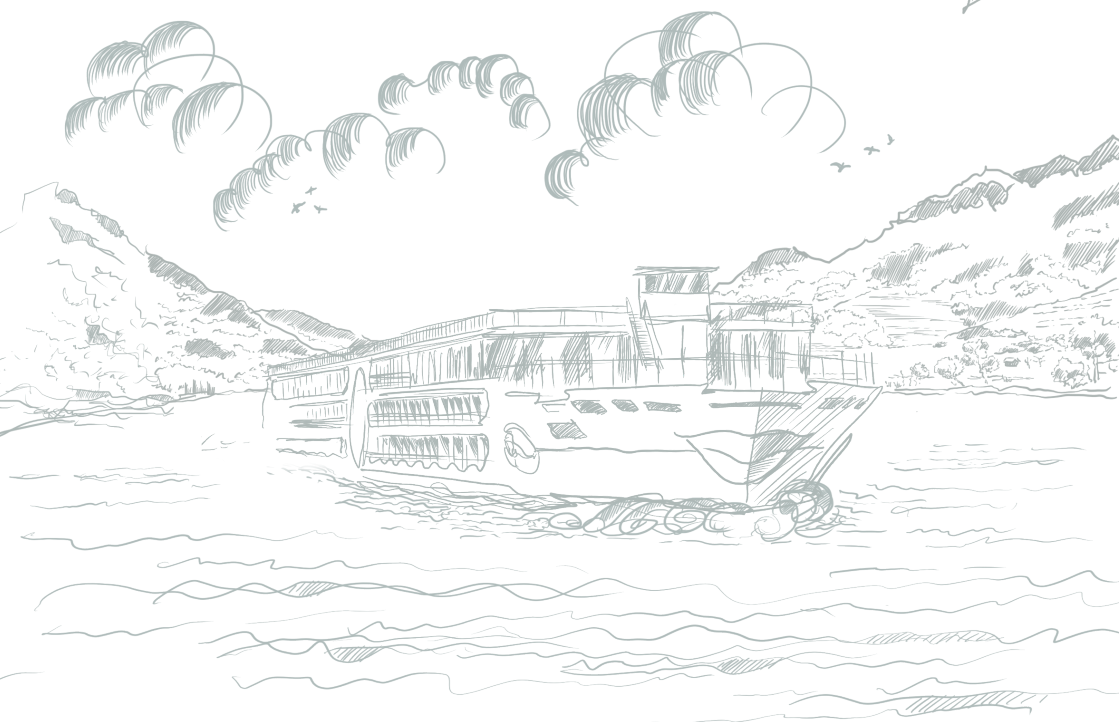


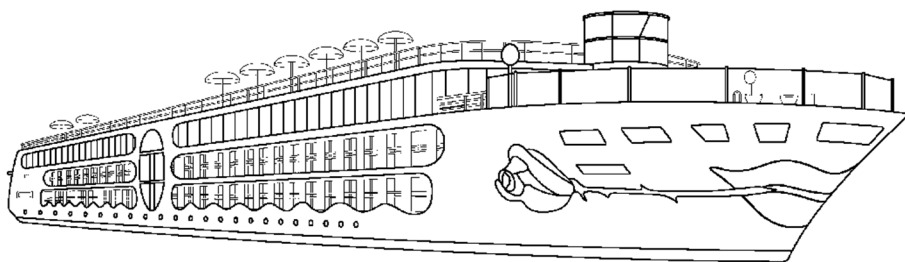


aROSA 
Cruising differently



A-ROSA ALEA | A-ROSA CLEA

ONBOARD ABCs



WELCOME ON BOARD!

With A-ROSA you will experience a new way of travelling. To ensure that you enjoy this experience right from the start, we would like to give you a quick overview with this onboard A to Z. If you have any further queries, we would be happy to answer them for you in person at any time.

We wish you a pleasant journey!

Your A-ROSA crew

As of February 2025

A

AIR CONDITIONING

Just like the entire ship, your cabin also has air conditioning. The cabin temperature can be individually adjusted. When you open the balcony door, the air circulation unit is automatically switched off.

