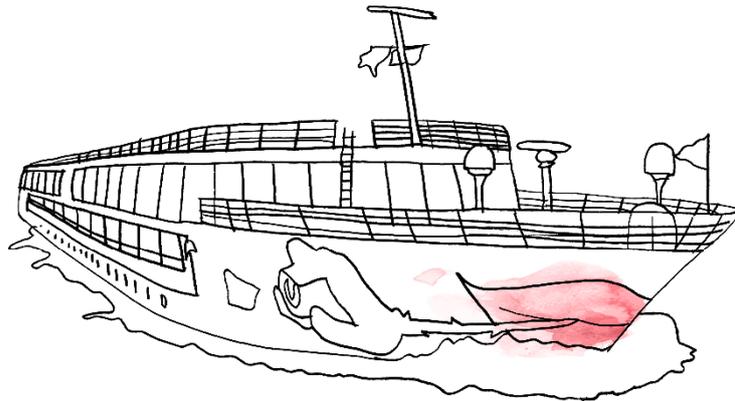


**SAIL AWAY**  
**RHÔNE/SAÔNE**  
**CRUISES FROM/TO LYON**

*Everything you should know before you go.*



**aROSA**   
Cruising differently

# W

e 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 Rhône and the Saône 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

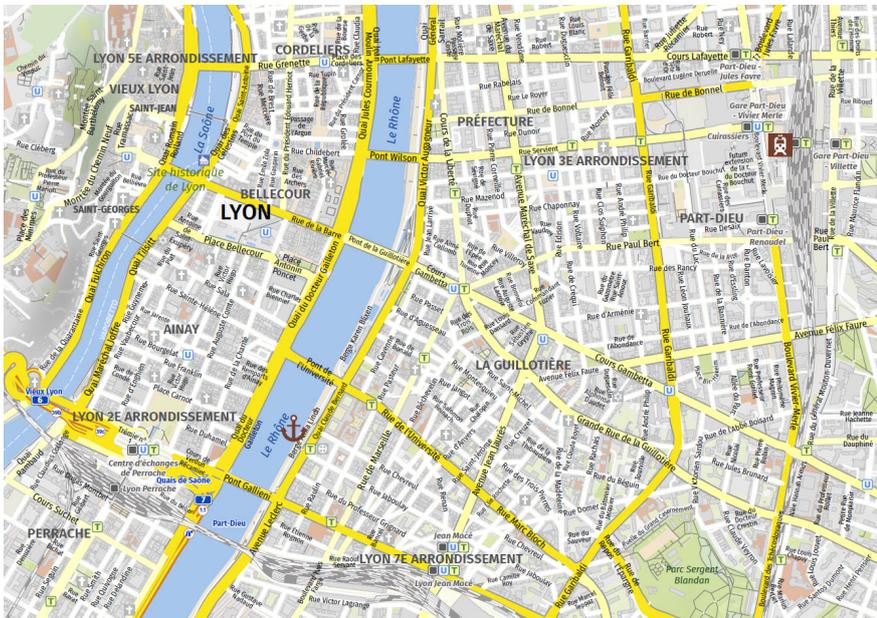
*Please do not forget!*

- ✔ **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 Euro. 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 a 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 medicaments 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.
- ✔ **PARKING SPACE RESERVATION**  
It is necessary to reserve a parking space before the start of the journey. Please note the relevant information under ARRIVAL AND DEPARTURE.

# EMBARKATION AND DISEMBARKATION

## BERTH

The embarkation and disembarkation will take place at the following berth:  
**Quai Claude Bernard · F-69007 Lyon**



The berth in Lyon is reserved throughout the 2023 season for the embarkation and disembarkation. However, there may be changes to berths for some cruise dates. We will inform you about these changes in advance, whenever possible.

In the case of short-term changes, you will receive the information about the new berth at the above-mentioned berth by our employees or by an information 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.arosa-cruises.com/manifest](http://www.arosa-cruises.com/manifest).

