

CRUISING WITH AVALON – EUROPE

Welcome to Avalon Waterways, where you are family and can expect to be treated like family. We know you have a choice when it comes to travel, and by choosing us you benefit from more than 90 years of experience managing travel to worldwide destinations. We do everything to ensure your vacation is worry and hassle free, so you can relax and enjoy the cultures, sights, and people you meet during your travels.

This *Cruising with Avalon* document is designed with you in mind, with helpful hints to help you prepare for and enjoy your vacation on board your Avalon vessel. It is your guide to getting ready, and contains general information about cruising with Avalon.



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ON BOARD YOUR AVALON SHIP

Cruise Director

Experienced. Knowledgeable. Friendly. Efficient. These words describe the outstanding group of travel professionals whose mission is to make your vacation the best ever.

We set very high standards and dedicate a lot of time and effort to selecting just the right Cruise Director for your vacation. We eagerly use their firsthand experience to refine our product. Our cruise itineraries are updated for each new season and, if necessary, even during the season to make your travel more rewarding. Cruise Directors have a major say in the process—and you benefit!

Your Cruise Director will help you make the most of each day and will deliver interesting commentary in English. We receive numerous letters from our past guests praising their Cruise Directors for the skills, energy, and special personalities they bring to the table—testimony that these professionals are the best in the business!

Your Cruise Director will be available from the very first day of your cruise with information about your daily itineraries and suggestions for your free time on day one.

Animals

We regret that no animals or pets are allowed on board.

Camera

Your vessel is equipped with an onboard, forward-facing camera. Images are relayed to a dedicated channel on the television in your cabin.

Cruise Attire Recommendations

Our goal is to make you feel at home on your Avalon cruise. That’s why the dress code on board is casual and comfortable. Formality is not our style, and you won’t be required to pack dresses or sport coats for your Avalon cruise. Some guests do prefer to dress up for occasions such as the Cocktail and Farewell Dinner. You’re welcome to wear what suits you best.

We also like to keep things comfortable for all guests, so we kindly request that shorts not be worn in the Panorama Dining Room or Panorama Lounge in the evenings, and that bathing suits are worn only on the Sky Deck.

Some optional excursions, especially those to evening events, may have dress code requirements. Excursion descriptions available in MyAvalon include any details you'll need to be prepared.

With these small suggestions, your style is fine with us, and your comfort is always our priority.

Double Docking

Due to the popularity of river cruising and limited docking positions in the towns and villages along the waterways of Europe, all river ship companies may sometimes have to share docking spots resulting in double docking. Docking places are assigned to river cruise companies by the local authorities in the same way that airport authorities assign airport docking to airlines. River cruise companies cannot choose where they wish to dock. The term "double docking" is used when two to three river ships are side by side, temporarily obstructing the view. We would like you to be aware that this could happen on your cruise, but it should not take away the enjoyment from this excellent experience along the rivers.

Electricity

Onboard electricity is 220 volt. Wall sockets take a European 2-prong plug. To use any small personal appliance such as an electric razor, curling iron, or electric plug-in alarm clock, you will need an adapter to plug into the wall sockets for dual-voltage appliances and a converter as well as an adapter for appliances that are not dual voltage. Converters must be EU certified. Cheap, non-certified converters may damage your appliance and are a fire hazard on the ship. Bathroom sockets are solely for razors (and/or battery chargers for digital cameras, mobile phones); the use of hairdryers, curling irons, etc., is only permitted in the bedroom area of the stateroom. Two USB ports are available in each stateroom.

Elevators

All vessels are fitted with an elevator. The elevator reaches all stateroom decks as well as the restaurant and lounge, but does not go up to the Sky Deck.

Language

The official language on board is English. All announcements and lectures will be presented in English.

Newsletter

A daily newsletter is produced on each ship and features information about daily activities, excursions, tour departure times, and more. While on board, it will be available in electronic format on your Avalon GoApp, on the informational kiosks on the ship and on the TV in your stateroom.

