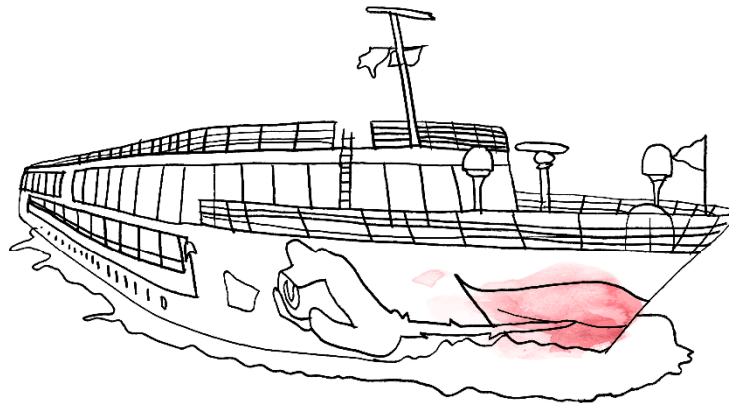


SAIL AWAY DANUBE

CRUISES FROM/TO PASSAU

Everything you should know before you go.



Thank you for choosing to travel with A-ROSA!

To ensure you enjoy your cruise on the Danube to the fullest, we would like to give you some information regarding your arrival and time on board. If you keep the following in mind, your holiday will be smooth sailing from start to finish.

If you have any further questions, our A-ROSA Service Center will be more than happy to help. You can reach us Monday through Saturday from 9:00 to 18:00 (CET/CEST) at +49 381 202 6001.

Your A-ROSA team wishes you a wonderful cruise!

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ARRIVAL BY CAR

If you are travelling by car, we recommend reserving a parking space with our partner Globus Parkservice. **Please reserve your parking space online at: www.a-rosa.de/parken-passau**

Due to limited availability, parking spaces can only be guaranteed if booked in advance.

The A-ROSA Service Center will be happy to assist you with your reservation.

Please make sure to provide a mobile phone number when making your reservation so that we can contact you in the event of any unexpected changes. In case of questions, delays and emergencies, you can contact Globus Parkservice on the day of arrival by calling the following telephone number: **+49 851 989000-168**.

PARKING IN THE GLOBUS CAR PARK IN PASSAU

The address of the car park, which you can enter in your car navigation system, is the following:

Globus Parkhaus · Messestraße 6 · 94036 Passau · Germany

If you are travelling on the A3, leave the Autobahn at the exit Passau-Süd (South). At the end of the motorway exit, follow signs towards Passau. After approx. 2 kilometres (through the Neuburger forest), take the first possible turn on the left - the Messestraße. The entrance is marked with "Gewerbegebiet Kohlbruck / Messestraße". After 150 meters, you will reach the Globus car park on the right (Messestraße 6).

You can park your car on the day of embarkation **between 13:30 and 14:30** in the Globus car park. Afterwards, a shuttle by Globus Parkservice will take you directly to your A-ROSA ship in Passau. This transfer is included in the parking price.

On the day of disembarkation, you and your luggage are brought back to your vehicle by bus. You will be informed about the exact time on board.

THE FOLLOWING PARKING CONDITIONS APPLY:

Reservations are binding but you will not receive a confirmation. The request should be sent at least 4 days before the start of your trip.

The contract is concluded between you and Globus Park Service. By accepting the contract, the customer accepts the general conditions of insurance displayed in the car park. These are available on request at any time. A description of how to get there and the general Terms and Conditions of the contract as well as prices can be found at: www.globus-group.de

Please note that your luggage will not be loaded until later. Important medication and other items should be kept in your hand luggage.

PARKING SERVICE FOR OUR A-ROSA CLUB MEMBERS

Silver, gold and diamond level members with an "A-ROSA Premium All-Inclusive" booking should reserve their parking space by mail to service@a-rosa.com, by post to A-ROSA Service Center - Loggerweg 5 - 18055 Rostock - Germany or by fax to 0049381-202 6002.

PARKING SPACE BOOKING HOTEL ATRIUM & PASSAUER WOLF

Guests who have booked the HOTEL ATRIUM or PASSAUER WOLF for a pre- and/or post cruise stay have the possibility to book the parking space for the entire duration of their cruise via the Globus parking service. To make a reservation, please proceed as described above. You can find the address and telephone number on the hotel voucher or on the last page of this document. To get to your A-ROSA transfer at Passau main station on the day of embarkation, we recommend that you use a taxi.

PARKING SPACE BOOKING HOTEL WESENUFER

Car parking (outside, free of charge) and luggage and passenger transfer to/from the ship (at a fee, payable on site) are available on request. Please advise at time of booking.

Directions: Motorway A 1 and A 8/exit Wels Nord - continue towards Eferding - Hartkirchen - Wesenufer or exit Linz Zentrum - continue towards Ottensheim - Hartkirchen - Wesenufer.

