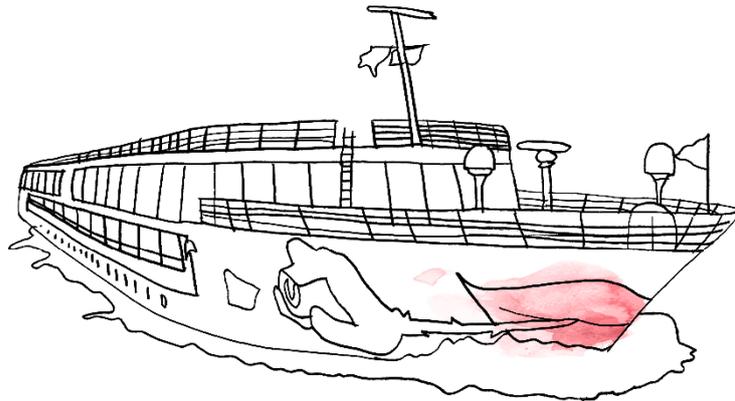


# SAIL AWAY

# SEINE

## CRUISES FROM/TO PARIS

*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 Seine 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 medication and possibly a second pair of glasses, as well as an 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 de St. Ouen  
2 Quai de St. Ouen  
93200 Saint-Denis



The berth in Paris is reserved throughout the 2023 season for the embarkation and disembarkation of our A-ROSA guests. 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.

To reach the berth, A-ROSA offers different options. If none of the options work for you, we kindly ask you to take a taxi to the berth. We advise you not to travel by public transport for reasons of complexity and the location of the train and metro station.

## 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**. 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 Paris, 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>

### PARKING IN PARIS

We recommend parking your car at Paris-Charles-de-Gaulle Airport at Terminal 2. From there, you can use the transfer bus from the airport to the ship.

You can reserve your parking space online: <https://www.parisaeroport.fr/en>

Click on "Car parks", "Paris-CDG car park", and then on "Book your car park online". You will then be able to fill in your data and look for the best offer.

### TRANSFER FROM THE CAR PARK TO YOUR A-ROSA CRUISE SHIP

Please note that the transfer from the airport to the ship can only be offered free of charge if the arrival and departure is booked through A-ROSA. Depending on availability, guests travelling individually can book this service on site at a cost of € 37 per person and trip. The amount will be charged to your onboard account.

The meeting point is in front of the Marks & Spencer shop (next to the Monoprix shop and the tourist office; waiting area with seating) at terminal 2F on level 1, where our staff will be waiting for you with an A-ROSA sign on the day of embarkation.

**Transfer times: 14:00/15:30/17:00**

If you can't book the transfer bus on site anymore, we recommend taking a taxi from the airport to your cruise ship. 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 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 AT PARIS CHARLES-DE-GAULLE AIRPORT

After you have received your luggage at the airport in Paris, please walk to the transfer busses. Our staff will be waiting for you **in front of the Marks & Spencer shop** (next to the Monoprix shop and the tourist office; waiting area with seating) at terminal 2F on level 1 with an A-ROSA sign and will then accompany you to the transfer busses.

If you are not arriving at Terminal 2F, please use the free airport shuttles to Terminal 2F or follow signs towards terminal 2F.

Please note that short waiting times are possible as our A-ROSA guests arrive with different flights. In some cases, the busses will transfer guests from different flights to your A-ROSA cruise ship. Our A-ROSA employees will inform you about the details directly at the airport.

**Transfer times: 14:00/15:30/17:00**

Please check in at reception upon arrival on board. Your luggage will be brought directly from the bus to your cabin.

## **RETURN FLIGHT**

You will receive the information about the transfer from your cruise ship to the airport as well as the necessary labelling of your luggage from your A-ROSA team directly on board.

## **IMPORTANT INFORMATION**

This transfer can only be offered free of charge to guests who've booked their flights through A-ROSA. This transfer cannot be booked in advance as an individual service by guests arriving individually. However, additional bookings can be made on site but are subject to availability and cost €37 per person per trip.

## **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.

# ARRIVAL AND DEPARTURE

## INDIVIDUAL ARRIVAL BY PLANE

For guests who have booked their own flights or booked their arrival through their travel agent, we recommend booking the A-ROSA transfer at the airport, subject to availability. The costs of € 37 per person and way will be charged to your onboard account.

