

# General club terms and conditions for the A-ROSA Club



## 1. Introduction

These A-ROSA Club Terms and Conditions of Participation (hereinafter referred to as "ACB") govern the functioning and modalities of participation and 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. Eligible

**2.1** Only natural persons who have reached the age of 18 can become A-ROSA Club members.

**2.2** Companies, corporations, authorities, associations and employees of A-ROSA Flussschiff GmbH and employees of companies affiliated with A-ROSA Flussschiff GmbH under company law, as well as employees of companies commissioned to run or manage the A-ROSA Club, are excluded from membership.

**2.3** Persons who, due to their status, have a business relationship with A-ROSA Flussschiff GmbH and already receive monetary booking benefits as a result (e.g. travel agents or journalists) are also excluded.

## 3. Terms and conditions of participation

**3.1** Participation in the club is free of charge; registration can only be done online at [www.a-rosa.de/club](http://www.a-rosa.de/club).

**3.2** After registration by the customer, the system checks whether a customer club account already exists. If the customer has not registered in the past, confirmation of participation in the customer club will be sent by email. This welcome email contains a digital club card with the individual club number; physical cards are no longer issued. Club cards that have already been issued remain valid.

By registering with the customer club, you automatically agree to receive the club newsletter. If you do not wish to receive the newsletter, you can unsubscribe at any time by clicking on the unsubscribe link in the newsletter or in your customer account.

In the online club area, which requires separate registration, you can view special offers such as customer club specials.

**3.3** In order to take advantage of the club benefits on board, the club number must be provided at the time of booking.

**3.4** When registering, members must provide their full name as stated on their ID document, their date of birth, their address (no PO box), their country of residence and their personal email address, and must agree to these General Club Terms and Conditions. Club members may not register with an email address that is already linked to another user.

**3.5** Admission to the A-ROSA Club is based on the completion of at least one booking and completion of an A-ROSA river cruises, during which the respective guest must be at least 18 years of age.

**3.6** The A-ROSA Club is a tiered programme in which the tiers Black, Silver, Gold and Diamond are awarded depending on the number of qualifying cruises (see §6).

**3.6** The following cruises are not counted as qualifying cruises:

- discounted cruises (e.g. PEP, interline, travel agent and press cruises)
- bonus cruises or repeat cruises
- cruises where A-ROSA Flussschiff GmbH is not the organiser (groups on request)

**3.7** The cruise will not be counted if the cruise was cancelled for reasons beyond A-ROSA's control or for safety reasons.

**3.8** If the club member has any discrepancies regarding the number of river cruises recorded, the relevant travel documents and/or booking number must be provided to the A-ROSA Club for verification. The required documents can be sent by email to [club@a-rosa.com](mailto:club@a-rosa.com) or by post to A-ROSA Flussschiff GmbH, A-ROSA Customer Club, Loggerweg 5, 18055 Rostock, Germany, stating your first name, surname and personal customer club number.

**3.9** Cruises are always credited to the account after completion and not during the cruise; this also applies to consecutive cruises (combined cruises). A change in club level during one or more consecutive cruises is therefore not possible.

#### **4. Membership**

**4.1** Membership is subject to the General Club Terms and Conditions. As an A-ROSA Club member, your membership and the associated club benefits remain valid indefinitely.

**4.2** Members may object to membership of the A-ROSA Club at any time or terminate their membership without notice. An informal written notification to [club@a-rosa.com](mailto:club@a-rosa.com) or to the address specified in point 13 is sufficient.

**4.3** A-ROSA Flussschiff GmbH expressly reserves the right to refuse membership to guests or to terminate an existing membership without giving reasons. In such a case, the customer loses all rights to claim any A-ROSA Club benefits. Claims for compensation of any kind are excluded.

#### **5. Use of club benefits**

**5.1** Members are granted exclusive benefits. A distinction is made between standard services and services depending on the club level achieved. Standard services include, for example, the points collection function with bonus (see § 7.1 ff.), customer club specials (e.g. discount campaigns), invitations to exclusive events and other price advantages. All standard services and services per club level are described in detail at [www.a-rosa.de/club](http://www.a-rosa.de/club).

**5.2** Members will be informed of the benefits in writing in the welcome email. As not every club benefit can be granted on every A-ROSA ship due to the different conditions on land or on board, the specific design of the club benefits depends on the operational possibilities on land or on board the respective A-ROSA ship. A-ROSA Club members are not entitled to individual benefits. As a rule, club benefits are only taken into account upon arrival or during the stay.

