

EVERYTHING YOU SHOULD KNOW BEFORE YOU GO

CHECK-IN/CHECK-OUT

Please note that the access to the ship, the luggage service and the check-in for your cabin starts at 15:00 (suites at 12:00) at the earliest. Please have your travel documents ready for check-in. You will then receive your personal cabin card, which functions as your cabin key, A-ROSA credit card and your access pass to the ship. The official end of the cruise and your check-out on disembarkation day is at 9:00 at the latest. Please bear this in mind when planning your arrival and departure.

CHILDREN

Childcare during family cruises

Supervision of any accompanying children remains the responsibility of their parents on all cruises with A-ROSA Flussschiff GmbH. This also applies if A-ROSA Flussschiff GmbH provides any childcare services as part of their programme. These programmes are designed to provide entertainment for the children. As the A-ROSA Flussschiff GmbH riverboats do not have any enclosed spaces for the purposes of supervision, A-ROSA Flussschiff GmbH is unable to guarantee uninterrupted supervision of the children.

Child car seats in busses

In busses (over 3,5 t), there is no legal requirement to use a car seat. However, there must be a seat available for every child (regardless of age), and seat belts are compulsory. Therefore, we recommend for safety reasons to bring your own infant safety seat if your child can't yet sit on their own, so that you can secure your child with the lap seat belt.

Children at SPA-ROSA

Of course, your children can accompany you to the SPA-ROSA. However, please note that children under the age of 16 years can only be treated in the company of an adult. Children under the age of 16 are not permitted to use the sports equipment.

Travel documents for children

All children must have their own travel documents to cross borders into other countries, even when travelling to Schengen countries. In general, there is no passport control when crossing the border, but in some cases identity papers may be required. We recommend that you apply for your child's own travel document with your local passport authorities ahead of time.

ENTRY REQUIREMENTS

Every guest sailing on an A-ROSA ship must carry a valid identity card or passport. Please check with your embassy or consulate for any visa requirements.

GUESTS WITH DISABILITIES OR LIMITED MOBILITY

Most of our ships have stairs only, which may result in restrictions. A-ROSA SENA, A-ROSA ALVA, A-ROSA ALEA and A-ROSA CLEA are partially equipped with a lift. For personal advice, please call the A-ROSA Service Centre at 0381-202 6001 or your Shore Excursion Expert on board.

LIFE ON BOARD

Bath robes and slippers

Bath robes and slippers are available upon request at Reception.

Bicycles/biking

E-bikes can be hired on board for individual tours and for our guided bike excursions, subject to availability and weather conditions and within a certain period of time. This applies to all ships except ALVA, CLEA and ALEA. For more information on our bike rental please ask the SPA-ROSA team or your Shore Excursion Expert. Unfortunately, it is not possible to take your own bikes on the cruise.

Cabins

Your cabin is equipped with a shower, vacuum toilet, safe, air conditioning, TV, hair dryer, sauna towel and a telephone. All cabins are non-smoking cabins.

Disinfection

On behalf of all our guests and crew members on board we politely ask you to use our disinfectant dispensers and stations as often as possible. You will find them in the public toilets, at the ship's entrance and in the restaurant area.

Dress code

On board and during shore excursions, we like to keep things casual, so you can wear what makes you most comfortable. Please also remember to bring some warmer clothes for the evenings spent on deck. For going to the restaurant, we recommend dressing smart-casual. We also would like to ask you not to visit restaurants and bars in swimwear or sportswear and not to go barefoot. Further, we recommend that gentlemen wear long trousers in the restaurant in the evening.

Internet

Guests can access the Internet using Wi-Fi on board the A-ROSA ships. Please take into account that some parts of the cruise may have weaker connections to the Internet. You can get more information on availability, terms of usage and charges at reception. Wi-Fi is offered free of charge to guests who have booked the Premium All-inclusive rate. Wi-Fi usage is subject to the terms of usage.

GUESTS WITH LIMITED MOBILITY

As neither the excursions nor disabilities can be generally categorised, we kindly ask you to get in touch with your Shore Excursion Expert as soon as possible. This allows us to advise you individually or to make the appropriate preparations on location if required.

Objects of value

Objects of value, jewellery, large sums of cash and credit cards should be left in your cabin safe, so that you can enjoy the excursions in a relaxed and carefree frame of mind.

Power supply

The onboard voltage is 220 V/50 Hz. A dual voltage 220/110 V socket for electrically operated razors and toothbrushes can be found in the bathroom.

