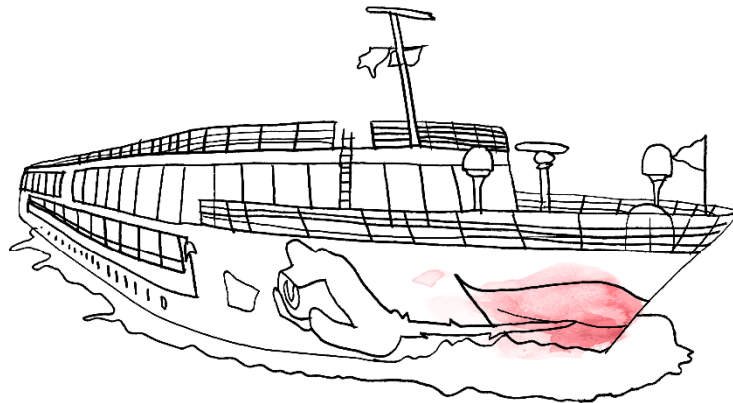


**SAIL AWAY**  
**RHÔNE/SAÔNE**  
**CRUISES FROM/TO LYON**

*Everything you should know before you go*



**aROSA**   
Cruising differently

**T**hank you for choosing to travel with A-ROSA!

To ensure you enjoy your cruise on the Rhône and Saône to the fullest, we would like to give you some information regarding your arrival and your 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

### LOW-EMISSION ZONE

All cars, which enter the low-emission zone in Lyon, are required to have the low-emission zone sticker "Crit'Air".

**Cost:** € 4.80

**Order:** [www.certificat-air.gouv.fr/en](http://www.certificat-air.gouv.fr/en)

**More information:** [www.france.fr/en/article/crit-air-anti-pollution-vehicle-sticker/](http://www.france.fr/en/article/crit-air-anti-pollution-vehicle-sticker/)

### RESERVING A PARKING SPACE

**Please reserve your parking space at: <https://en.lrc.fr/parking>** (Please note: this website is currently only available in German. We recommend using a browser translation extension for ease of use.)

- The number of parking spaces is limited – a space can only be guaranteed with a **prior reservation. Payment is made on site.** Maximum vehicle size: length 5.10 m; height 1.90 m.
- The parking agreement is concluded directly between the guest making the reservation and the operator of the car park.
- A-ROSA Flussschiff GmbH, the car park operator, and Rivercruise.fr accept no liability for any damage to or theft of your vehicle. Responsibility lies with the driver of the vehicle.
- If you require assistance, the A-ROSA Service Centre will be happy to help you with your booking.

### ADDRESS PARC BERTHELOT

**LPA Berthelot**  
**99 rue de Marseille**  
**69007 Lyon, France**

### DAY OF EMBARKATION

Please drive directly to the car park. Our "Quai Claude Bernard" berth is not accessible by car in the afternoon, therefore it's not possible to unload your luggage directly in front of the ship.

- Take a parking ticket from the ticket machine to open the barrier
- Park on deck 7 or 8
- Unload your luggage and make your way to the ship (around a 10-min walk; alternatively, we recommend taking a taxi)
- To exit the car park, press the large green button to open the door for pedestrians.

### DAY OF DEPARTURE

On the morning of disembarkation (around 08:30), a member of our agency will drive you to the car park, where you will collect your vehicle. From 09:00, you can pull over briefly at the berth to collect luggage and fellow passengers. An earlier departure by car is possible without a transfer, but only with a brief stop on the road just above the berth.

### Important information:

- The pier is for pedestrians and bikes only – please drive carefully.
- You can return to your car at any time with your parking ticket. Simply insert the card into the machine in the entrance hall. The pedestrian door will then open.
- The parking service is only available for cars of a maximum length of 5.10m and a maximum height of 1.90m. Larger cars may be accommodated in another parking garage, special conditions apply. Please be especially careful if your car has a roof box.



## ARRIVAL BY TRAIN

### A-ROSA TGV ARRANGEMENT

You will arrive **one day before embarkation** with the TGV booked through A-ROSA. Once you have arrived, please proceed independently to your **Hotel Radisson Blu** (within walking distance, located directly at the station, for address see p. 8).

#### Transfer from the hotel to the ship

**Transfer time & meeting point:** 13:00 in front of the Radisson Blu hotel

Once all transfer guests have arrived, the group will walk together to the transfer vehicle at the train station; depending on the number of guests, this may be a bus, minibus or car. There may be waiting times.

**Important:** On TGV trains, you are **required to equip your suitcases with appropriate tags bearing your name and address.**

The transfer time for the day of departure will be announced to you on board. Please note that your TGV tickets are valid for specific trains; you may only use the connections you have booked in advance.

If you have questions on the day of embarkation, please contact your A-ROSA ship. You can find the telephone number at the end of this document.

### Important for travellers with Deutsche Bahn tickets (Germany's national 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**

(not the Deutsche Bahn, otherwise, A-ROSA Flussschiff GmbH will not be able to process your claim)

### INDIVIDUALLY ARRANGED ARRIVAL BY TRAIN

Guests who arrive and depart individually by train (not with an A-ROSA TGV arrangement) are recommended to take a **taxi** from the train station to the ship and vice versa. The journey takes between 5 and 20 minutes each way, depending on the station and traffic, and costs approximately € 10 to € 25 each way, although surcharges may apply on certain days.

