

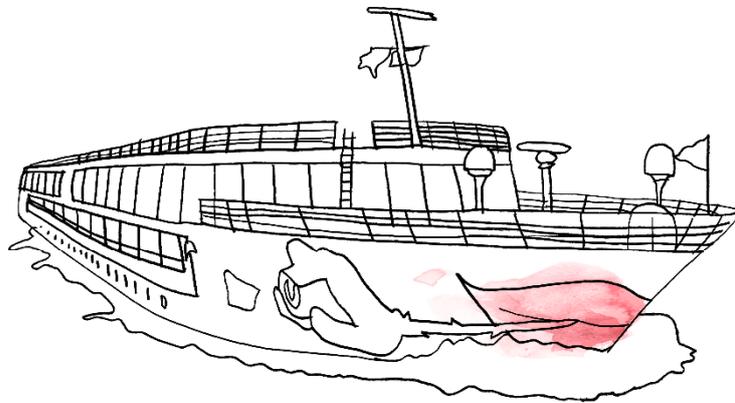
**SAIL AWAY**

# **Rhine–Main–Danube Canal**

**CRUISES**

**FROM COLOGNE TO NUREMBERG**

*Everything you should know before you go.*



**aROSA** 

Cruising differently



We look forward to welcoming you aboard your A-ROSA river cruise ship soon!

With A-ROSA, you will experience a new way of travelling. To ensure you enjoy your cruise on the Rhine-Main-Danube Canal to the fullest, we would like to give you some information regarding your arrival and time on board. If you keep the following in mind, your holiday will be smooth sailing from start to finish.

If you have any further questions, our A-ROSA Service Center will be more than happy to help. You can reach us Monday through Saturday from 9:00 to 18:00 at +49 381 202 6001.

Your A-ROSA team wishes you a wonderful journey!

## CHECK LIST

*Please do not forget!*

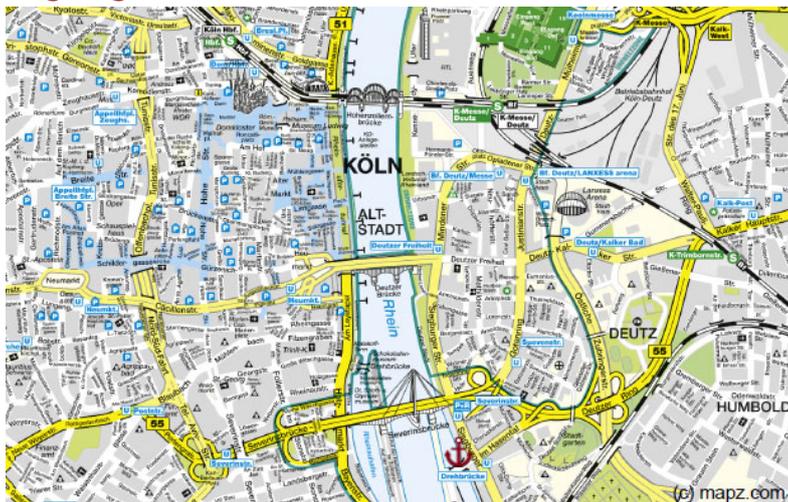
- ✔ **A-ROSA LUGGAGE TAGS**  
Please fill in the luggage tag completely and legibly and attach it to your luggage.
- ✔ **SHIP'S MANIFEST**  
If you have not yet entered your data online at [www.arosa-cruises.com/manifest](http://www.arosa-cruises.com/manifest), we kindly ask you to do so before the start of your cruise. The ship's manifest is a mandatory document for each passenger, when travelling on water.
- ✔ **METHODS OF PAYMENT**  
The onboard currency is Euros. During the cruise, you can use your cabin key card as your onboard credit card. At the end of the cruise, you can pay your final bill either in cash, with debit card or with the following credit cards: American Express, Mastercard and Visa. When paying by credit card or debit card you need your PIN code.
- ✔ **PERSONAL ITEMS**  
Please remember - if required - to carry a sufficient supply of medication and possibly a second pair of glasses, as well as insect repellent and sunscreen.
- ✔ **PASSPORT / IDENTITY CARD**  
Please make sure to bring a valid passport or identity card with you to start your holiday without any problems. It is your responsibility as a guest to ensure that your identity documents are correct and valid, therefore we do not assume any liability or additional costs in case of non-observance or absence of a valid document.  
For European citizens the following applies: identity card or passport. We kindly ask all other guests to check with their embassy. We recommend also carrying a photocopy of your identity papers in your luggage.  
For further questions, please reach out to the A-ROSA Service Center.