ALARM

The cabins are equipped with an alarm button.

ALCOHOLIC BEVERAGES

It is generally not permitted to bring alcohol on board. Should you buy alcohol on land during your cruise, a maximum of 1 litre per adult over the age of 18 years may be brought on board. See also CORKAGE FEE.

ANIMALS

It is forbidden to bring animals on board the ships.

ANNOUNCEMENTS

Public and automated announcements can be heard on deck and primarily inform guests of outings on land and important programme points. Announcements are in English and German. No announcements will be made in the cabin, except in the event of an emergency. Announcements concerning the landscape passing by are made via App.

B

BARS

There is a Lounge Bar on deck 3. The current opening hours can be found on the A-ROSA info channel and in the A-ROSA App.

BATH ROBES AND SLIPPERS

Bath robes and slippers are available upon request at Reception (Basic for a fee).

BATTERY-POWERED MEANS OF TRANSPORT

The carriage of battery-powered means of transport on board is prohibited. This applies, for example, to e-scooters, hoverboards, mini Segways, Solowheels and e-bikes. This regulation applies regardless of the power of the battery. The reason for this is safety aspects, such as ensuring clear escape and traffic routes and avoiding the risk of fire on board.

BIKE RENTAL

E-bikes can be hired on board for individual tours, subject to availability and weather conditions and within a certain period of time. For more information on our bike rental please ask the SPA-ROSA team or your Shore Excursion Expert.

BIKING EXCURSION

Biking excursions are subject to weather conditions. For safety reasons, between November and January, bike excursions are only offered in dry weather. Whether or not the bike excursion takes place will be decided on board at short notice. For more information about bike excursions, please contact the SPA-ROSA team or your Shore Excursion Expert. It is not possible to bring your own bike.

C

CHANGING MONEY

Unfortunately, money cannot be changed on board. However, there are exchange offices near our berth at most ports.

CHECK-IN/CHECK-OUT

Please note that the access to the ship and the luggage service and the check-in for your cabin starts at 15:00 (suites from 12:00) at the earliest. The official end of the cruise and your check-out on disembarkation day is 9:00 at the latest. Please have this in mind when planning your arrival and departure.

CITY TAXES IN PORTS OF CALL

Some of our ports of call levy additional city taxes such as bed taxes or tourism or cultural taxes, which are not included in the cruise price. As a tour operator, we are obliged to collect and forward these charges on behalf of the cities. The charges are settled via the onboard accounts.

For a current overview of the respective cities and their fees please refer to: www.arosa-cruises.com/company/current-travel-information. Please note that this information may change at short notice. For further information, please refer to our General Terms and Conditions, §5 paragraph 5.2.

COFFEE AND TEA

You will find coffee and tea station in the restaurant (only during mealtimes) and in the Club Lounge.

CONCIERGE-SERVICE

Our reception team is available to fulfil your individual requirements (e.g. reserving tickets for cultural experiences and special excursions or organising transfers).

CORKAGE FEE

If you bring your own drinks, liqueurs or bottles of wine to consume in the cabins, we reserve the right to charge a service fee of € 20.00 ("corkage fee") to your on-board account. Consuming your own drinks in the public areas is prohibited.

CREW AREAS

Access to the crew areas is not permitted.

CUSTOMS REGULATIONS

Please note that the import or export of goods and currency is subject to the prevailing customs regulations.

D

DAILY PROGRAMME

For all important information and instructions, please refer to the A-ROSA Info Channel or the A-ROSA App, the displays in the public areas and the announcements.

DECKCHAIRS

You will find recliners and awnings on the sun deck. In the interest of all passengers, please do not lay claim to unoccupied deckchairs. Woollen blankets for cooler weather on deck can be found in your cabin.

DECKS

The exterior decks may be slippery in rainy weather, at times of high humidity and also in the morning and evening. Please take extra care.