On the day of disembarkation, the A-ROSA team will be happy to arrange a taxi from the ship to the station at your expense.



## ARRIVAL BY PLANE

### RESERVE YOUR PARKING SPACE

If you're driving to your departure airport, you can easily book parking at selected airports through our partner **Holiday Extras**. Terms and Conditions apply.

[www.holidayextras.de/arosa/parking](http://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.)

### A-ROSA FLIGHT ARRANGEMENT

If you have booked your flights through A-ROSA, then you will receive your personal "file key" and your flight plan, including all important details about flight numbers and times.

#### Arrival at Lyon Airport

Once you have collected your luggage at the Lyon Airport, please head for the **A-ROSA meeting point meet behind the baggage claim area**. An employee from our local agency will be waiting for you and accompany you to the transfer buses.

If you require **trolleys** to transport your luggage to the transfer buses, these are available for a deposit of € 1. The buses await you either at the **exit terminals** or at the **TGV station**.

Transfer times arrival

- 13:00
- 15:00

As our transfer buses usually pick up guests from **multiple flights**, there may be a short **wait** at the airport. Our local agency staff will advise you of the details.

The airport is approximately **25 kilometres** from the ship's berth, and the **journey takes approximately 45 minutes**.

#### Return flight – information for the day of departure

You will receive all of the information regarding the transfer from the ship to the airport, as well as the necessary labelling of your luggage from the A-ROSA team on board in good time.

### INDIVIDUALLY ARRANGED ARRIVAL BY PLANE

#### From the airport to the ship

Guests who have booked their flights on their own or through their travel agent are recommended to take a **taxi** from the airport to the ship.

The taxi costs about **€ 45 each way**. Luggage may be charged separately. Taxi companies may charge a surcharge at night, on Sundays and on public holidays. On the day of arrival, **plenty of taxis will be waiting at the airport**.

#### From the ship to the airport

For your individual return journey from the ship to the airport, you have the option to book our transfer service on board for € 30 per person.

## 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

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.



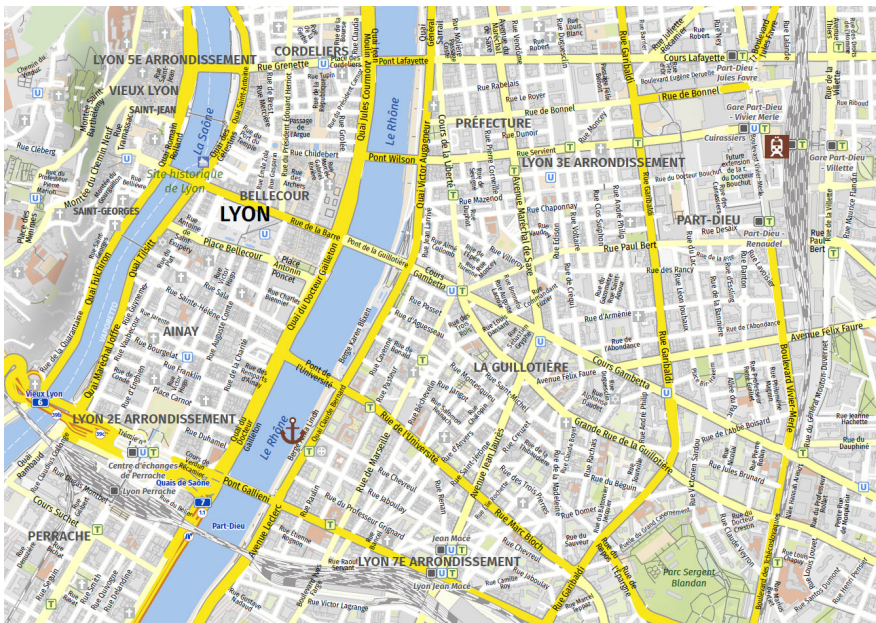
## EMBARKATION AND DISEMBARKATION

### BERTH

The embarkation and disembarkation will take place at the following berth:

**Quai Claude Bernard · 69007 Lyon · France**

<https://maps.app.goo.gl/ca747xctGJNRKtfQ8>



**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, and cabin access
- **Please have your valid identification documents ready at check-in**

### Important information:

It is mandatory to provide some personal data in the ship's manifest. Please enter your data online at least 2 weeks prior to departure: [www.rosa-cruises.com/manifest](http://www.rosa-cruises.com/manifest).

### CHECK-OUT

Please leave the ship **by 9:00** on the morning of disembarkation. You will receive detailed information regarding your departure on board.

## **IMPORTANT ADDRESSES**

### **BERTH**

Quai Claude Bernard  
69007 Lyon, France

### **CAR PARK PARC BERTHELOT**

99 rue de Marseille  
69007 Lyon, France

### **RADISSON BLU HOTEL LYON**

129 Rue Servient  
69003 Lyon, France  
+33 4 78 63 55 00

### **HÔTEL LE ROYAL**

20 Place Bellecour  
69002 Lyon, France  
+33 478-37 57 31

## **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 ship directly.

**A-ROSA LUNA:** +49 151 145 82 115

**A-ROSA STELLA:** +49 151 145 82 125