Shipboard Account

The official currency on board our vessels is the Euro. In order to make your life easier, we use a credit system and charge everything you purchase (drinks, items from the gift shop, telephone calls, etc.) to your shipboard account. On the day before the end of the cruise, you will receive a bill showing all charges. This bill can be settled in cash (Euro) or by credit card. American Express, MasterCard, and Visa are accepted. *US, Canadian, and Australian Dollars, and British Pounds are also accepted as payment, and are exchanged at the current bank rate. We regret that we cannot accept any other currencies or personal checks/traveler's checks.*

Ship's Plumbing

Please do not throw extraneous objects into the sinks or toilets. Drain pipes and the ship's own sanitary plant are very sensitive, and repairs may be difficult while cruising or even while in port. Waste baskets and disposal receptacles are provided in all staterooms and bathrooms for your convenience.

Smoking

All ships operating on European rivers follow a strict indoor non-smoking policy. Smoking includes cigarettes, e-cigarettes, cigars, e-cigars, or any other smoking or vaping device. Ashtrays are provided on outer decks where smoking is permitted. When smoking on deck, please never throw a cigarette end overboard since the wind could carry it through an open window on a lower deck. For the safety and comfort of all on board, we greatly appreciate your cooperation in observing the smoking policy.

Sky Deck

The Sky Deck is furnished with complimentary deck chairs that are available to all guests. Please note that on some stretches of river our ships have to pass under particularly low bridges. During these times, the Sky Deck may be closed and off limits until the Captain deems it safe to re-open it. *For your safety, we ask that you respect these closures.*

ONBOARD SERVICES & AMENITIES

Adventure Center

The Adventure Center is your source for active gear, including bicycles, maps, and more for active pursuits both on board and off. Please refer to your Adventure Host.

Adventure Host

An experienced, English-speaking Adventure Host accompanies every departure, and is available as your guide for fitness activities and active excursions.

Email & Internet

Wi-Fi is available on board and internet service is free of charge.

Fitness Center

The Fitness Center is outfitted with exercise equipment that is freely available to all guests. Hours of operation are available at Guest Service. Please note that there is no attendant on duty; use of the equipment is at your own risk. Without limitation, Avalon Waterways and its affiliates are not responsible for any accident or injury sustained during the use of any exercise equipment.

Games

A selection of games is available for the use of our guests. For the convenience of other guests, please return the game once you're finished with it.

Laundry

Laundry and ironing services are available on board for a fee. Price lists will be available in your stateroom. Please note that clothes cannot be dry cleaned on board. For safety reasons, we ask that you do not iron clothing in your stateroom.

Library

Each vessel has a library or library corner. You may borrow books from the ship's book collection, free of charge. Please return any books that you have borrowed before the end of the cruise.

Medical Services

Should you fall ill, please contact Guest Service at once. Due to the proximity to land, onshore medical services can be called when necessary.

Onboard Shop

Each vessel has an onboard gift shop offering accessories, souvenirs, river maps, gifts, and a limited selection of personal and toiletry items. Details on the items available can be found on the informational kiosks onboard

Room Service

Please note that general room service is not available, but complimentary Continental breakfast and for purchase beverages can be delivered to your stateroom.

Water Station

Avalon takes a refreshing approach to hydration on your cruise. We've eliminated plastic bottles and replaced them with state-of-the-art water filling stations, located in both the Club Lounge and the Dining Room entrance. Simply pack a reusable water bottle and bring it to the filling station and choose from still, sparkling, or even a number of infused water selections. If by chance you didn't bring a bottle with you, no problem at all, simply ask Guests Services to provide one, or you can purchase an Avalon bottle from our gift store.

Whirlpool

The Sky Deck is outfitted with a whirlpool that is freely available to all guests. Hours of operation are available at Guest Service. Please note that there is no attendant on duty; use of the whirlpool is at your own risk. Without limitation, Avalon Waterways and its affiliates are not responsible for any accident or injury sustained during the use of the whirlpool.