DIETARY RESTRICTIONS

Please contact your head chef at the start of your cruise regarding any dietary restrictions. If you have not yet notified us of your food allergies/intolerances, we kindly ask you to contact us. For vegetarian/vegan/and others please see VEGETARIAN/VEGAN.

DISEMBARKATION

Two days before departure, your Cruise/Shore Excursion and Hotel Manager will provide you with detailed information regarding the disembarkation procedures. In order to make your disembarkation as pleasant as possible, we kindly ask you to attend the information event.

DRESS CODE

Feel free to dress as you like, comfortably and casually, on board and during shore excursions. Please remember to wear warmer clothing on deck in the evening. Firm shoes are recommended for excursions on land. Smart-casual clothing is recommended when visiting the restaurant on board. We request, however, that you do not wear swimwear or sportswear, shorts, slippers, nor go barefoot, in the restaurants and bars. We recommend that men wear long trousers in the restaurant in the evening.

DRINK PACKAGE

With the Drinks Package you can enjoy exclusive cocktails, long drinks, and spirits in addition to the premium beverages. This upgrade can be booked up to the first day of your journey and costs € 19 pp per night for „Premium All-Inclusive“ guests and € 39 pp per night for „Basic“ guests.

DRINKING WATER

The water on board is safe to drink.

DRONE RECORDINGS

Flying drones on board A-ROSA is not permitted for safety reasons and to protect the privacy of the crew and guests.

E

EVACUATION PLAN

A safety evacuation plan is posted in your cabin and on each deck. Please take a few minutes of your time to locate the emergency exits and the meeting points on the upper deck.

EXCURSIONS

Almost all ports of call are starting points for interesting shore excursions in different languages. Further information can be found in the A-ROSA App and on the A-ROSA homepage. Please also make use of the onboard information event (please refer for the schedule to your daily programme). Bookings can be made on board only. From 15 February 2025 guests reserve excursions at www.arosa-cruises.com/reserve-trips and in the A-ROSA App. A-ROSA arranges the excursions and they are implemented by the local agencies, which are the excursion organisers.

F

FOOD

It is not permitted to bring any food on board. You can enjoy our high-quality buffets in the morning, at lunchtime and in the evening, as well as the coffee time in the afternoon. Please help us to reduce food waste. Our buffet dishes are regularly refilled so that you can enjoy them at your leisure and serve yourself again if you wish. That way, together we can support the responsible consumption of food and minimise unnecessary waste.

FORMS OF PAYMENT

The currency on board is the euro. During the cruise, you can use your onboard credit card on the ship, which also functions as your cabin key card. At the end of the cruise, you have the chance to settle your tab in cash, with your debit card or with one of the following credit cards: American Express, Mastercard or Visa. For technical reasons, it is unfortunately not possible for you to pay with GeldKarte or Travelers Cheque Card. When paying by credit card or EC/Maestro card, you need your PIN code.

FULLBOARDPLUS

Varied breakfast and lunch buffets, a waiter-served dinner, as well as an embarkation snack and daily afternoon tea time. During bar opening hours, we serve tea and coffee specialities, water, soft drinks, draught beer, non-alcoholic lager, A-ROSA sparkling wine and A-ROSA wines.

G

GOING ON SHORE

In the EU, you can leave the ship as soon as we dock. In non-EU countries, you can only leave the ship after permission is granted by the local authorities. In your own interest, we request that you be back on board no later than 30 minutes before we cast off. The docking times may change at short notice. Please pay attention to announcements and information in the info channel. Please make sure to pick up your shore pass from reception before going on shore. After returning on board, please hand the pass back to reception. The shore passes are used to check whether all guests are back on board.

GUESTS WITH DISABILITIES OR LIMITED MOBILITY

See LIFT. For individual advice, please contact the A-ROSA Service Center on tel. 0381-202 6001.

GYM

There is a treadmill and a cycle ergometer. Children under the age of 16 are not permitted to use the equipment.

H

HAIRDRYERS

You will find a hairdryer in the bathroom cupboard.

