

# General A-ROSA Club Terms and Conditions

## 1. Introduction

These A-ROSA Club and Membership Conditions govern the operation and the terms of participation for a membership in the "A-ROSA Club". The A-ROSA Club is a customer loyalty programme for regular customers of A-ROSA Flussschiff GmbH, Loggerweg 5, 18055 Rostock, Germany.

## 2. Eligibility

**2.1** Only natural persons over the age of 18 may become members of the A-ROSA Club.

**2.2** Excluded from membership are companies, societies, authorities, associations as well as employees of A-ROSA Flussschiff GmbH and employees of companies affiliated with A-ROSA Flussschiff GmbH under company law, and also employees of companies who are entrusted with the implementation or support of the A-ROSA Club.

**2.3** Also excluded are people who, by virtue of their status, are in a business relationship with A-ROSA Flussschiff GmbH and who already receive special financial benefits when booking (e.g. travel agents, journalists).

## 3. Membership Modalities

**3.1** Being a Club member is free and the Club can be joined in one of the following ways:

- online at [www.a-rosa.de/friends](http://www.a-rosa.de/friends)
- by filling out a form provided by the A-ROSA Service Center (contact [club@a-rosa.com](mailto:club@a-rosa.com))

**3.2** If registration for the A-ROSA Club takes place less than 7 days prior to departure, the guest will not be recognised as a Club Member on board. In this case, the guest will not be able to enjoy the benefits associated with their Club level; the Club Member status will only be recognised on the cruise thereafter.

**3.3** To confirm successful enrolment, a letter will be sent by post to the Club Member with the Club Card number and their Club Card. When booking a cruise, it's necessary to provide the correct A-ROSA Club Card number for the Member to benefit from the advantages and privileges of their Club level.

**3.4** When registering, the Club member must provide their full name as it appears on their passport, date of birth, address (no PO Box), country of residence and personal e-mail address and must agree to be bound by these terms and conditions. Registration of a Club Member with an email address that is already associated with another Club member is not permitted.

## 4. A-ROSA Calculation Principles

**4.1** In order to be eligible to join the A-ROSA Club, the person must have been on two A-ROSA river cruises since 1 January 2002 on which the respective guest has already reached the age of 18 by the end of the second journey.

**4.2** The following cruises will not be credited:

- Discounted cruises (e.g. travel agent rates, Interline, and Press cruises).
- Prize, bonus or repeat cruises
- Cruises for which A-ROSA Flussschiff GmbH is not the tour operator (groups on request)

**4.3** Before making any booking, the member must check with the A-ROSA Service Center or the travel agent whether the selected fare will be credited or not. The trip will also not be credited if the cruise has been cancelled for reasons beyond the control of A-ROSA or for safety reasons.

**4.4.** Members who believe that they have already completed more cruises than are shown in their account must inform A-ROSA by sending a copy of the travel documents/invoices and/or the booking number so that A-ROSA can verify the booking and, if necessary, accredit the missing trip(s). Requests for verification of the number of cruises can be made by email to club@a-rosa.de or by post to A-ROSA Flussschiff GmbH, A-ROSA Kundenclub, Loggerweg 5, 18055 Rostock, Germany. Always provide the necessary documentation, full name and personal club card number with your request.

**4.5.** Cruises are always credited at the end of the cruise, not during the cruise. This also applies to consecutive cruises. Therefore, it's not possible to change Club Levels during one or more consecutive cruises.

## **5. Membership**

**5.1** Membership is subject to the A-ROSA Club Terms and Conditions. Your membership and its associated benefits do not expire.

**5.2** The Member may at any time object to or terminate membership of the A-ROSA Club without notice. An informal written notice to club@a-rosa.de or to the address given in clause 13 is sufficient.

**5.3** There is no legal claim to membership in the A-ROSA Club - even if the prerequisites are fulfilled. The A-ROSA Flussschiff GmbH expressly reserves the right to refuse membership or to terminate an existing membership without stating reasons. If such a case occurs, the customer loses all rights to claim any A-ROSA Club advantages. Claims for damages of any kind are excluded.

## **6. Receiving A-ROSA Club Member Benefits**

**6.1** Members receive exclusive benefits. Depending on the Club Level, the benefits differ. These may include special Club offers, percentage price savings, onboard credit, or participation in exclusive events. The specific benefits for each Club level are described in detail at [www.a-rosa.de/friends](http://www.a-rosa.de/friends).

**6.2** The benefits will be sent to the members in writing along with the A-ROSA Club Card. The implementation of the club benefits depends on the operational possibilities of the respective A-ROSA ships. The A-ROSA Club Member is not entitled to any of the individual benefits. Club benefits are only available upon arrival or during the stay.

**6.3** If an A-ROSA Club benefit is not claimed, it will be forfeited. There is no right to exchange one benefit for another or to receive an equivalent refund. If the Club Benefit is an onboard credit, it is granted only to the A-ROSA Club Member and is not transferable or redeemable in cash.