STATEROOMS

It's no secret—we've always provided river cruisers the most spacious staterooms in Europe. We offer award-winning Avalon Deluxe Staterooms, our spacious 200-square-foot Panorama SuitesSM, and 300square-foot Royal Suites—to give you even more room to relax and enjoy the most expansive views of Europe!

On any deck, your well-appointed stateroom is a spacious refuge of inviting home-away-from-home features. Enjoy ample closet space; a large private bathroom featuring full shower with glass door; and deluxe beds with premium mattress covers, super-combed cotton linens, European-style duvets, and your choice of soft or firm pillows. And, of course, don't miss out on the never-ending views from the large windows or floor-to-ceiling sliding-glass doors.

Air-Conditioning & Heating

All staterooms are equipped with individual air-conditioning and heating controls, which will be explained by the staff when you check in to your stateroom. If you have questions during the cruise, Guest Service

will be pleased to assist you. Please note that the air-conditioning systems are sensitive and it may take time to feel the effects of the temperature adjustment.

Comfort Collection Beds[®]

Our popular Comfort Collection Beds[®] feature four different choices of firmness for your mattress and a selection of pillows for a great night's sleep.

Hairdryers

Each stateroom is equipped with a hairdryer. Please contact Guest Service if there is no hairdryer in your room.

Safe

Although it is best to leave valuables at home, all staterooms are equipped with a safe. Please store jewelry and valuables in the safe when you are away from your room. Items that exceed the size of the safe can be checked into the ship's safe at Guest Service.

Telephone

Each stateroom has its own telephone. This may be used to call room to room and ship to shore. Any applicable charges are placed on your shipboard account. Because the phone system for ship-to-shore calls functions via satellite, there may be times, depending on routing, when reception (and, therefore, calling) is not possible. Instructions for using the phone are in each stateroom. Please be aware that the cost of calls from and to the ship is considerably higher than from normal land lines.

Television

Your ship is equipped with a satellite system and there is a television in each stateroom. There are several TV channels with US and English programming as well as a shipboard informational channel and a channel with entertainment videos. There may be times when satellite reception is poor or unavailable for short periods.

Stateroom Upgrades

Depending on availability, it is possible to purchase a stateroom upgrade once you are on board the vessel. Please contact your Cruise Director.

MEALS & BEVERAGES

Cuisine

All meals on board are prepared by European chefs and consist of European-style food that has been adjusted to suit the tastes of international guests. Daily early-riser and late-riser Continental breakfast is available, as well as a full breakfast buffet with made-to-order egg station. Lunch generally offers salads and sandwiches, hot entree, and dessert. Alternatively, a light lunch option is also available. Afternoon coffee and tea with cake is served daily. Dinner is a multi-course meal with a selection of entrees. Local specialties are served, where appropriate.

Dining

Avalon offers FlexDining with flexible seating times to better accommodate your schedule, and more options for menu items and venues, including our Panorama Dining Room, Panorama Bistro for a casual select buffet, Sky Grill for al fresco favorites, complimentary Continental breakfast via room service, and made-to-order picnic lunch boxes for independent on-shore excursions. Meals that are served in the Panorama Dining Room are a single sitting with open seating, so you can sit at a different table each meal to meet fellow guests. In the interest of fairness to all guests, we cannot make table reservations. All meals on board the ship are included.

Beverages

Coffee, tea, and iced tea are available free of charge throughout the day from the self-service coffee stations on board our Avalon ships. Regional wine, beer, and soft drinks are included with lunch and dinner. The bar in the main lounge is open daily, and offers a wide variety of cocktails, spirits, wine, and beer for purchase. A full price list is available; payment is made through your shipboard account. Should you wish to bring your own wine on board and drink it in the public areas of the ship, the maitre d'hotel or bartender will be happy to serve it to you—a corkage fee will be charged.