Prohibited items

Travellers are not permitted to bring illegal drugs, weapons, ammunition, acids, hazardous chemicals or explosive/flammable substances on board. Irons and heaters are also prohibited. In accordance with international agreements, any drug offences will be reported to the local authorities. In case of contravention, passengers can be excluded from further transportation without any compensation.

Smoking on board

Smoking is only permitted on the outdoor deck. Throughout the entire indoor area, in the cabins as well as on the balconies, smoking is strictly prohibited.

Time on shore

Please pay special attention to the announced shore times and make sure you are back on board no later than 30 minutes prior to departure of the ship.

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LUGGAGE TAGS

You will receive your luggage tags with your travel documents. Please fill these tags in completely and attach them to your luggage.

SAFETY & HYGIENE CONCEPT

At A-ROSA, the health, safety and well-being of all guests and crew members is always our top priority. For this reason, we can only allow those in full health access to our vessels. A-ROSA has developed a comprehensive health and hygiene concept which meets national and international health standards. Please contact the ship's management immediately if you are not feeling well or notice any symptoms of illness (e.g. fever, coughing, breath difficulties, nausea, vomiting, ...) during your cruise. For further information on the A-ROSA safety concept, please visit: www.arosa-cruises.com/safety

SHORE EXCURSIONS

Booking deadlines and cancellations

There are booking deadlines for every port. These deadlines are announced in the daily programme on board. Cancellations or rebookings after the deadline are not possible. In case of illness, the excursion for the affected person will be cancelled free of charge.

Climate and clothing

For shore excursions, we recommend stable and comfortable footwear with nonslip grip soles. In the summer months, you should be prepared for a very hot and humid climate. It is a good idea to bring insect repellent, sunscreen and headwear. Please also dress appropriately when visiting churches and monasteries.

Earphones

For shore excursions, earphones for the audio guides are available for a fee. You are also welcome to bring your own wired earphones.

Excursion tickets

After booking, you will receive your shore excursion ticket. Please do not forget to bring it with you for the shore excursion. The excursion ticket entitles you to participate and is collected by the agency at the start of the excursion.

Included services

Guided excursions, transport and admission charges are included in the excursion price. Drinks and meals are only included if mentioned in the excursion description. We always give preference to typical local specialities where meals are included, giving you the opportunity to get to know and enjoy something new. Please be aware that the meals and drinks on the excursions will not always be up to the standard of the varied range of meals you are used to aboard A-ROSA.

Legal matters

The excursions generally take place as described. As your contractual partner, the agencies, however, reserve the right, even without prior notice, to adapt the order or times of the excursions depending on current conditions in order to guarantee your safety. The organiser also reserves the right to exclude a participant from the trip without reimbursement of costs if their behaviour is not conducive to the safety, well-being or harmony

of the group. The insurance policies taken out by the agencies conform to local legislation and vary widely. We therefore recommend that you take out our comprehensive river cruise insurance (please contact us for further information) before the beginning of your cruise.

Minimum and maximum number of participants

Most excursions can only take place if the minimum number of participants of 20 is reached. We will inform you as soon as possible if an excursion cannot take place. In this case, your booking will be cancelled and the excursion price will of course be credited to your onboard cabin account. We will also suggest an alternative excursion. For some excursions, the number of participants is limited. Registrations are always considered in the order they were made. We kindly ask for your understanding that we might not be able to accept your registration any longer if the maximum number has already been reached. Of course, we also offer alternatives in this case.

Prices and children's discounts

The prices are in Euro in accordance with the onboard currency. For many excursions on offer, children up to eleven years of age receive a children's discount. Children up to the age of four travel free of charge. For more details, please speak to your Shore Excursion Expert on board.

Programme and reservation

In your travel information you will find a link that will take you to the excursion programme of all ports. There, you will also be able to reserve your excursions.

Tipping

It is a common practice to reward good service with a tip. The local tour guides will be pleased if you show your appreciation.

Tour guides and local customs

The excursion programme gives you the opportunity to get to know interesting towns, historic places, impressive scenery, as well as different cultures, nations, customs and traditions. Tourism is still at an early stage in some of the excursion ports. The level of the local tour guides who accompany the excursions corresponds to the top standard of the respective country. This also applies to all coaches.

Water bottles

(does not apply to A-ROSA ALEA and CLEA)

Please bear in mind to bring your own water bottle that can be refilled at our water dispensers on board. To protect the environment, we will not give out plastic bottles.

PAYMENTS

The onboard currency is Euro. During the cruise, you can use your cabin key card as your onboard credit card. The shore excursion bookings will be charged directly to your onboard account.

As of: 02/2024, subject to change

Further information can be found in the On-board ABCs in the A-ROSA App and on the Internet at: www.arosa-cruises.com/onboardabc