**6.4** The cruise can be booked and paid for either as an "A-ROSA Premium All-Inclusive" or "A-ROSA Basic" cruise. We reserve the right to grant selected benefits only with "Premium All-Inclusive" bookings.

## **7. A-ROSA Club Levels**

**7.1.** The A-ROSA Club has four levels. Members are classified according to the number of cruises completed. The Club consists of the following four levels:

- Black (Level 1): 3 to 4 cruises
- Silver (Level 2): 5 to 9 cruises
- Gold (Level 3): 10 or more cruises
- Diamond (Level 4): 20 or more cruises

**7.2.** Once the required number of cruises has been completed, the upgrade to the next higher level is automatic. The member will receive written confirmation of the completed upgrade, as well as a new Club Card. If the member doesn't receive confirmation, they can make their request via email ([club@a-rosa.com](mailto:club@a-rosa.com)).

**7.3.** Club benefits are subject to the provision of the A-ROSA Club Card number at the time of booking or reservation. Club benefits cannot be granted on board if the member is travelling at a special fare or free of charge (e.g. prize) or if it's a business trip (e.g. tour conductor). A-ROSA Club benefits can't be cumulated with special offers. Cumulation must be checked by the member at the time of booking.

**7.4.** If the Club Member status is not correct, members can contact the A-ROSA Club Hotline (+49 (0) 381 - 202 60 10) or write an email to [club@a-rosa.com](mailto:club@a-rosa.com) up to 7 days prior to departure. Please include your full name and Club Card, so that your enquiry can be processed quickly.

## **8. The Club Benefits**

**8.1.** A-ROSA Club Members receive a number of benefits and advantages, which vary depending on the Club Level, as will be described below. Benefits can only be granted when providing the Club Card Number at the time of the request or booking.

**8.2.** Club benefits are divided into personal benefits and booking-related benefits. Personal benefits are reserved for the member as an individual and are non-transferable. The booking-related benefits require the person making the booking or the invoice recipient to be a member of the A-ROSA Club and take part in the cruise in order to receive the benefits to which they are entitled according to their Club level. There is no entitlement to multiple or cumulative granting of booking-related benefits.

**8.3.** Members receive benefits according to their club level. The times and locations of receiving these benefits may vary depending on the length of the cruise and destination. Club members will be informed of the specific details on board.

**8.4.** Generally, all Club Members receive the following standard benefits:

- 10% discount on the TEFRA luggage service on the Danube and Rhine for the DACH region (booking-related benefit)<sup>1</sup>
- For two or more "Premium All-Inclusive" bookings per year, we offer a 10% price reduction on the lower-priced cruise (cannot be combined with other offers or discounts; booking related benefit)<sup>1</sup>
- Invitation to exclusive events, such as Club Cruises (personal benefit)
- Waiting list priority (personal benefit)
- Club hotline with personal contact (personal benefit)
- A-ROSA Club newsletter (personal benefit)
- Club access to website at [www.a-rosa.de/friends](http://www.a-rosa.de/friends) (personal benefit)
- Special offers for Club Members on selected cruises (personal benefit)
- Benefits offered by A-ROSA cooperation partners (personal benefit)
- Participation in club raffles and lotteries
- Exclusive A-ROSA Club Card (personal benefit)
- On board: Free Wifi (subject to availability, personal benefit)
- On board: Exclusive drinks reception with the Hotel Manager – for 5-night cruises or more (personal benefit)
- Cabin gift on the day of arrival (personal benefit)
- Birthday cake when you're on board on your birthday

In addition, we offer the following benefits, which are only available at the relevant Club Level:

<b>Benefits offered on all rivers</b>	<b>Black</b> 3 or more cruises	<b>Silver</b> 5 or more cruises	<b>Gold</b> 10 or more cruises	<b>Diamond</b> 20 or more cruises
Standard benefits	✓	✓	✓	✓
Mini group discount: Travel with friends <sup>1</sup>	8%	10%	12%	12%
Guided ship tour		✓	✓	✓
Early Booking Discount <sup>1</sup>		EBD limited (extended) <sup>2</sup>	EBD unlimited (all year round) <sup>3</sup>	EBD unlimited (all year round) <sup>3</sup>
Included welcome Champagne (subject to availability)			✓	✓
1x Laundry service free of charge			✓	✓
Departure gift in the cabin			✓	✓
Included departure/ lunch package (except A-ROSA ALVA)			✓	✓
<b>Benefits offered on Danube/ Rhine/ Rhône/ Seine</b>	<b>Black</b> 3 or more cruises	<b>Silver</b> 5 or more cruises	<b>Gold</b> 10 or more cruises	<b>Diamond</b> 20 or more cruises
Discount on SPA-ROSA treatments	20%	50%	50%	50%
Wine & Dine or SENA Grill Menu (5-night cruises or more)	25% discount	50% discount	included	included
Discount on A-ROSA merch in the A-ROSA Shop	10%	20%	30%	30%
Parking included for Rhine/ Danube in cooperation with Gloubs Parkservice <sup>1</sup> (subject to availability)		✓	✓	✓
<b>Benefits offered on the Douro River</b>	<b>Black</b> 3 or more cruises	<b>Silver</b> 5 or more cruises	<b>Gold</b> 10 or more cruises	<b>Diamond</b> 20 or more cruises
Excursions		50% discount on the Lamego excursion	Free Lamego or Castelo Rodrigo excursion	Free Lamego or Castelo Rodrigo excursion

