

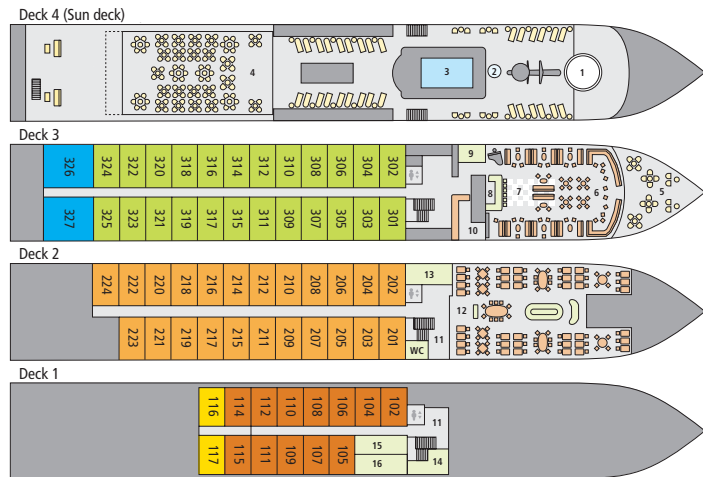


## A-ROSA ALVA ONBOARD ABCs





## DECK PLAN



- |                                    |                                 |
|------------------------------------|---------------------------------|
| 01 Wheelhouse                      | 09 Onboard shop                 |
| 02 Outdoor shower                  | 10 Reception                    |
| 03 Swimming pool                   | 11 Atrium with beverage station |
| 04 Outdoor restaurant with awnings | 12 Market restaurant            |
| 05 Lounge outdoor area             | 13 Gym                          |
| 06 Lounge                          | 14 Massage                      |
| 07 Stage/Dance floor               | 15 Spa relaxation area          |
| 08 Bar                             | 16 Sauna                        |



## A-ROSA ALVA ONBOARD ABCs

### WELCOME ABOARD THE A-ROSA ALVA!

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 questions, we would be happy to answer them for you in person at any time.

We wish you a pleasant journey!

Your A-ROSA Crew

## 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 window, the air circulation unit is automatically switched off.

### ALARM

On your cabin telephone, you can find an alarm button which can be used in case of an emergency. If there is no immediate response to your emergency call, please alert a crew member immediately.

### ALCOHOLIC BEVERAGES

In general, you may not bring alcoholic beverages on board when you embark. Should you buy wine or other alcoholic beverages as a souvenir on land, it is not permitted to consume these on board during your cruise.

### ANIMALS

It is forbidden to bring animals on board the ship.

### ANNOUNCEMENTS

Public and automated announcements can be heard on deck and in the cabins 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 before 8 a.m. or after 10 p.m., except in the event of an emergency. Announcements concerning the landscape passing by are made via your Quietvox audio devices.

## B

### BAR

On the A-ROSA ALVA, there is a bar on deck 3. The bar is open daily from 10 a.m.

### BATHROBES AND SLIPPERS

Bathrobes and slippers are available upon request from your cabin steward or at reception if they have not been placed in your cabin already.

## C

### COFFEE AND TEA

A coffee and tea station on deck 1 and deck 2 in front of the restaurant as well as next to the water stations is open 24 hours a day. You will find water bottles in your cabin.

### CORKAGE FEE

If you wish to bring your own drinks, liqueurs or wine on board to consume in the public areas, we will charge a corkage fee of €12 to your onboard account.

### CREW AREAS

Access to the crew areas is not permitted.

## CUSTOMS REGULATIONS

Please observe the valid customs regulations when importing and exporting goods and foreign currencies.

## D

### DAILY PROGRAMME

For all important information and instructions, please see your A-ROSA Journal, which will be placed at your cabin door the night before.

### DECKCHAIRS

You will find deckchairs and a sun canopy on the sun deck. In the interest of all passengers, please do not lay claim to unoccupied deckchairs.

### 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. Please let us know of any allergies or food intolerances.

### DISEMBARKATION

Two days before departure, your cruise 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, nor go barefoot, in the restaurants and bars. We recommend that men wear long trousers in the restaurant in the evening.

### DRINKING WATER

The water on board is safe to drink. However, we recommend you use the water for washing and brushing your teeth only due to the concentration of chlorine.

## E

### EVACUATION PLAN

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

## EXCURSIONS

All ports of call are starting points for interesting shore excursions. Further information can be found in your travel documents. Please also make use of the information event on board (please refer for the schedule to your A-ROSA Journal). Bookings can be made directly on board. We arrange the excursions and they are carried out by local agencies, which are the excursion organisers.

## F

### FEEDBACK

If there is anything we can do to make your stay on board the A-ROSA ALVA more pleasant, please let us know. We will do our best to meet your expectations. Furthermore, we would be pleased if you would take part in our guest survey.

## FOOD

In general, you may not bring any food on board upon embarkation or at any time during the cruise.

### FORMS OF PAYMENT

The currency on board is the euro. During the cruise, use your onboard credit card, which also functions as the key card to your cabin. Please check each receipt when signing to ensure the amount, your cabin number and name are correct. At the end of the cruise, you have the choice to settle your tab in cash or with one of the following credit cards: American Express, Mastercard or Visa. For technical reasons, you cannot pay with your debit card, GeldKarte or Travelers Cheque Card. We kindly ask you to settle your tab at the reception desk according to the times announced in your daily programme.