# EMBARKATION AND DISEMBARKATION

## EMBARKATION BERTH

The embarkation for the **A-ROSA SILVA** will take place in Cologne-Deutz, most likely near the Severinsbrücke (Severins Bridge). Please note that you cannot park at the berth. The address of the berth is as follows:

**Siegburger Straße 104 · Deutzer Werft (near the tram stop Drehbrücke) · 50679 Cologne, Germany**



## DISEMBARKATION BERTH

The disembarkation for the **A-ROSA SILVA** will take place in Nuremberg at the following berth:

**Personenschiffahrtshafen Nuremberg · Liegeplatz 4 · Europakai 10 · 90451 Nuremberg**



The A-ROSA following berths are reserved for the 2023 season for embarkation and disembarkation of A-ROSA guests in Cologne and Nuremberg. We will inform you of the specific embarkation and disembarkation locations for your cruise in your personal travel information.

Please note that there may be changes of berths, which we will inform you about in advance, if possible. In the event of changes at short notice, you will receive information about the changed berth on site (at the planned berth) from our staff or through a sign.

## CHECK-IN

Please note that you will only be able to board the ship, check in and access your cabin **from 15:00** (suites from 12:00).

Please have your identity documents ready for check-in.

### NOTE:

It is mandatory to provide some personal data in the **ship's manifest**. Please enter your data online at least 2 weeks prior to departure: [www.rosa-cruises.com/manifest](http://www.rosa-cruises.com/manifest).

## CHECK-OUT

Please plan your departure **until 9:00 in the morning**. You will receive detailed information regarding your departure on board.

## ARRIVAL BY TRAIN

### TRANSFER TRAIN STATION – CRUISE SHIP

Please note that the transfer is only offered free of charge for our "A-ROSA Premium all inclusive" guests.

Depending on further availability, our other guests may book the transfer on site for € 10 per person and trip. The amount will be charged directly to your onboard account.

"A-ROSA Premium all inclusive" guests will receive further details about the transfer in their travel information.

### SHUTTLE SERVICE COLOGNE CENTRAL STATION – SHIP

There is a bus shuttle available between **14:30 and 15:30** from Cologne central station to the ship. Please be aware that waiting times are possible.

### MEETING POINT AT COLOGNE CENTRAL STATION ("KÖLN HAUPTBAHNHOF")

("A-ROSA Premium all inclusive" guests)

The meeting point is in the **forecourt of Cologne central station at the exit "Breslauer Platz"**, next to the pharmacy. We kindly ask you to be there on time. The Globus parking service staff will be waiting for you and indicate you the way to your transfer bus, which will be waiting for you close-by. You will receive the information for the return transfer from the ship to the train station directly on board. If you have any questions, please contact your A-ROSA ship on the day of arrival. You can find the phone number of your ship on the last page of this document. The transfer staff will accept your luggage at the meeting point, and it will then be brought directly to your cabin.

### DB-TICKET RESERVATIONS (GERMAN RAILWAY)

In case of delay or cancellation of your train, we kindly ask you to complete the passenger rights forms of the Deutsche Bahn and send all original receipts / train tickets to the A-ROSA Flussschiff GmbH - not to the Deutsche Bahn. Otherwise, A-ROSA is unable to process any claims.