HOUSEKEEPING

Your cabin will be cleaned daily between 8:00 and 15:00. If you wish to sleep in, please use the "Please do not disturb" sign provided. For suite guests, housekeeping services are available up to twice a day upon request. For further requests please contact reception.

I

INTERNET

Guests can access the Internet using Wi-Fi on board the A-ROSA ships. Please take into account that some legs of the cruise may have weaker connections to the Internet. You can get more information on availability, terms of usage and charges at Reception.

ITINERARY

You can find the planned itinerary in the catalogue. The information is subject to change. High and low water, maintenance work and waiting times at locks and bridges due to shipping traffic may result in short-term changes to the itinerary. In rare cases of extremely high or low water or force majeure, parts of the itinerary may have to be completed by bus or train, and in individual cases overnight stays in hotels may be necessary.

K

KEY CARD

This card is your A-ROSA key and credit card. Please always carry your key with you. In case of loss, please notify Reception immediately.

L

LIBRARY AND BOARD GAMES

You will find a small library and a selection of board games near the Club Lounge on deck 3.

LIFE JACKETS

In case of emergencies, life jackets are located at the sundeck.

LIFT

There is a lift between deck 1 and deck 3. It is not allowed to use the lift during safety instruction and in case of emergencies. The sun deck is only accessible via stairs.

LOST & FOUND

Please declare your lost items at reception. If you find lost items, please hand them in at Reception.

LUGGAGE

Your baggage may only contain items for personal use. It is not permitted to bring weapons, explosives, fireworks, pepper spray (including animal defence spray) and other items that can be used as weapons on board. It is also prohibited to bring on board illegal drugs and marijuana, acids, hazardous chemicals and flammable substances, your own radio equipment, drones, medical equipment that does not meet technical requirements and other dangerous goods as well as irons, heaters and candles. Folding or hunting knives and knives with a blade length of more than 10 cm may not be brought on board. The consumption or carrying of illegal drugs and cannabis is not permitted on board. In the event of non-compliance, passengers may be denied onward carriage without compensation.

M

MAIL

Postcards and letters can be handed in at reception. The mail will be sent from the next port or at the end of the cruise.

MAINTENANCE

Should you notice a technical problem in your cabin, please contact reception. We will do our best to solve the problem as soon as possible.

MOORING AREA

Due to heavy river traffic, it is usual for port authorities to assign the same berth to multiple ships. In such cases, the ships are moored next to each other, and you may not be able to see out of your cabin properly. Unfortunately, A-ROSA has no influence over this situation.

N

NO ADMITTANCE

Please note that stepping over the railings and accessing the front and rear decks, the gangways and the engine room are strictly not permitted. From time to time it may become necessary to close the sun deck during some manoeuvres, when passing under low bridges or through locks, or when there is poor visibility. Please follow the instructions of the crew.

O

ONBOARD LANGUAGE

The languages on board are English and German. All information, such as the daily programmes, notices and menus, etc. are available in both languages.

P

PHYSICIAN

Emergency care is ensured by the infrastructure of the navigated area. If you need medical care, please contact Reception or your Hotel Manager. A physician is available on board every route to the Danube Delta and through the Cataracts.

R

RECEPTION

Reception is open 24 hours and staff will be happy to attend to your queries and requests. Occasionally there may be a short wait when our staff are on a safety check walk.

RESTAURANT

There are no assigned seats or tables. Mealtimes can be found on the info channel and in the A-ROSA App. Mineral water is included with all main meals.

S

SAFE

You will find a safe installed in your cabin's wardrobe where you can store your personal valuables.

SAFETY BRIEFING

Make sure you pay attention to the safety notices in the form of information signs and announcements or safety videos. On the day of embarkation, a relevant briefing on ship safety is given to all passengers on board.

SHOP

Here you will find a selection from our exclusive A-ROSA collection: films, cosmetics, everyday items and souvenirs. The opening hours can be found in the info channel and the A-ROSA App.