### FULLBOARDPLUS

FullBoardPlus includes an ample breakfast buffet, varied lunch and dinner menus, as well as an embarkation snack and coffee and cake in the afternoon. With the Premium all inclusive rate the following high-quality drinks are included throughout the day: tea, coffee and coffee specialties, soft drinks, beer, sparkling wine, as well as a selection of wines, cocktails and long drinks. Certain specialties and beverages bear a surcharge; these include champagne.

## G

### GOING ON SHORE

You can leave the ship as soon as we dock. 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 daily programme. Please make sure to pick up your shore pass from the reception desk before going on shore. After returning on board, please hand the pass back at reception. On the shore pass you will find the telephone number of the ship in order to contact the ship during your shore leave. The shore passes are used to check whether all guests are back on board.

## H

### HAIRDRYERS

A hairdryer can be found in your cabin in a drawer or in the wardrobe. Should you require another one, please contact reception.

## HOUSEKEEPING

Housekeeping service starts every morning at 7.30 a.m. If you wish to sleep in, please use the "Please do not disturb" sign provided. When leaving your cabin, please turn the sign over to indicate "Thank you for cleaning the cabin". Housekeeping staff will clean your cabin twice a day. For further requests please contact reception.

## I

### INTERNET

Guests can access the Internet using Wi-Fi on board the A-ROSA ALVA. Please take into account that some legs of the cruise may have weaker connections to the Internet. You can get the Wi-Fi password and more information on availability at the reception desk. To see the terms of usage please refer to Wi-Fi on page 10.

### ITINERARY

You can see the planned itinerary in the catalogue description; this information is subject to change. High and low tide, maintenance work and traffic-related delays at locks and bridges may cause last-minute changes to the route. In rare cases of major high or low water or force majeure, sections of the route may have to be covered by bus or train and/or overnight stays at hotels may be required.

## 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

### LAUNDRY

We provide a full laundry and pressing service. A laundry bag and order notes with a price list for our laundry service can be found in your wardrobe. Please leave the laundry bag and completed list on your bed before 9.00 a.m. In general, you will receive your laundry back within 48 hours. Please note that there is no laundry service available on the last day before disembarkation. We are sorry not to be able to offer dry-cleaning services on board. The amount will be charged to your onboard account. Suite guests may enjoy the laundry service free of charge.

### LIBRARY AND BOARD GAMES

There is a small library near the bar where you can also find a selection of board games.

### LIFE JACKETS

For safety reasons, complying with international rules and regulations, life jackets are situated in your cabin. Your emergency meeting point is either on deck 3, on the sun deck or in front of the ship. In an emergency situation please put on your life jacket and wait for crew members' instructions either in your cabin or at the emergency meeting point.

### LIFT

The ship has 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.

## 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.

## 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.

## PORT BERTH

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 next to each other, which may block the view from your cabin. Unfortunately, A-ROSA has no influence over this situation.

## R

### RECEPTION

Reception is open 24 hours and staff will be happy to attend to your queries and requests. There may be short waiting times when our crew is on a safety check walk.

## RESTAURANT

There are no set mealtimes or assigned tables. Mealtimes can be found in the daily programme.

## S

### SAFE

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

## SAFETY INSTRUCTION

Within 24 hours after embarkation, mandatory safety instruction will be given in the lounge on board. You can find the exact time in the daily programme. We kindly ask you to attend this introduction as it is very important for your safety and well-being on board.

## SHOP

There is a small gift shop with a limited selection of accessories, souvenirs, traditional and handmade products. It can be found next to reception. All products will be charged to your onboard account. The opening hours can be found in the daily programme. We also offer a shipping service to your home for your souvenirs bought on board or on land. For further information please ask at reception.

## SMOKING

Smoking is only permitted on the sun deck in designated smoking areas. Please do not throw your cigarette butts overboard, instead use the receptacles provided. Smoking is strictly forbidden in the interior of the ship and in the cabins. Please note that smoking is forbidden in the locks.

## SOCKETS/POWER SUPPLY

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

## SPA-ROSA

Here you will find exercise machines, massage rooms, a relaxation area and a sauna.

## 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.

## SWIMMING POOL

A swimming pool can be found on the sun deck. You can find bath towels near the swimming pool.

## 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 LIST

You will find the valid telephone list in your cabin.

## 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, there is a tip box for the entire crew and the bus drivers of your excursions. The tips for your local guides, who accompany you throughout the trip on the bus, are not included in this arrangement. Tips can be given in cash, in euros. Of course, you can also give a tip directly to a crew member at any time; this can also be done through your onboard account.

## TOILETS

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

## TV PROGRAMMES

TV reception is via satellite. While passing through locks and on certain parts of the journey, you may experience interferences with the reception.

## V

## 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

To arrange a wake-up call please contact reception.

## WEATHER FORECAST

The weather forecast for the coming day can be found in your daily programme, on the reception board or on the info channel on the board TV.

## 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. The Wi-Fi password is provided at reception. Your login data will be encrypted before being transmitted to the registration page. Appropriate encryption methods (e.g. VPN, SSL) and security programmes (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.

## WINDOWS

To open the panorama windows on deck 2 and 3 please use the button on the left of the window. The windows can be easily dropped down and closed like this. The roller blinds on deck 2 and 3 are opened and closed via the button near the bed. Please do not pull on it. On deck 1 the blinds are controlled manually.