**5.3** If an A-ROSA Club benefit is not accepted, it shall expire. There is no entitlement to exchange one Club benefit for another Club benefit or to receive a cash equivalent if an A-ROSA Club benefit is not used. If the club benefit is in the form of on-board credit, the following applies: On-board credit is only granted to A-ROSA club members and is non-transferable and non-redeemable.

**5.4** Club benefits are only granted if the cruise is booked and paid for at the Premium or Basic rate. We reserve the right to grant selected benefits only at the A-ROSA Premium rate.

#### **6. A-ROSA Club levels**

**6.1** The A-ROSA Club has 4 club levels. The basis for classification is the number of completed A-ROSA cruises that are eligible under the above conditions. The club has the following levels:

- Level 1 Customer Club Member Black: 1-4 cruises
- Level 2 Customer Club Member Silver: 5-9 cruises
- Level 3 Customer Club Member Gold: 10 cruises or more
- Level 4 Customer Club Member Diamond: 20 cruises or more
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**6.2** Promotion to a higher club level occurs automatically following a cruise in accordance with the above requirements. The member will receive written notification of the promotion by email. The new club card will be provided digitally by email.

**6.3** The granting of club benefits is linked to the provision of the personal A-ROSA customer club number at the time of reservation or booking. Club benefits cannot be granted on board if the member is travelling at

a special rate or free of charge (e.g. prize) or if it is a business cruise (e.g. tour guide). A-ROSA club benefits cannot be combined with any special promotions.

**6.4** If an incorrect club status is stored, any member can contact the A-ROSA Club hotline (+49 (0) 381 - 202 60 10 or by email to [club@a-rosa.com](mailto:club@a-rosa.com) up to 7 days before departure, stating their first name, surname and customer number.

## **7. Club benefits**

### **A. Points collection system with bonus**

**7.1** The A-ROSA Club has an integrated bonus system from which all club members automatically benefit.

**7.2.** A-ROSA Club members receive two points for every euro (gross) they spend on booking river cruises (eligible cruise as defined in §3) and other travel services from A-ROSA for their personal cruise, e.g. excursions, spa and other services consumed on board, e.g. additional drinks or purchases in the on-board shop, two points for every euro paid. The credit will be issued within 4 weeks after completion of each cruise. Each point collected has a value of 1 pence for the calculation of the credit.

Important: Regardless of whether a club member books for additional persons, only each club member receives bonus points for their booked cruise and any additional eligible purchases. This ensures that each club member receives points for their individual booking. Travellers without club membership cannot collect points.

**7.3** If a cabin is booked for double occupancy, the turnover is calculated as follows: total price of the cabin divided by the number of persons in the cabin. This is the turnover used to calculate the points for the travel service (cruise). The turnover is rounded up or down commercially and the points resulting from the shipping service are determined.

**7.4** The criterion for assigning the services consumed on board to a person is the settlement of the invoice for these sales, which are then added to the cruise sales calculated as described above and the total points are credited to the respective customer account. If customer-specific allocation of points is desired, the invoice must be settled individually by each club member.

This means that the bonus is a personal privilege – each club member receives the corresponding points credit for their sales, regardless of who pays for the cruise.

#### **Sample calculation:**

A customer books a cruise for himself and his partner worth EUR 4,000. The customer making the booking is a member of the A-ROSA Club, but his partner is not.

This means that after the cruise, the customer receives a credit of 4,000 points (cabin with a booking value of EUR 4,000 divided by 2 people multiplied by 2 points per euro), which they can use directly for their next booking after the credit has been issued. If the partner is also a member of the A-ROSA customer club, 4,000 points will also be credited to her personal customer account; otherwise, no points will be awarded for her purchases.

Both make further purchases on board, e.g. spa treatments worth EUR 200, drinks worth EUR 150 and 2 excursions worth EUR 300 – making a total of EUR 650 in on-board expenditure. The customer pays the entire bill for himself and his partner and receives 1,300 points in return.

Each point has a value of 1 cent. If the couple makes a new booking and both members are part of the A-ROSA customer club, they can use their respective points balance during the booking process by entering their 2 credit codes: The customer receives a voucher worth EUR 53 (EUR 40 for the cruise and EUR 13 for expenses on board). His partner receives a voucher worth EUR 40 (for her share of the cost of the cruise). Together, they can save EUR 93 on a new joint booking. Each club member thus receives their own voucher for "their" sales. Multiple vouchers can be used when booking a new cruise.

**7.5** A-ROSA club members can enjoy further benefits as part of the bonus system, e.g. so-called multiple points promotions, which may be offered on certain services within a defined period. This is a voluntary service to which club members are not entitled. By taking advantage of these promotions, club members can increase their credit balance.