Breakfast

On board your Avalon ship, you can enjoy daily early-riser and late-riser Continental breakfast—or a wonderfully prepared full breakfast buffet with made-to-order egg station, juices, and complimentary sparkling wine for mid-risers. Room service is also available for complimentary Continental breakfast and for-purchase beverage service.

Lunch

Lunch on board your Avalon ship generally includes a buffet featuring pasta and carving stations and a variety of other dishes. On all Suite ships, you may also dine for lunch in our Sky Bistro/Grill (weather permitting) or enjoy a simple light lunch. Regional wines, beer, soft drinks, coffee, and tea are included with all lunches.

Dinner

In the Panorama Dining Room, dinner consists of a four- or five-course a la carte meal prepared by expert European chefs. You will have your choice of appetizers, soups, salads, entrees, desserts or cheese, plus all dinners on board your Avalon ship include regional wines (red or white), beer, soft drinks, and after-dinner coffee and tea. Alternately, a more casual dinner option is available on all Suite Ships and features a buffet of select dishes and beverages in the Panorama Bistro.

Other Food Aboard Your Avalon Ship

In addition to daily breakfast, lunch, and dinner, your ship's crew also makes available to you Afternoon Tea, featuring tea, coffee, and sweet treats.

Dietary Requests

If you have special dietary requests, please advise your Travel Agent or Avalon Waterways at the time of booking. Upon check-in on the ship, our chef and maitre d'hotel will be available to discuss your special

dietary requests. Please note that facilities to accommodate special dietary requests are limited, and while the chefs will try to accommodate requests, no guarantees can be made.

EMBARKATION

If you are arriving for your cruise on embarkation day and have not purchased transfers to your ship, you will be responsible for making your own way to the embarkation docking location. Your Travel Documents will include information about how and when docking locations will be provided.

You are welcome aboard any time on embarkation day. Staterooms, however, will not be available until 4 pm. Upon embarkation, you will meet your Avalon crew, who will assist with check-in. You may leave your luggage on the ship while you explore. Mandatory safety meetings will begin at 5 pm.

DISEMBARKATION

Your Cruise Director will explain disembarkation procedures at an appropriate time before the end of the cruise. Check-out from your ship stateroom is by 9 am. Transfers are operated from the ship to the airport (no stops at any hotel). Last operated transfer from the ship to the airport is 3:30 pm.

ITINERARY & SIGHTSEEING

Daily Program & Sightseeing

Local sightseeing is included as per your itinerary description. In each instance, this has been arranged to show you each destination's most important sights with free time available, depending on the cruise schedule. Participation in the included sightseeing tours is not obligatory. It is, however, your responsibility to be back on board in time for departure of the ship. Guests will always be clearly informed of the departure time. While on board your Avalon ship, please refer to the informational kiosks for details about sightseeing throughout your cruise.

Ship's Departure

The ship will depart promptly from each stop in accordance with its cruising schedule, and is unable to delay departure for guests who may not be on board. Unless you are on a ship's excursion accompanied by the appointed guide, it is your responsibility to be on board the ship prior to the ship's departure. If you miss the ship's departure, it is your responsibility to make your own way to rejoin the ship at a subsequent stop. Without limitation, Avalon Waterways is not liable for any costs or losses incurred if you miss the ship's departure for any reason.

Itinerary Disruptions

Mother Nature (water levels and weather conditions), man-made conditions (maintenance or repair of locks that all ships must pass through), as well as logistical obstacles due to labor strikes or natural elements can create unforeseen disruptions to river navigation.

Our dedicated ground team, fleet of comfortable motorcoaches, long-term relationship with quality hotels, and a global tour operations network allows us to quickly address any changes (other than minor deviations stated in our Terms & Conditions) that require alternative plans during your cruise, including changes in embarkation/disembarkation locations, utilizing other Avalon ships in the area, providing alternative sightseeing excursions, or offering comfortable hotel accommodations.

