tropical diseases etc. **IMPORTANT:** Please do not forget your personal medication! On board, no medication will be handed over without a doctor’s prescription. Our ships in Russia, Ukraine and China have a doctor on board. In all Viking partner hotels listed in this brochure, a doctor can be called quickly if necessary.

## VALUABLES

We recommend you deposit any valuables in the ship’s safe at reception. The same applies to all offered hotels if they do not have a private safe in the room.

## VIKING NEWS

The onboard information paper is called Viking News, it includes all information about the daily activities and shore excursions.

## WHEELCHAIRS AND SCOOTERS

We regret, our ships and destinations – especially China and Russia – cannot be recommended for wheelchair users or passengers with severe mobility restrictions.

Please refer to the Travel Information booklet forwarded to you before the cruise for more details and also see our General Terms and Conditions of Transportation on the following pages.