Club members can use their credit flexibly: credit can be used for another cruise in the same year after it has been credited, and credit can also be accumulated over several years. However, the legally defined period of validity for vouchers must be observed: The A-ROSA travel voucher is provided digitally by email and is valid for a full three years after the statutory deadlines at the end of the year of issue. Example: The club customer receives a voucher on 25 February 2025. This is then valid until 31 December 2028. After that, the credit expires.

The voucher cannot be converted into cash or redeemed as on-board credit. The voucher cannot be used retrospectively for cruises that have already been booked.

Club members are informed of their points balance each quarter via newsletter. Furthermore, the points balance can be viewed at any time in the customer's personal account at [www.a-rosa.de/club](http://www.a-rosa.de/club).

## **B. Standard services**

**7.6** A-ROSA Club members have a range of additional privileges and benefits, which are divided into standard services and services depending on the club level. The granting of privileges is linked to the provision of the personal customer club number when making a reservation or booking.

**7.7** Club services are divided into personal privileges and booking-related benefits. Personal privileges are reserved for the member as an individual and are non-transferable. The booking-related benefit requires that the person making the booking or the invoice recipient is a member of the A-ROSA customer club and is participating in the cruise themselves in order to be able to take advantage of the privileges to which they are entitled according to their club level. There is no entitlement to multiple or cumulative granting of the booking-related privilege.

**7.8** The privileges are provided to members depending on their club level. The times and places of provision may vary depending on the duration of the cruise and the destination. The specific terms and conditions for the provision of privileges will be communicated to club members on the ship.

**7.9** All club members receive the following **standard benefits**:

- Collect & redeem points
- If you take two or more cruises per year at the "Premium all-inclusive" rate, you will receive a 10% discount on the cheaper cruise (cannot be combined with other discounts or reductions, booking-dependent)\*\*\*
- Invitation to special and exclusive events, such as regular customer cruises (personal privilege)
- Regular customer specials on selected cruises (personal privilege)
- 10% discount on the TEFRA luggage service on the Danube and Rhine (booking-related)\*\*\*
- Preferential A-ROSA catalogue delivery (personal privilege)
- Waiting list priority (personal privilege)
- Club hotline with personal contact person (personal privilege)
- A-ROSA club newsletter (personal privilege)
- Own club area on the internet at [www.a-rosa.de/club](http://www.a-rosa.de/club) (personal privilege)
- Special offers from A-ROSA cooperation partners (personal privilege)
- Participation in club competitions and prize draws (personal privilege)
- Digital A-ROSA customer club card (personal privilege)
- Welcome gift in your cabin upon arrival (personal privilege)
- Small gift if you are on board with us on your birthday

## **B. Benefits according to club level**

In addition, there are the following **club benefits, which are only granted at the individual club levels**:

**Black**

**Silver**

**Gold**

**Diamond**

## Services on all itineraries

	2-4 cruises	5-9 cruises	10 cruises or more	20 cruises or more
Standard services	✓	✓	✓	✓
Mini group discount: Travel with friends***	8%	10%	12%	12%
Ship tour on the A-ROSA SENA included (from 5 nights)		✓	✓	✓
Early bird discount***		RBD limited* (extended)	EBD unlimited** (year-round)	EBD unlimited** (all year round)
Welcome champagne included (subject to availability)			✓	✓
1x laundry bag and ironing service free of charge (except A-ROSA ALEA and A-ROSA CLEA)		✓	✓	✓
Farewell gift in your cabin			✓	✓
Complimentary cabin upgrade for one cruise per year (subject to availability, suites excluded, upgrade only possible before departure)				✓
On-board credit of EUR 50 per year and member (except A-ROSA ALVA, A-ROSA ALEA and A-ROSA CLEA)				✓
1 x TEFRA luggage service on the Rhine or Danube per season (please specify when booking, within Germany, 1 suitcase per person)				✓
A-ROSA Signature gift upon joining the DIAMOND CLUB				✓
Exclusive toiletries on board				✓
Diamond members receive the best publicly available travel price at the booked conditions.				✓
One complimentary excursion per cruise from the "Exploration Tours" category. On the Douro, choose between Lamego or Castelo Rodrigo. (Choice subject to availability)				✓