AvalonGo App

Our complimentary AvalonGo App, available for your mobile device, keeps you informed and on course before and during your vacation. Find schedules, transfer details, daily itineraries, GPS, and dining and entertainment options for free time in each destination. More information can be found in your Important Travel Documents, which are available approximately 2-3 weeks prior to your vacation.

OPTIONAL ACTIVITIES & EXCURSIONS

We already include the must-see sights and experiences in all our itineraries, but we understand that you may want to craft a more personal vacation. We accommodate these wishes by allowing you to hand pick from our selection of optional excursions that may appeal to you. Whether it's a special dinner, a local show, or a special behind-the-scenes glimpse into an historical sight, optional excursions are a wonderful way to enrich your vacation even further.

In order to help you maximize your free time, each vacation offers several optional highlights that are specifically planned for your vacation at reasonable, all-inclusive prices. A listing of optional excursions available for your vacation will be published in your Important Travel Documents, which are generally received 2-3 weeks prior to departure.

Avalon also offers you the opportunity to review and pre-purchase optional excursions for your cruise before departure. After making your booking, log in to www.AvalonWaterways.ca/MyAvalon to see available optional excursions that were selected especially for your vacation. Once you register, you can purchase available optional excursions of interest to you, customizing your vacations exactly as you desire. Your cruise itinerary may also feature Included Choices, where you are offered a choice between multiple included sightseeing options. Included choices can be pre-selected online alongside optional excursions. We recommend you book early to secure space. By city, our specially designed system will show you what is available, with descriptions, pricing, and timings for each excursion. Review at your leisure. Purchase what you want. All that is required to purchase optional excursions and/or select your choice of included excursions is a valid, open invoice number and your login information. Optional excursions and included choices are available to purchase in advance online 90-4 days prior to departure.

Payment for Optional Excursions

Payment for activities and excursions will vary, based on the vacation and from where the excursion is purchased. Purchasing excursions and activities at www.AvalonWaterways.ca/MyAvalon can only be made by credit card. On cruise, payment can be made by cash or credit card. Your Cruise Director will advise you of any exceptions. We accept Visa and MasterCard. On vacation, we are unable to accept debit cards, traveler's checks, or personal checks as payment for activities and excursions.

GUESTS WHO NEED ASSISTANCE

Please report any disability requiring special attention to Avalon at the time of booking. We will make reasonable attempts to accommodate the special needs of disabled guests, but may not always be able to do so. Access to some establishments may not be convenient for wheelchairs, and other facilities may be limited for disabled guests. Most transportation services, including the touring motorcoach, are not equipped with wheelchair ramps. We regret that we cannot provide individual assistance to guests for walking, dining, getting on and off motorcoaches and other vehicles, or other personal needs. Please do not rely on the Cruise Director, Local Guide, or driver to assist with walking or maneuvering through the sites, as he/she has responsibilities to all guests within the group. A qualified and physically-able

companion should always accompany guests who need such assistance. Please see the booking Terms & Conditions regarding guests who need special assistance while on cruise.

For maximum enjoyment of your trip, be prepared for daily walking (up to two hours) involving stairs, cobblestones, and uneven surfaces. Historic city centers are usually more accessible by foot than vehicle. Sometimes, it is not possible for your motorcoach to drop you off right at entrances to hotels and sights. For daily sightseeing, please wear comfortable, sturdy, tried-and-tested walking shoes with rubber soles that help grip slippery/uneven surfaces. You may want to consider bringing a collapsible walking stick if you have mobility difficulties. Stateroom doors and restrooms are not wide enough to allow access by standard wheelchairs, and bathrooms and other doorways may be fitted with coamings. For safety reasons, guests in wheelchairs cannot be carried on ramps in ports where the ship is at anchor. Motorized scooters are not allowed on board.