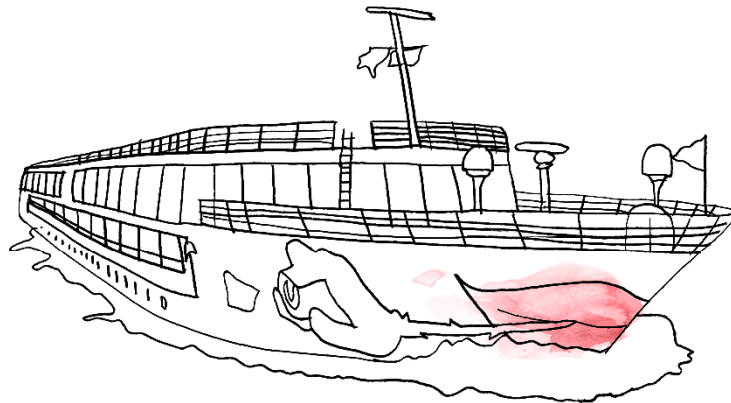


SAIL AWAY

DOURO

CRUISES FROM/TO PORTO

Everything you should know before you go



aROSA 
Cruising differently

Thank you for choosing to travel with A-ROSA!

To ensure you enjoy your cruise on the Douro 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 WITH AN A-ROSA FLIGHT ARRANGEMENT

PARKING AT THE DEPARTURE AIRPORT

If you are driving to your departure airport, you can book parking at selected airports via our partner **Holiday Extras**. The insurance conditions in the parking contract apply.

Book your parking space at www.holidayextras.com/de/arosa/parking (Please note: this website is currently only available in German. We recommend using a browser translation extension for ease of use.)

A-ROSA FLIGHT ARRANGEMENT

If you've booked your flights with A-ROSA, you'll receive your personal file key and flight plan, including flight numbers and departure times, in your travel information.

Arrival at Porto Airport

Once your flight has landed, please collect your checked luggage before proceeding through the customs area.

At the arrivals exit, please turn to the right. Here, employees from our local agency will be waiting for you with an **A-ROSA sign**.

When all arriving guests have gathered, you will be accompanied to the transfer bus as a group.

Please note that there may be short waiting times at the luggage belt as well as at the transfer bus as we may need to pick up guests from more than one flight. The employees from our local agency will inform you about the details on site.

Important: Please ensure that your A-ROSA **luggage tag** is securely attached to your suitcase. This helps our team deliver your luggage from the bus directly to your correct cabin on board.

Return flight – Information for your departure day

The A-ROSA crew on board will provide all the details you need regarding your transfer from the ship to the airport, as well as how to label your luggage for departure.

INDIVIDUALLY BOOKED FLIGHTS

From Porto airport to the ship

We recommend taking a taxi from the airport to the ship. There will be plenty of taxis waiting at the airport on your arrival day.

From the ship to Porto airport

For individual transfers from the ship to the airport on the day of disembarkation, **taxis can be pre-booked at the reception on board at your own expense.**

ADDITIONAL INFORMATION

Check-in at the airport

At most airports, you check in electronically at self-service machines. To complete the process, you will need:

- Your machine-readable passport or your credit card
- Your file key (see your flight information)

If you require any assistance, the airport staff will be happy to help.

Safety regulations for hand luggage

Liquids and gel-like substances (e.g. toothpaste, cosmetic creams, drinks, etc.) may only be brought in your hand luggage if they do not exceed 100 ml and are packed in a transparent plastic bag with a maximum capacity of 1 litre. There is a restriction of one plastic bag per person and the bag must be presented separately at the airport security checkpoint. Liquid containers larger than 100 ml must be placed in your checked baggage.

Medical information

Please inform our A-ROSA Service Center of any notifiable medical devices and accessories (if necessary, after consulting your doctor) no later than 2 weeks in advance, so that we can pass this information on to the airline. Essential medications and special food needed during a flight can be transported outside the plastic bag but must be presented during the security check.

Duty-free items

Duty-free items that are purchased at airports within the EU or onboard an EU airline may be carried in a sealed official security bag and accompanied by a receipt of the same day. The bag is sealed at the point of purchase. As these special rules may be changed upon short notice, we kindly ask you to inform yourself again immediately prior to departure about the current regulations.



EMBARKATION AND DISEMBARKATION

BERTH

Embarkation and disembarkation will take place at:

Cais de Gaia
161 Vila Nova de Gaia
4400 Gaia/Porto, Portugal

<https://maps.app.goo.gl/tCGpVvy75x47E3wk6>

Note: Berths may change at short notice. If possible, we will inform you in advance. In the event of a last-minute change, you'll receive information at the originally planned berth, either via a sign on site or directly from one of our employees.



CHECK-IN

- **From 15:00:** Luggage service, check-in & access to the cabins
- **Boarding begins earliest at 15:00**
→ Please wait outside the ship until boarding begins.
- **Please have valid identity documents ready for 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

Cais de Gaia
161 Vila Nova de Gaia
4400 Gaia/Porto, Portugal

PORTO AIRPORT

Aeroporto Francisco Sá Carneiro
Pedras Rubras
4470-558 Porto, Portugal

HOTEL DA MÚSICA

Mercado do Bom Sucesso, Largo Ferreira Lapa,
21 a 183
4150-323 Porto, Portugal
+351 22 607 6000

HOTEL CARRÍS PORTO RIBEIRA-PORTO

Rua do Infante D. Henrique 1
4050-296 Porto, Portugal
+351 22 096 5786

FORTE DE GAIA, AUTOGRAPH COLLECTION, BY MARRIOTT INTERNATIONAL

Rua de Serpa Pinto 60
4400-307 Vila Nova de Gaia, Portugal
+351 22 015 7540

HOTEL MARQUÊS DE POMBAL LISSABON

Avenida da Liberdade 243
1250-143 Lisboa, Portugal
+351 21 319 7900

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 **A-ROSA ALVA** directly: **+49 170-458 2021**

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