## Services on the Danube/Rhine/Rhône/Seine

Discount on SPA-ROSA treatments (except A-ROSA ALEA and A-ROSA CLEA)	10%	20%	30%	50%
Wine & Dine – Meet the Officers Edition or SENA Grill menu (from 5 nights; once per cruise; except A-ROSA ALEA and A-ROSA CLEA)	20%	30%	50%	Includes
discount on logo items in the A-ROSA shop (except A-ROSA ALEA and A-ROSA CLEA)	10%	20%	30%	30%
Discount on the exclusive A-ROSA Edition: jewellery set from "Coeur de Lion" in the shop (except A-ROSA ALEA and A-ROSA CLEA)	30%	30%	30%	30%
Parking in Cologne/Passau included in cooperation with GLOBUS Parkservice (subject to availability)***		✓	✓	✓

## Services on the Douro

Excursions		50% discount on the excursion to Lamego	Free excursion to Lamego or Castelo Rodrigo	Free excursion to Lamego or Castelo Rodrigo
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**\*Early bird limited offer:**

The booking period is extended until 30 April of the respective year (departures from March to September) or 31 October of the respective year (October to December). Limited availability subject to availability. It is generally possible to combine this offer with other offers running at the same time. Please refer to the respective offer description. The periods may be adjusted; this can be found for all club members in the current version of the terms and conditions of participation on the A-ROSA website.

**\*\*Early bird unlimited:**

There is no booking deadline for the respective early bird prices, and these prices are guaranteed until the start of the cruise. Limited availability subject to availability. It is generally possible to combine this offer with other offers running at the same time. Please refer to the respective offer description for details.

**Premium rate:**

These club benefits are linked to a booking in the "Premium all-inclusive" tariff. The exclusive mini-group discount for customer club members is valid for 6 full-paying guests or more for bookings in the "Premium all-inclusive" tariff.

**8. Transferability**

Membership refers explicitly to the person travelling, regardless of the invoice recipient. It is not possible to transfer the benefits to another person or to transfer the entire club membership.

**9. Data changes**

You can enquire about benefits and update your customer data by telephone, stating your first name and surname and your membership number, via the A-ROSA Club hotline on +49 (0) 381 – 202 6010 (Mon–Fri from 8 a.m. to 6 p.m.) or by email to [club@a-rosa.com](mailto:club@a-rosa.com).

In order to ensure that we address you correctly, send you your club card correctly and that you can take advantage of the A-ROSA Club benefits, we ask you to send us any different/changed customer/address information promptly by email to [Club@a-rosa.com](mailto:Club@a-rosa.com)

**10. Programme changes and discontinuation of the programme**

**10.1** The A-ROSA Club is a voluntary offer from A-ROSA Flussschiff GmbH. The company therefore expressly reserves the right to change, adapt or discontinue this offer in whole or in part at any time and without giving reasons, or to replace it with another programme. A-ROSA Flussschiff GmbH reserves the right to adjust or change the conditions of participation (the currently valid version can be viewed at any time at [www.a-rosa.de/club](http://www.a-rosa.de/club)). In addition, A-ROSA Flussschiff GmbH reserves the right to change the club's previously applicable calculation basis at and to adjust the respective benefits.

**10.2** Changes or additions to the conditions of participation shall be deemed accepted if the member does not object to them in writing within two months of notification. If the customer does not agree with the changes, they may terminate their participation in the club programme.

**11. Legal information**

**11.1** Membership of the A-ROSA Club is not possible without providing your full name, postal address (no PO box), email address and date of birth. s accept that A-ROSA Flussschiff GmbH stores their personal data and uses it for its own membership administration and communication purposes, e.g. to provide information about new A-ROSA Club benefits.

**11.2** The data provided by members will be stored in an archive for the purpose of optimising the administration of the club. A-ROSA Flussschiff GmbH will not disclose the data to third parties. This does not apply to the disclosure of address data to shipping service providers who handle mailings of information material on behalf of A-ROSA Flussschiff GmbH, but who are not permitted to disclose the data themselves. In addition, the provisions of the privacy policy at <http://www.a-rosa.de/kreuzfahrten/unternehmen/datenschutz.html> apply.

**11.3** Please refer to [www.a-rosa.de/datenschutz](http://www.a-rosa.de/datenschutz) for information on data subject rights and data processing (GDPR).

**11.4** The law of the Federal Republic of Germany applies.

**11.5** Status of the conditions of participation: 1 March 2026

## **12. Contact**

A-ROSA Flussschiff GmbH

Keyword: A-ROSA Club

Loggerweg 5

18055 Rostock

[www.a-rosa.de/club](http://www.a-rosa.de/club)  Email: [club@a-rosa.com](mailto:club@a-rosa.com)

Service hotline: +49 (0) 3 81 – 202 6010

(Mon. – Sat. from 9 a.m. to 6 p.m.)