PARKING SPACE BOOKING HOTEL RESIDENZ

Guests who have booked the HOTEL RESIDENZ for a pre and/or post cruise stay have the possibility of reserving the parking space for the duration of the cruise. The parking space is provided by a subcontractor on a fenced area or hall/garage (not directly at the hotel). Reservation, information and payment must be made at the hotel. The HOTEL RESIDENZ offers luggage transfer from the hotel to the ship at the beginning of the cruise. Upon request, the hotel can arrange a transfer for guests from the hotel to Passau main station. The hotel does not offer a return transfer

DAY OF DEPARTURE

On the morning of disembarkation day, you will be taken to the car park to collect your vehicle. You will be informed of the exact times on board.

Please plan your departure from Passau from 9:15 in the morning at the earliest.



ARRIVAL BY TRAIN

TRANSFER TRAIN STATION PASSAU – SHIP BERTH

You can book our transfers from the station to the ship and back for €25 per person. This service is only available on the day of embarkation and disembarkation. Please **email service@a-rosa.com** at least 4 days prior to embarkation.

The transfer buses will be waiting for you to the left of the station forecourt as you leave the station concourse. Please be there at the time indicated below. Globus Parking Service staff will be on site to direct you to your transfer bus, which will be waiting nearby. On the day of embarkation, the transfer is scheduled for the main ICE 91 train (arriving at around 14:30) and departs at around 15:00.

If you have any questions, your A-ROSA ship will be at your disposal on the day of arrival. You will find your ship's phone number at the end of this document.

You will find your luggage in your cabin after embarkation.

INFORMATION FOR THE DAY OF DEPARTURE

On disembarkation day, you will be taken to the train station. You will be informed of the exact times on board.

Please plan your departure from Passau from 9:15 in the morning at the earliest.

BOOKINGS WITH DEUTSCHE BAHN TICKETS (GERMAN RAILWAY)

If your train is delayed or cancelled, please send the completed DB passenger rights forms and all original receipts/tickets to A-ROSA Flussschiff GmbH, not Deutsche Bahn. Otherwise, A-ROSA Flussschiff GmbH will not be able to process your claim.



EMBARKATION AND DISEMBARKATION

BERTH

Your A-ROSA ship will be berthed in Passau for embarkation and disembarkation at the following address:

Racklau • Racklau 3a • 94036 Passau, Germany

<https://maps.app.goo.gl/FyZM2DCpxJ76Ezkm6>

The berth is reserved for the 2025 season for the embarkation and disembarkation of A-ROSA guests in Passau. There may be changes of berths for some travel dates. If possible, we will inform you in advance.



CHECK-IN

Please note that luggage service, check-in, and cabin access are available **from 15:00** at the earliest – for guests in suites already from 12:00. Unfortunately, boarding before 15:00 is not possible. We kindly ask for your understanding that the waiting time must be spent outside.

Please have your valid identification documents ready at check-in.

Note: It is mandatory to provide some personal information in the **ship's manifest**. Please enter your data online at least 3 weeks prior to departure here: www.arosa-cruises.com/manifest

CHECK-OUT

When planning your departure, please note that you must disembark the ship **by 09:00 in the morning**. Detailed departure information will be provided on board in good time.

IMPORTANT ADDRESSES

BERTH IN PASSAU RACKLAU

Racklau 3a
94036 Passau, Germany

GLOBUS CAR PARK PASSAU

Messestr. 6
94036 Passau, Germany

Tel. +49 851-989 000 168
Fax +49 851-989 000 190
Email: parkservice@globus-group.de

TRAIN STATION PASSAU

Bahnhofstr. 29
94032 Passau, Germany

HOTEL ATRIUM

Neue Rieser Str. 6
94034 Passau, Germany
Tel. +49 851-98 86 68-8
Fax +49 851-98 86 68-9
Email: info@atrium-passau.de

HOTEL RESIDENZ PASSAU

Fritz-Schäffer-Promenade 6/
Ecke Pfaffengasse
94032 Passau, Germany
Tel. +49 851-989 02-0
Fax +49 851-989 02-200
Email: hotel@residenz-passau.de

HOTEL PASSAUER WOLF

Untere Donaulände 4
94032 Passau, Germany
Tel. +49 851-93 15 10
Fax +49 851-93 15 150
Email: info@hotel-passauer-wolf.de

HOTEL RIVERS PASSAU

Kapuzinerstraße 4
94032 Passau, Germany
Tel: 0851 - 989 000 100
Fax: 0851 - 989 000 111
Email: info@rivers-passau.de

HOTEL SPITZBERG PASSAU

Neuburger Str. 29
94032 Passau, Germany
Tel: 0851 955480
Email: info@hotel-spitzberg.de

WESENUFER – HOTEL & SEMINAR KULTUR AN DER DONAU

Wesenufer 1
A-4085 Waldkirchen am Wesen, Austria
Tel.: +43 7718 200 90
Fax: +43 7718 200 90 990
Email: office@hotel-wesenufer.at

EMERGENCY NUMBERS

The **A-ROSA Service Center** is available Monday to Saturday between 9:00 and 18:00 (CET/CEST) at the following number:
+49 381-202 6001.

For any urgent matters, please contact your A-ROSA cruise ship directly:

A-ROSA BELLA: +49 170 - 458 11 15

A-ROSA DONNA: +49 170 - 458 11 25

A-ROSA MIA: +49 170 - 458 11 35

A-ROSA RIVA: +49 170 - 458 11 45

A-ROSA FLORA: +49 170 - 454 10 75