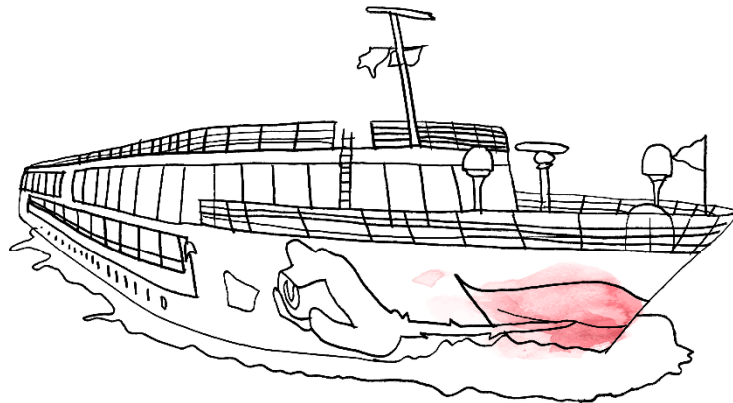


SAIL AWAY

DANUBE

CRUISES FROM/TO VIENNA

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 Danube 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, 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.

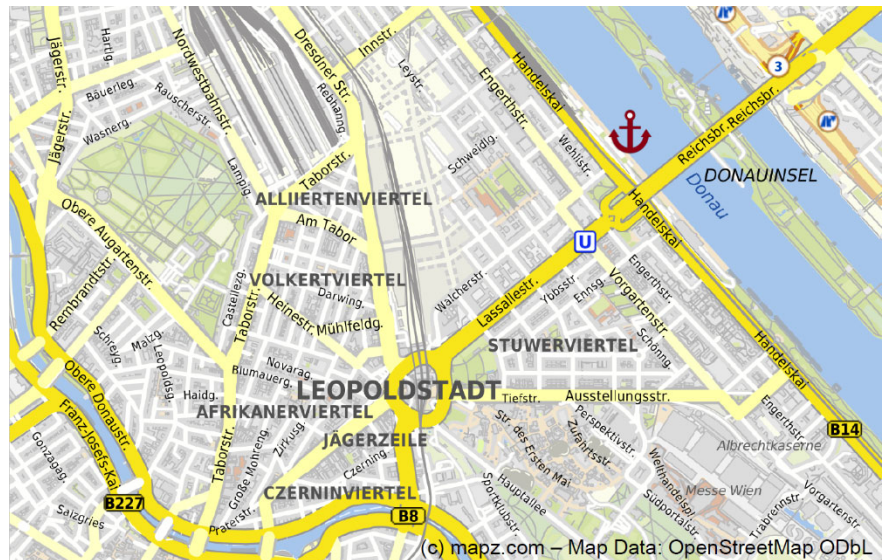
EMBARKATION AND DISEMBARKATION

BERTH

The embarkation and disembarkation will take place at the following berth:

Handelskai "Schiffsanleger 1"
1020 – Vienna, Austria
(near to the "Reichsbrücke" and
subway station "Vorgartenstraße")

The berth is reserved for the season
2023 for the embarkation and
disembarkation of A-ROSA guests in
Vienna. There may be changes of
berths for some travel dates. If
possible, we will inform you in
advance.



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.

CHECK-OUT

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

ARRIVAL AND DEPARTURE

PARKING IN VIENNA

In Vienna, A-ROSA does not have a contractual partner for a parking service. There is a public, unattended parking space at the "Handelskai", where you may leave your car during your cruise.

ARRIVAL BY TRAIN

If you have booked your arrival via A-ROSA, please contact the **A-ROSA Service Center** (Tel. +49 381-202 6001 or email service@a-rosa.de) to arrange a transfer for your arrival in Vienna.

If you've booked your own train tickets, you can either take a taxi from the main train station to your A-ROSA cruise ship for approx. € 25 or take the metro. To take the metro, please take the U1 to the station "Vorgartenstraße" and walk in the direction of the Reichsbrücke. From here, you will see the pier and the cruise ships. Please walk to the pier and turn left until you reach the A-ROSA cruise ship. The walk is approx. 700m on foot.

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 VIENNA AIRPORT TO THE CRUISE SHIP

After your flight has landed at Vienna Airport, please go through immigration and pick up your checked luggage, before proceeding to the arrival hall. After leaving the security area, please go to the meeting or information point, approx. 10 metres behind the exit on the right-hand side. Here, an employee from our partner Globus will wait for you with a corresponding sign. Depending on the number of participants, this sign will either have your name or simply A-ROSA on it. You will then be taken to the transfer bus (usually a minibus), which will transfer you to your A-ROSA cruise ship.

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.

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.

IMPORTANT ADDRESSES

BERTH IN VIENNA

Handelskai
Schiffsanleger 1
1020 – Vienna, Austria

EMERGENCY NUMBERS

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

A-ROSA DONNA: Tel. +49 170 - 458 11 25

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