**Transfer times: 2:00 pm / 3:30 pm / 5:00 pm**

Our staff will be waiting for you in front of the Marks & Spencer shop (next to the Monoprix shop and the tourist office; waiting area with seating) at terminal 2F on level 1 with an A-ROSA sign and will then accompany you to the transfer busses.

If you can't book the transfer bus on site anymore, we recommend taking a taxi from the airport to your cruise ship. 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 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 the transfer can only be offered free of charge to "A-ROSA Premium all inclusive" guests who've booked arrival and departure through A-ROSA. For our "A-ROSA Basic" guests who have booked train tickets through A-ROSA, we recommend booking the transfers on site for € 33 per person and way, subject to availability. The amount will be charged to your onboard account.

Our "A-ROSA Premium all inclusive" guests will receive more information about the transfers in their travel information.

## MEETING POINT AT THE PARIS GARE DE L'EST TRAIN STATION

Once you've arrived at Paris Gare de l'Est station, an employee of our local agency or your driver will be waiting for you at the meeting point, which is located is **at the far end of the platform (terminus)**. Please pay attention to the signs. Once all transfer guests have arrived, the group will walk together to the transfer vehicle outside the station, which may be a bus, minibus or car depending on the number of guests booked. There may be a short wait at the station.

Please keep in mind that **you are required to affix your name and address to your luggage** on TGV trains.

You will receive information about the transfer time for the day of departure on board. Please note that your TGV/ICE tickets are valid for specific trains, therefore you may only use the connections you have booked in advance.

If you have any questions, your A-ROSA ship will be happy to help you on the day of embarkation. You will find your ship's telephone number at the end of this document.

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

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

Please note that the transfer can only be offered free of charge to "A-ROSA Premium all inclusive" guests who've booked arrival and departure through A-ROSA. "A-ROSA Basic" guests who have booked their train tickets through A-ROSA may use the transfer to the ship at a surcharge of € 33 per person and way. The amount will be charged to your onboard account automatically.

### MEETING POINT AT THE PARIS GARE DU NORD TRAIN STATION

Once you've arrived at Paris Gare de l'Est station, an employee of our local agency or your driver will be waiting for you at the meeting point, which is located is **at the far end of the platform (terminus)**. Please pay attention to the signs. Once all transfer guests have arrived, the group will walk together to the transfer vehicle outside the station, which may be a bus, minibus or car depending on the number of guests booked.

Please keep in mind that **you are required to affix your name and address to your luggage** on Thalys trains.

You will receive information about the transfer time for the day of departure on board. Please note that your Thalys tickets are valid for specific trains, therefore you may only use the connections you have booked in advance.

If you have any questions, your A-ROSA ship will be happy to help you on the day of embarkation. You will find your ship's telephone number at the end of this document.

## INDIVIDUALLY ARRANGED ARRIVAL BY TRAIN

Please note that the transfers are only offered free of charge for our "A-ROSA Premium all inclusive" guests, who have booked their train tickets through A-ROSA. Depending on further availability, all other guests who arrive by train individually may use the transfer to the ship at a surcharge of € 33 per person and way. The amount will be charged to your onboard account automatically.

If you can't book the transfer bus on site anymore, we recommend taking a taxi from the train station to your cruise ship.. The reception on board will be happy to organise a taxi for you from the ship to the airport on the day of disembarkation.

## IMPORTANT ADRESSES

### BERTH

Quai de St. Ouen  
2 Quai de St. Ouen  
93200 Saint-Denis

### TRAIN STATION (TGV/ICE)

**PARIS GARE DE L'EST**  
Place du 11 Novembre 1918,  
Rue du 8 Mai 1945  
F-75010 Paris

### TRAIN STATION (THALYS)

**PARIS GARE DU NORD**  
18 Rue de Dunkerque  
F-75010 Paris

### CAR PARK

**PARIS-CHARLES-DE-GAULLE/TERMINAL 2**  
Terminal Paris CDG 2  
F-95700 Roissy-en-France

### MARRIOTT BONVOY LE PARCHAMP PARIS BOULOGNE

114 Route de la Reine  
F-92100 Boulogne-Billancourt  
Tel. +33 1 81 89 06 80

## EMERGENCY NUMBERS

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

**A-ROSA VIVA:** +49 170 458 31 25

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

