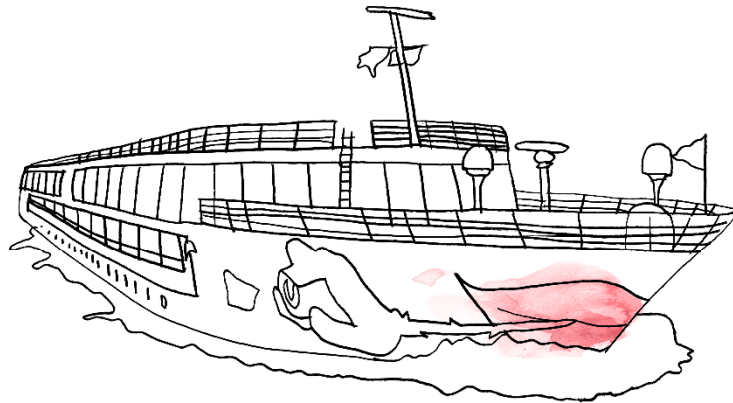


SAIL AWAY

RHINE & MAIN

CRUISES FROM/TO FRANKFURT

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 Rhine and Main 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

RESERVE YOUR PARKING SPACE

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

Need assistance? The A-ROSA Service Centre will be happy to help!

PARKING AT THE CAR PARK FRANKFURT HARBOUR

A complimentary shuttle service to the port operates every 30 minutes between 10:30 and 16:00.

The transfer is included for a maximum of 4 people.

Please call the car park operator if you will be arriving late. The phone number can be found on your booking confirmation. The car park is located to the south of the harbour.

Address

Ida-Rhodes-Straße 5, 64295 Darmstadt, Germany

Distance

The transfer takes about 35 minutes.

Security

The car park is gated, lit, manned 24 hours a day and has fixed quality standards. There are regular patrols. Entrance and exit are under video surveillance.

Note

We ask our guests to arrive at the car park about 3.5 hours before the departure of the ship. This must be taken into account when planning your arrival, otherwise we cannot guarantee a punctual transfer. Transfer times are binding.

Car size

Max. height: 2.1 m; max. width: 3 m; max. Length: 5.5m; Larger cars possible on request. The surcharge is € 20.

Insurance

Public liability insurance for the operation of the car park is in accordance with legal requirements.

VALET PARKING AT THE UNDERGROUND CAR PARK

You can also drop off your car **directly at the port terminal**. A member of staff will then park the car in a nearby space in the underground car park. The car park is located to the north of the port.

Security

The underground car park is gated, lit, manned 24 hours a day, and has fixed quality standards. There are regular patrols. Entrance and exit are under video surveillance.

Note

The car is collected and returned at the port terminal. Please let us know your exact arrival time in order to guarantee an optimal, punctual and smooth process. We recommend that you arrive at least 2 hours before the departure of the ship.

The keys to the car must be handed over.

Car size

Max. height: 2.1 m; max. width: 3 m; max. Length: 5.5m; Oversized vehicles and campervans are not accepted.

DAY OF DEPARTURE

You will receive the details for your return transfer directly from the car park provider. On board, we can contact the provider on your behalf only in emergencies.



ARRIVAL BY TRAIN – TRANSFER TRAIN STATION ⇄ SHIP

As taxi availability in Frankfurt is limited, especially at weekends, we recommend booking our **A-ROSA transfer service between the train station and the ship** in advance.

BOOKING

Price: € 33 per person (return transfer)

Book online at www.arosa-cruises.com/transferpackage or conveniently via the **A-ROSA App**.

ON THE DAY OF EMBARKATION

Transfer time: 15:00 (please note that waiting times may occur)

Meeting point: South side exit, in front of the **bakery 'Der Bäcker Eifle'**.

Globus staff will be on site to show you the way to your transfer bus. You will hand over your luggage at the bus, and it will be waiting for you on board later.

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 on the first page of your personal travel information.