SMOKING

In consideration of ship safety and the health and well-being of our guests and crew, all cabins and almost all public spaces on our ships are non-smoking areas. Smoking and the use of electronic cigarettes is only permitted on the outside decks in the designated areas. Please do not throw any cigarette butts or tobacco products overboard, but use the containers provided for this purpose. Smoking is strictly prohibited in the entire interior area as well as in the cabins and suites and on the balconies. Please also observe the strict smoking ban in the airlocks and during fuel intake. Furthermore, the consumption of cannabis is strictly prohibited on board the entire ship.

SOCKETS/POWER SUPPLY

Onboard voltage is 220 V/50 Hz. There is a reversible 220/110 V socket in the bathroom for electric razors and toothbrushes; it is not suitable for other electric devices. There are multiple (220V) sockets available in the cabins.

SUN DECK

When passing under low bridges, depending on the water level, you may sometimes be required to leave the sun deck for safety reasons. Please pay attention to the crew announcements and the information signs.

T

TELEPHONE

Incoming calls will be put through to your cabin by reception. The normal roaming charges for outgoing or incoming calls from your cabin will be automatically charged to your onboard account. The ships in the A-ROSA fleet are equipped with an up-to-date GSM telephone system, with which you can dial any number, anywhere in the world. If you would like to make a long-distance call, please proceed as follows: dial the country code, then the local code, then the phone number. Between dialling and the first ring, there is a charge-free pause of up to 30 seconds' duration, after which call charging starts automatically, even if the call is not answered. Information about the applicable charges can be obtained from reception. GSM telephone: the respective call number of your ship is stated on your key card.

TELEPHONE DIRECTORY

Cabin call: Dial cabin number

Reception: 9

In case of emergency: Pick up the receiver and press the emergency button on the telephone.

TIPPING

Our crew is passionate about their jobs and aims to give every guest an unforgettable holiday. If you are satisfied, our employees are happy to accept a tip as recognition of their service. Most guests honour their

efforts with €8 to €12 per guest and day. At the end of the cruise, all tips are divided equally among the crew. This does not include tips for our Entertainment Host, who provides entertainment and music throughout your cruise. Tips can be given in cash (Euro) or through your onboard account. A tip box is available at reception at the end of the cruise. You will also find two envelopes in your cabin, one for the crew and one for your Cruise Manager. Of course, you can always give individual tips directly to a crew member.

TOILETS

The ship is equipped with an up-to-date vacuum toilet system and a biological waste-processing system. Do not throw any items (including feminine hygiene products) into the toilet, as this can lead to the failure of the entire system.

TV CHANNELS

TV reception is via satellite. While passing through locks and on certain parts of the journey, you may experience interferences with the reception. There is a selection of international channels available.

V

VEGETARIAN/VEGAN

You will find a daily selection of vegetarian dishes at our A-ROSA buffets. We also prepare vegan dishes on request. For this and further questions about our vegetarian/vegan options, our head chef and maître are happy to help during buffet hours.

VISITORS

In general, visitors are not permitted to board the ship. If you wish to bring a visitor on board, please contact your Cruise Manager.

W

WAKE-UP CALLS

Reception will be happy to give you a wake-up call.

WHIRLPOOL

There is a heated whirlpool on the sun deck. Towels are provided in the cabin. In winter, the whirlpool is opened on request to keep the heat in the pool.

Wi-Fi TERMS OF USAGE

The availability, performance or transmission speed cannot be guaranteed. Delays, faulty connections or temporary interference may occur. Prior to using the system, please ensure that your device is compatible with the services offered. The operator will not provide any software, devices or system configurations. In order to use the offer, you will need to purchase a valid "Internet-Surfticket". Your login data will be encrypted before being transmitted to the registration page. Appropriate encryption methods (e.g. VPN, SSL) and security programs (e.g. anti-virus and firewall software) are recommended for all other connections. You assume full liability for all your activities in relation to this system. Abuse of the system may result in legal action. We assume no liability for the use or non-use of the services offered. The provider is entitled, at its own discretion, to block or cancel any service, material or information, or to invalidate your access to the system. Should any provision of these general Terms of Usage be or become invalid, then the validity of the remaining provisions shall not be affected thereby.