## CHECK-OUT

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

# ARRIVAL AND DEPARTURE

## ARRIVING BY CAR

Please note that as of January 2017, all cars, which enter the low-emission zone in Lyon, are required to have the low-emission zone sticker "Crit'Air". This sticker is available for € 4.80, plus shipping, and may be purchased here: <https://www.certificat-air.gouv.fr/en>

For further information, please visit the following website: <https://uk.france.fr/en/holiday-prep/driving-france-0>

## RESERVING A PARKING SPACE

If you are arriving by car, you can book a parking space in Lyon for the duration of your cruise through our local partner (Lyon River Cruise) at the public car park "Parc Berthelot" (max. length of car 5.10m; max. height of car 1.90m).

To reserve the parking space, please send an email with the following information to: [charles@lrc.fr](mailto:charles@lrc.fr)

- Date of parking
- Duration of cruise
- Vehicle type/license number
- Ship's name
- Cruise date from/ to
- Cabin no.
- Name
- Mobile phone no.
- Street/house no.
- Zip code/city

The reservation is obligatory; you will not receive a confirmation. The request should be sent no later than 4 days prior to the beginning of your cruise. The contract will be enclosed between you and the owner of the parking garage. A-ROSA, the parking garage and rivercruise.fr cannot be held responsible for any damage or loss of the vehicle. The car owner/driver is responsible. The amount will be charged to your onboard account. Drive to the berth and unload your luggage. Embarkation starts at 15:00. Please note that the local authorities do not allow vehicles to park directly in front of the ship, therefore please stop above the berth, bring your luggage and fellow passengers on board and check in at reception. Afterwards, please proceed to the car park: LPA Berthelot, 99 rue de Marseille, F-69007 Lyon. Take a parking ticket from the ticket machine and use it to open the barrier. To exit the car park, press the large green button to open the door for pedestrians. Walk back to the ship for about 10 minutes. On the morning of disembarkation, a member of our staff will drive you to the car park at around 08:00 in the morning where you will collect your vehicle. You will then drive your vehicle back to the pier to collect your luggage and fellow passengers.

Important information:

- The pier is for pedestrians and bikes only - please be careful.
- You can return to your car at any time with your parking ticket. Simply insert the card into the machine in the entrance hall. The pedestrian door will then open.
- The parking service is only available for cars of a maximum length of 5.10m and a maximum height of 1.90m. Larger cars may be accommodated in another parking garage, special conditions apply. Please be especially careful if your car has a roof box.

## 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.

### ARRIVAL IN LYON

After you have collected your luggage at the airport in Lyon, please proceed to the transfer busses. The bus stop for the transfer busses is at the TGV station on the opposite side, which is a 10-minute walk away from the exit.

Our local staff will be waiting for you behind the baggage claim and accompany you to the transfer buses. Luggage carts are available for a deposit of € 1.

Our A-ROSA guests may arrive with different flights. In rare cases, the busses will transfer guests from more than one flight, which may lead to short waiting times. We kindly ask for your understanding. Our A-ROSA employees will inform you about the details.

The airport is located approx. 25 kilometres away from the ship's berth, the transfer time takes about 45 minutes. Upon arrival at your cruise ship, please directly proceed to the reception for check-in. Your luggage will be brought directly from the bus to your cabin.

### RETURN FLIGHT

You will receive all of the information regarding the transfer from the ship to the airport, as well as the according luggage tags from the A-ROSA Crew directly on board.

### IMPORTANT INFORMATION

This transfer is only available for guests with an A-ROSA flight arrangement. This transfer cannot be booked in advance as an individual service by guests arriving individually. Additional bookings can be made on site, subject to availability, at a cost of € 27 per person per way.

### CHECK-IN AT THE AIRPORT

At most airports, you will only find electronic check-in machines, which will print your boarding pass for your flight. For this process, you need a machine-readable ID card or your credit card and your "Filekey", which you can find in your flight information. If you need assistance with the check-in process, please contact the airline's staff on-site. Please arrive at the airport in good time for your flight. As is our responsibility, we would like to inform you that you can find detailed information about your passenger rights according to the Montreal Convention at: [www.iatatravelcentre.com/tickets](http://www.iatatravelcentre.com/tickets).