## Additional Benefits for DIAMOND CLUB Members

Complimentary cabin upgrade on one cruise per year (subject to availability, excluding suites, upgrade only available before departure)	✓
€ 50 onboard credit once per year and member	✓
One voucher per year for the TEFRA luggage service on the Rhine or Danube	✓
A-ROSA signature gift when joining the DIAMOND CLUB	✓
Exclusive toiletries on board	✓
Diamond newsletter with attractive cruise offers	✓
One included excursion per cruise from the category "Discovery Tours" (free choice, subject to availability)	✓

<sup>1</sup>These benefits are only available with a "Premium All-Inclusive" booking. The exclusive mini group discount for Club Members applies to all groups of 6 full-paying guests or more with a "Premium All-Inclusive" booking.

<sup>2</sup>**Early Booking Discount Limited:** The deadline for the Early Booking discount is extended until 30.06.2023 (for departures from March to September) or 31.10.2023 (for departures from October to December). Limited allotment, depending on availability. It is possible to combine this discount with other offers happening at the same time. However, please note the terms and conditions of the offer.

<sup>3</sup>**Early Booking Unlimited:** There is no deadline for the Early Booking discount and the discount is valid up to the departure date. Limited allotment, depending on availability. It is possible to combine this discount with other offers happening at the same time. However, please note the terms and conditions of the offer.

### 9. Transferability

Membership is specific to the traveller, regardless of who receives the invoice. It is not possible to transfer the benefits to another person or to transfer the entire Club membership.

### 10. Change to Personal Information

Enquiries about A-ROSA Club benefits and requests to update personal information can be made by telephone, stating your full name and membership number, to the A-ROSA Club hotline on +49 (0) 3 81 - 202 6010 (Mon-Fri 9:00-18:00) or by e-mail to [club@a-rosa.com](mailto:club@a-rosa.com).

To ensure that we can contact you, that your Club Card is sent correctly and that you receive the correct A-ROSA Club benefits, please inform A-ROSA of any changes or errors in your personal details in good time via email ([club@a-rosa.com](mailto:club@a-rosa.com)).

### 11. Changes to and Discontinuation of the Programme

**11.1.** The A-ROSA Club is a voluntary offer by A-ROSA Flussschiff GmbH. The company therefore reserves the right to change, adapt or even discontinue this offer at any time and without giving reasons, in whole or in part, or to replace it with another programme. A-ROSA Flussschiff GmbH reserves the right to amend these A-ROSA Club Terms and Conditions from time to time (the current version is available at [www.a-rosa.de/friends](http://www.a-rosa.de/friends)). In addition, A-ROSA Flussschiff GmbH reserves the right to change the calculation principles of the Club and to adjust the relevant benefits.

**11.2.** Amendments or additions to the terms and conditions of membership shall be deemed to have been accepted unless the member objects in writing within two months of notification. If the member objects within this period, their membership shall be terminated.

## 12. Legal notice

**12.1.** Membership in the A-ROSA Club is not possible without a full name, a postal address (no PO box), an e-mail address and date of birth. The member accepts that A-ROSA Flussschiff GmbH stores this personal data and uses it for administration as well as for communication purposes, e.g. information about new A-ROSA Club benefits.

**12.2.** The data provided by the members will be stored in an archive for the optimal management of the Club. A-ROSA Flussschiff GmbH does not pass on data to third parties. The only exception being the transmission of address data to shipping service providers which, on behalf of A-ROSA Flussschiff GmbH, handle shipping transactions. These third parties are not allowed to pass the data on to other parties. In addition, the provisions on data protection shall apply. These can be found here: <https://www.arosa-cruises.com/river-cruises/company/data-protection-information.html>

**12.3.** German law applies exclusively.

## 13. Contact

A-ROSA Flussschiff GmbH  
C/O A-ROSA Club  
Loggerweg 5  
18055 Rostock  
GERMANY

[www.a-rosa.de/friends](http://www.a-rosa.de/friends) | E-Mail: [club@a-rosa.com](mailto:club@a-rosa.com)

Service hotline: +49 (0) 3 81 – 202 6010  
(Monday - Saturday from 9:00 to 18:00)

**Rostock, 10 October 2023**