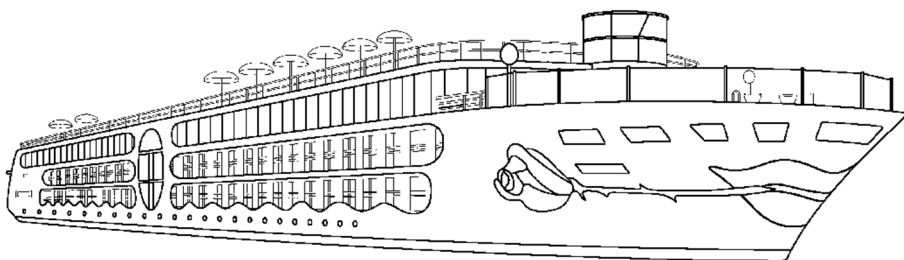




aROSA 
Cruising differently

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

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

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

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 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 8:00 or after 22:00, except in the event of an emergency. Announcements concerning the landscape passing by are made via App.

B

BARS

The current opening hours can be found on the A-ROSA info channel.

- A-ROSA AQUA, BRAVA, VIVA: There is a lounge bar on deck 3.
- A-ROSA BELLA, DONNA, MIA, RIVA: There is a café and lounge bar on deck 3.

A-ROSA FLORA, LUNA, SILVA und STELLA: There is lounge bar on deck 2 and an outdoor bar on the sun deck.

A-ROSA SENA. There is a lounge bar on deck 4 and an outdoor bar on the sun deck.

BATH ROBES AND SLIPPERS

Bath robes and slippers are available upon request at Reception.

BICYCLES/BIKING

For more information on our biking excursions please ask the SPA-ROSA team or your Shore Excursion Expert. 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 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.

COFFEE AND TEA

A coffee and tea station is open 24 hours a day and located in the following areas of the ship:

- A-ROSA LUNA, STELLA, BELLA, DONNA, MIA und RIVA: in the restaurant at the buffet.
- A-ROSA VIVA: P'tit Bar
- A-ROSA SENA: at the entrance to the 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).

CONNECTING DOORS

On board the A-ROSA AQUA, BRAVA, FLORA, SILVA and VIVA every deck has at least two cabins with connecting doors. These can also be used as family cabins. On board the A-ROSA SENA there are several cabins with connecting doors on deck 3. The exact cabin numbers can be asked for via the A-ROSA Service Center on tel. +49 381-202 6001.

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 to your onboard account.

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.**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.

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.

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.

DISEMBARKATION

One day 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, 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.

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 1 February 2023 guests can pre-reserve their excursions online at www.arosa-cruises.com/reserve-trips or via the A-ROSA App. A-ROSA arranges the excursions, but 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 www.arosa-cruises.com/kids. On board the A-ROSA SENA there is a the A-ROSA Kids Club on deck 1. Apart from family cruise, this can be used under the supervision of an adult with parental authority.

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. When paying by credit card or EC/Maestro card, you need your PIN code.

FULLBOARDPLUS

Refined breakfast, lunch and dinner buffets, along with an embarkation

snack and afternoon coffee and cake. Guests who have booked A-ROSA Premium All-Inclusive 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. Bottled wines from our wine list and champagne bear a surcharge.

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

Except from the A-ROSA SENA the ships have steps only, which may restrict mobility. For individual advice, please contact the A-ROSA Service Center on tel. +49 381-202 6001.

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.

HOUSEKEEPING

Your cabin will be cleaned every other day 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

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.

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 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

You can have your laundry done on board. 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 café/restaurant or in the day lounge or will be provided on request. On board the A-ROSA SENA you will find books and games at the Connected Lounge.

LIFE JACKETS

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

LIFT

The A-ROSA SENA has a lift between deck 1 and deck 4. 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.

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 set mealtimes or assigned tables. However, you may reserve a table for the duration of the entire cruise for a small surcharge. 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

Smoking is only permitted on the exterior decks. It is strictly forbidden to throw any cigarette butts overboard, instead please use the receptacles provided. Smoking is strictly forbidden in the interior of the ship, in the cabins and on the balconies. 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 and MIA: Bio and Finnish sauna
- A-ROSA LUNA and STELLA: Steam and Finnish sauna
- A-ROSA AQUA, BRAVA, FLORA, SILVA and VIVA: adjustable sanarium
- A-ROSA RIVA and SENA: Finnish sauna

Of course, your children can accompany you to the SPA-ROSA. However, please note that children under the age of 16 years can only be treated in the company of an adult. Children under the age of 16 are not permitted to use the sports equipment.

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

On board the A-ROSA BELLA, DONNA, MIA, RIVA, FLORA, SILVA and SENA a heatable swimming pool can be found on the sun deck. On board the A-ROSA SENA there is also a separate shallow water pool for kids. You can find bath towels in your cabin.

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: 333 (A-ROSA SENA: 844)

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

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 €8 to €12 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 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.

W

WAKE-UP CALLS

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

WATER STATION

One water carafe per guest is provided in the cabin. This can be filled 24 hours a day. The water stations are located in the following areas of the ship:

- A-ROSA LUNA, STELLA, FLORA: in the corridor on deck, 1, 2 and 3
- A-ROSA VIVA: in the restaurant and in the corridor on deck 1, 2 and 3
- A-ROSA BELLA, DONNA, MIA, RIVA: in the Atrium on Deck 2
- A-ROSA SENA: in the Atrium on deck, 1, 2 and 3

WHIRLPOOL

On board the A-ROSA AQUA, BRAVA und VIVA there is a heatable whirlpool in spa outdoor area on deck 3. On board the A-ROSA SENA the whirlpool can be found in the SPA-ROSA on deck 1. You can find bath towels in your cabin.

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.