ON THE DAY OF DISEMBARKATION

On the morning of disembarkation, you will be taken back to the train station. Our crew on board will inform you of the exact transfer times in good time. **Please plan your departure from Frankfurt no earlier than 9:30.**

IMPORTANT FOR TRAVELLERS WITH DEUTSCHE BAHN TICKETS (GERMAN RAILWAY)

If your train is delayed or cancelled, please send:

- the completed **DB passenger rights forms**
- all **original receipts/tickets**

to:

A-ROSA Flussschiff GmbH

Loggerweg 5

18055 Rostock

Germany

(please do not send these directly to Deutsche Bahn, as we will be unable to process your claim)



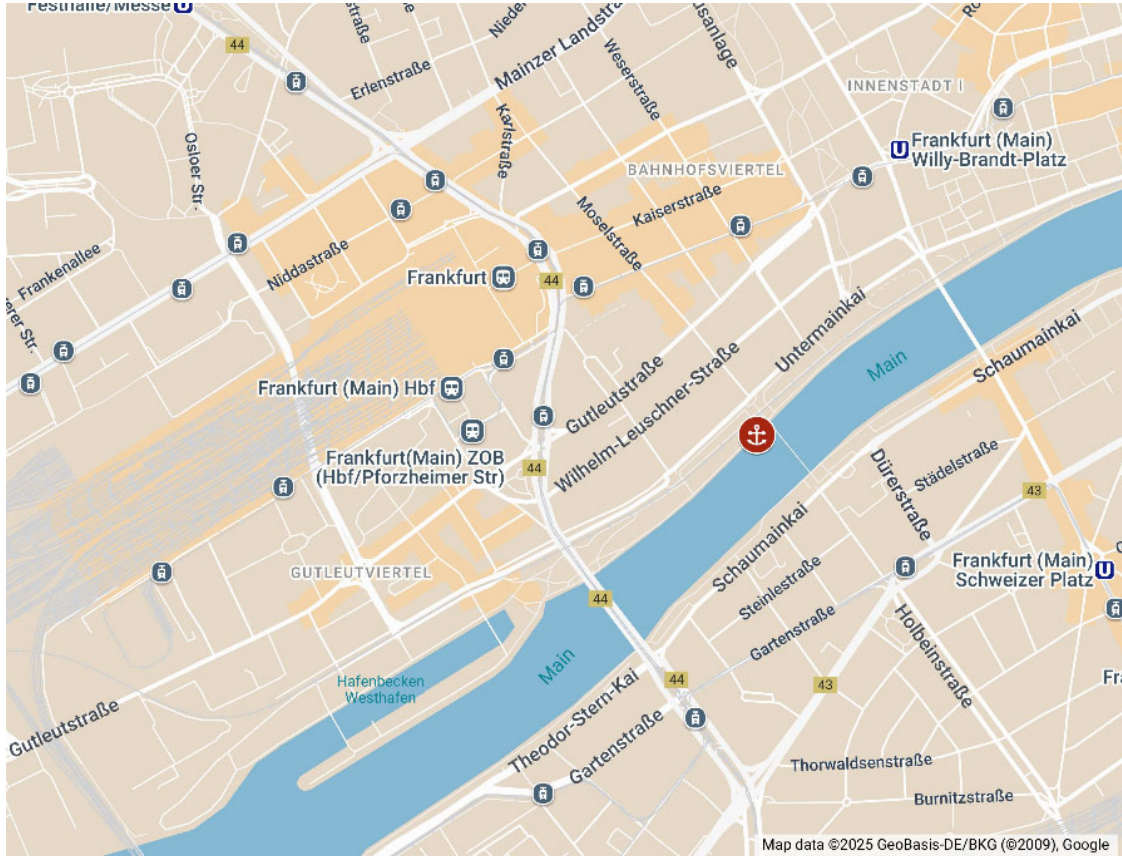
EMBARKATION AND DISEMBARKATION

BERTH

The following berth has been planned for your embarkation and disembarkation in Frankfurt for the 2026 season:

Nizzawerft LP 1 • Untermainkai 60329 • Frankfurt am Main • Germany

<https://maps.app.goo.gl/WnEoKC94Kuu7wJki8>



Note: Berths are subject to change at short notice. If possible, we will inform you in advance. In the event of a last-minute change, further information will be available at the originally planned berth, either from our employees or on an information board.

CHECK-IN

- **From 15:00 (suite guests from 12:00):** 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**

Important information:

In some ports of call, additional **city taxes** will be charged to the **onboard account**. For details, please refer to www.arosa-cruises.com/travelinformation

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

CHECK-OUT

When planning your departure, please note that you must disembark the ship **by 9:00**. Detailed departure information will be provided on board in good time.

IMPORTANT ADDRESSES

BERTH I

Nizzawerft LP 1
Untermainkai
60329 Frankfurt am Main, Germany

FRANKFURT CENTRAL STATION

Am Hauptbahnhof
60329 Frankfurt am Main, Germany

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 call **A-ROSA CLEA** directly: **+49 152 015 062 11**

Subject to change. Date of publication: April 2026