### DEPARTURE FROM NUREMBERG

You will receive further details about your departure on the day of disembarktion on board.

## ARRIVAL WITH AN A-ROSA FLIGHT ARRANGEMENT

With your travel information, you will receive your personal file key, a flight plan with all the important information about flight numbers and times, as well as transfer information for the journey from the airport to the ship.

### TRANSFER FROM COLOGNE-BONN AIRPORT TO THE CRUISE SHIP

After your flight has landed, please pick up your checked luggage. After leaving the security area, please proceed to **Terminal 2 to the counter near the coach station (Eurolines-Flixbus)**. Here, an employee from our partner Globus will be waiting for you with a corresponding sign. Depending on the number of participants, this sign will either say your name or simply A-ROSA. You will then be taken to the transfer bus (usually a minibus), which will transfer you to your A-ROSA cruise ship.

### SAFETY REGULATIONS

Liquids and gel-like substances (e.g. toothpaste, cosmetic creams, drinks, etc.) may only be brought in your hand luggage if they do not exceed 100 ml and are packed in a transparent plastic bag with a maximum capacity of 1 litre. There is a restriction of one plastic bag per person and the bag must be presented separately at the airport security checkpoint. Liquid containers larger than 100 ml must be placed in your checked baggage.

### MEDICAL INFORMATION

Please inform our A-ROSA Service Center of any notifiable medical devices and accessories (if necessary, after consulting your doctor) no later than 2 weeks in advance, so that we can pass this information on to the airline. Essential medications and special food needed during a flight can be transported outside the plastic bag but must be presented during the security check.

### DUTY-FREE ITEMS

Duty-free items that are purchased at airports within the EU or onboard an EU airline may be carried in a sealed official security bag and accompanied by a receipt of the same day. The bag is sealed at the point of purchase. As these special rules may be changed upon short notice, we kindly ask you to inform yourself again immediately prior to departure about the current regulations.

## INDIVIDUALLY ARRANGED ARRIVAL BY PLANE

Guests who have booked their own flights or booked through their travel agent are recommended to take a taxi from the airport to the cruise ship. The taxi costs about € 20 to € 25 each way. Luggage will be charged separately. A surcharge might be charged by the taxi company at night and on Sundays and public holidays. Taxis will be waiting at the airport.

On the day of disembarkation, the reception on board will be happy to arrange a taxi from the ship to the airport at your expense.

## IMPORTANT ADDRESSES

### **BERTH EMBARKATION**

Siegburger Straße 104 / Deutzer Werft  
D-50679 Cologne  
Germany

### **BERTH DISEMBARKATION**

Personenschiffahrtshafen Nuremberg  
Liegeplatz 4  
Europakai 10  
90451 Nuremberg

### **COLOGNE CENTRAL STATION**

Trankgasse 11  
50667 Cologne  
Germany

### **NUREMBERG CENTRAL STATION**

Bahnhofspl. 9  
90443 Nuremberg

### **EXCELSIOR HOTEL ERNST**

Domplatz/Trankgasse 1-5  
50667 Cologne  
Germany

Tel.: +49 221 270 1

### **MARITIM HOTEL COLOGNE**

Heumarkt 20  
50667 Cologne  
Germany

Tel.: +49 0221 20270

### **STEIGENBERGER HOTEL COLOGNE**

Habsburgerring 9-13  
50674 Cologne  
Germany

Tel.: +49 221 2280

### **DORINT HOTEL AM HEUMARKT**

Pipinstraße 1  
50667 Cologne  
Germany

Tel. + 49 221 28060

## EMERGENCY NUMBERS

For any urgent matters, please contact your A-ROSA cruise ship directly:

**A-ROSA SILVA:** +49 170 - 458 31 45

A-ROSA Flussschiff GmbH, Loggerweg 5, 18055 Rostock, Germany  
Tel. +49 381-202 6001, [www.arosa-cruises.com](http://www.arosa-cruises.com)