### ONLINE CHECK-IN

If you have access to the internet, you may check in online on your airline's website 72 hours (Eurowings) or 23 hours (Lufthansa, SWISS) before your departure.

### 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.

## INDIVIDUAL ARRIVAL BY PLANE

Guests who have booked **their flights** on their own or through their travel agent are recommended to take a taxi from the airport to the cruise ship at the "Quai Claude Bernard".

The taxi costs about € 55 each way. Luggage will be charged separately. A surcharge of 40% will be charged by the taxi company at night and on Sundays and public holidays. Taxis will be waiting at the airport. The reception on board will be happy to organise a taxi for you from the ship to the airport on the day of disembarkation.

## ARRIVAL AND DEPARTURE WITH THE A-ROSA TGV-ARRANGEMENT

(Only valid for bookings made through A-ROSA and on the day of embarkation and disembarkation)

Please note that your TGV tickets are valid for specific trains, therefore you may only use the connections you have booked in advance. On TGV trains, **you are required to equip your suitcases with appropriate tags bearing your name and address.**

You will arrive one **day before embarkation** with the TGV booked through A-ROSA. Once you have arrived by train, please proceed independently to your **Hotel Radisson Blu** (within walking distance, located directly at the station, for address see the last page of this document).

### TRANSFER FROM THE HOTEL – SHIP (A-ROSA PREMIUM ALL INCLUSIVE)

If you have an "A-ROSA Premium all inclusive" booking, you will receive the relevant information for the transfer with your travel information.

You will be picked up from the Radisson Blu Hotel **at around 13:00** on embarkation day. Once all transfer guests have arrived, the group will walk together to the transfer vehicle at the train station; depending on the number of guests, this may be a bus, minibus or car. There may be waiting times. The transfer time for the day of departure will be announced to you on board.

### TRANSFER FROM THE TRAIN STATION – SHIP (A-ROSA BASIC)

Guests who have booked the A-ROSA Basic rate are recommended to take a taxi from the train station to the ship and vice versa. The drive, depending on the station and traffic, should take between 5 and 20 minutes each way. The costs are between € 10 and € 30 per way. A surcharge may be charged on certain days. Our crew on board will be happy to organise a taxi for you from the ship to the airport on the day of disembarkation.

Please note that this transfer service is only available to guests with an "A-ROSA Premium all inclusive" booking. Guests with an "A-ROSA Basic" booking are advised to take an individual taxi transfer from the train station to the ship and back. The journey takes between 5 and 20 minutes each way, depending on the station and traffic, and costs between approximately €10 and €25 each way, although surcharges may apply on certain days. On the day of disembarkation, the A-ROSA team will be happy to arrange a taxi from the ship to the station at your expense.

## INDIVIDUALLY ARRANGED ARRIVAL BY TRAIN

Guests who arrive and depart individually by train are recommended to take a taxi from the train station to the ship and vice versa.

The journey takes between 5 and 20 minutes each way, depending on the station and traffic, and costs between approximately €10 and €25 each way, although surcharges may apply on certain days. On the day of disembarkation, the A-ROSA team will be happy to arrange a taxi from the ship to the station at your expense.

# IMPORTANT ADDRESSES

## BERTH IN LYON

Quai Claude Bernard  
F-69007 Lyon

## CAR PARK "PARC BERTHELOT"

99 rue de Marseille  
F-69007 Lyon

## RADISSON BLU HOTEL

129 Rue Servient  
F-69003 Lyon  
+33 4 78 63 55 00

## HÔTEL CARLTON

4 Rue Jussieu  
F-69002 Lyon  
+33 4 78 42 56 51

## HÔTEL LE ROYAL

20 Place Bellecour  
F-69002 Lyon  
+33 478-37 57 31

## EMERGENCY NUMBERS

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

**A-ROSA LUNA:** Tel. +49 151 145 82 115      **A-ROSA STELLA:** Tel. +49 151 145 82 125

Information subject to change. Date of publication 02/2023.

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

