

aROSA 

Cruising differently

A-ROSA ONBORD ABCs





A-ROSA 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 on board 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

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.

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.

ANIMALS

It is forbidden to bring animals on board the ships.

ANNOUNCEMENTS

Public and automated announcements can be heard on deck and in the cabins (via onboard TV) and primarily inform guests of outings on land and important programme points. Announcements are in English and German on international ships.

A-ROSA DINING AND A-ROSA DINING EXCLUSIVE

A-ROSA Dining is a three-course menu served at the table and A-ROSA Dining exclusive is a four-course menu served at the table with corresponding wines. Both dining options are available for a surcharge on all cruises longer than five nights on the Seine and on the Rhône and are offered on several evenings during the cruise. Please reserve the menu selection and your table at reception (possible even for larger groups). The menu is announced and varies locally, seasonally and depending on the occasions on board. On the Danube and on the Rhine Speciality Dining will be offered (see page 10).

B

BARs

On the A-ROSA AQUA, BRAVA and VIVA, there is an indoor and outdoor bar on deck 3, as well as a café and lounge bar. The A-ROSA BELLA, DONNA, MIA and RIVA have a café bar and a lounge bar on deck 3; A-ROSA LUNA, STELLA, SILVA and FLORA have one on deck 2. The outdoor bar of the A-ROSA LUNA, STELLA, SILVA and FLORA is situated on the sun deck. The current opening hours can be found in the daily programme.

BATHROBES

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

BICYCLES/BIKING

Unfortunately, it is not possible to take your own bikes on the cruise.

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 check-in for your cabin starts at 3 p.m. at the earliest. The official end of the cruise and your check-out on disembarkation day is 9 a.m. at the latest. Please have this in mind when planning your arrival and departure.

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). On the A-ROSA FLORA and A-ROSA SILVA, all suite guests can also enjoy a special service provided by a cabin attendant. We are available 24 hours for any request.

CONNECTING DOORS

On the Rhine (A-ROSA AQUA, BRAVA, VIVA, FLORA and SILVA), every deck has at least two cabins with connecting doors. These can also be used as family cabins.

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 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. 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.

DRESS CODE

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

DRINKING WATER

The water on board is safe to drink.

E

EXCURSIONS

Almost all ports of call are starting points for interesting shore excursions in different languages. Further information can be found in your travel documents. Please also make use of the onboard information event (please refer for the schedule to your A-ROSA Journal). Bookings can be made on board only. A-ROSA arranges the excursions and they are implemented by the local agencies, which are the excursion organisers.



F

FAMILY CRUISES/CHILDCARE

A-ROSA offers family cruises with childcare on selected routes and dates. For more information, please visit our website arsa-cruises.com/kids.

FOOD

It is not permitted to 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, 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.

FULLBOARDPLUS

Refined breakfast, lunch and dinner buffets, along with an embarkation snack and afternoon coffee

and cake. Many cruises also feature seasonal extras such as sandwiches or a midnight snack. Guests who have booked the A-ROSA Premium all inclusive rate have the following high-quality drinks included throughout the day: tea, coffee and coffee specialities, soft drinks, beer, as well as sparkling wine and a selection of wines, cocktails and long drinks. Certain specialities and beverages bear a surcharge; these include champagne.

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 daily programme. 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

All ships have steps, which may restrict mobility.

H

HAIRDRYERS

You will find a hairdryer in your cabin in a drawer near the mirror or in the wardrobe. In suites, the hairdryer can also be found in the bathroom.

I

INSECT SCREENS

For protection against insects, an insect screen in the form of a roller blind/sliding element is usually attached to the outside of the balcony door. When operating the roller blind, please ensure you exert equal force distribution in order to prevent it from getting stuck. It can be locked at the bottom.

INTERNATIONAL

We welcome international guests on board our international ships. These vessels are accompanied by an International Host, who is their direct contact person on board. The International Host is available at reception.

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. Use of Internet connections under the valid terms of usage (see Wi-Fi, page 11) is free of charge for guests with the Premium all inclusive rate.

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

LAUNDRY

In your wardrobe, you will find laundry bags and order notes for our laundry service. This will be charged to your onboard account. Suite guests may enjoy the laundry service free of charge.

LIBRARY AND BOARD GAMES

You will find a small library near reception or the shore excursion desk. A selection of board games can be found in the day lounge or will be provided on request.

LIFE JACKETS

In case of emergencies, life jackets are located inside your wardrobe.

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.

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.

O

ONBOARD LANGUAGE

On board the international ships, the official languages are English and German. If you have any questions please ask our International Host. All information such as our daily programme, menu, etc. is available in both languages. On non-international ships the onboard language is German.

P

PHYSICIAN

A physician is available on board every route to the Danube Delta. On all other routes, emergency care is ensured by the infrastructure of the navigated area.

POOL

A heated pool can be found on the sun deck of the following ships: A-ROSA BELLA, DONNA, FLORA, LUNA, MIA, RIVA, SILVA and STELLA. A heated whirlpool can be found on the A-ROSA AQUA, BRAVA and VIVA in the spa outdoor area on deck 3. You can find bath towels in your cabin.



R

RESTAURANT

There are no set mealtimes or assigned tables. Mealtimes can be found in the daily programme. Mineral water is included with all main meals.

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.

S

SAFE

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

SAFETY

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 daily programme.

SHORE EXCURSIONS

See excursions, page 6.

SMOKING

Smoking is only permitted on the exterior decks. Please do not throw any 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 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.

SPA-ROSA

Here you will find exercise machines, massage rooms and a relaxation area as well as the following saunas:

- A-ROSA BELLA/DONNA/MIA/RIVA: organic and Finnish sauna
- A-ROSA LUNA/STELLA: steam/organic and Finnish sauna
- A-ROSA AQUA/BRAVA/FLORA/SILVA/VIVA: an adjustable sanarium

SPECIALITY DINING

The Speciality Dining is a three-course menu including wine accompaniment. It is offered daily from the second evening on all Rhine and Danube cruises for a service fee. A-ROSA Dining and A-ROSA Dining exclusive are offered exclusively on the Seine and Rhône rivers (see page 4).

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 and from page 11. GSM telephone: the respective call number of your ship is stated on your key card. Further telephone numbers on board are set out in the telephone list, which you will also find on page 11.

TIPPING

Our crew is passionate about their jobs and aims to give every guest an unforgettable holiday experience. If you are satisfied, our crew is happy to accept a tip as recognition of their service. Most guests honour their efforts with €5 to €10 per guest and day. A tip box for the entire crew will be available at reception at the end of the cruise. Naturally, you are free to give employees individual tips at any time, or to settle tips using your onboard account.

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 PROGRAMMES

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.

W

WAKE-UP CALLS

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

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.



A-ROSA TELEPHONE DIRECTORY

Cabin call:	Dial cabin number
Reception:	333
In case of emergency:	Pick up the receiver and press the emergency button on the telephone
Charges:	Incoming calls: 6 cents per 6 seconds; outgoing calls: 25 cents per 6 seconds