



CRUISE COMPANION

• Europe •

You deserve the best.

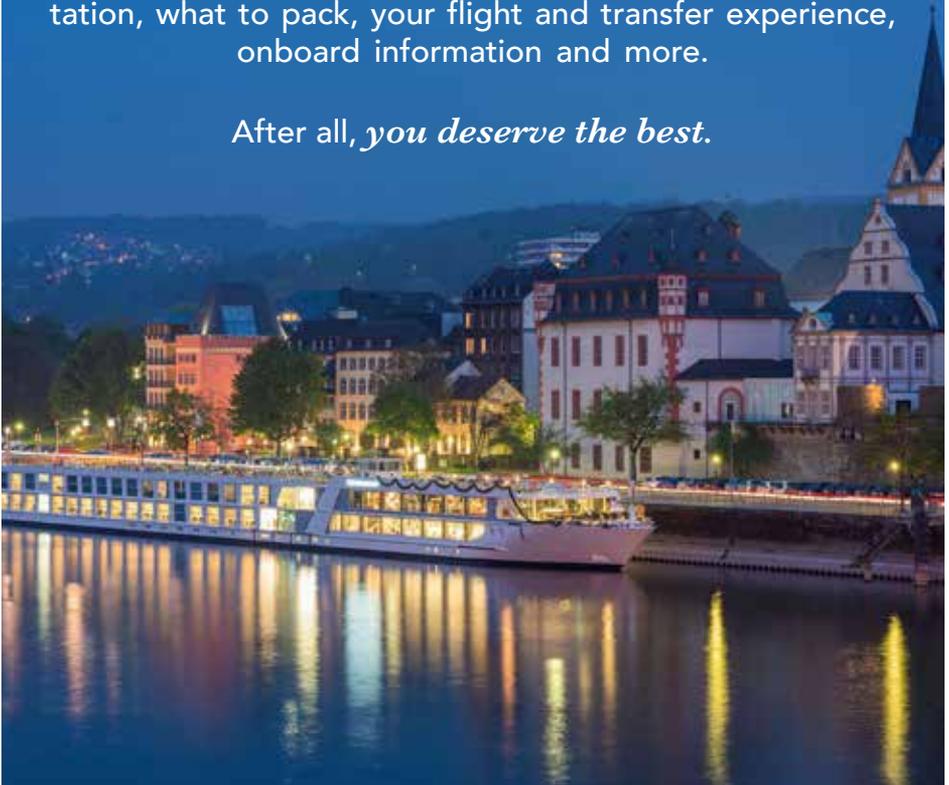


YOUR KOSHER RIVER CRUISE EXPERIENCE STARTS *even before you step onboard.*

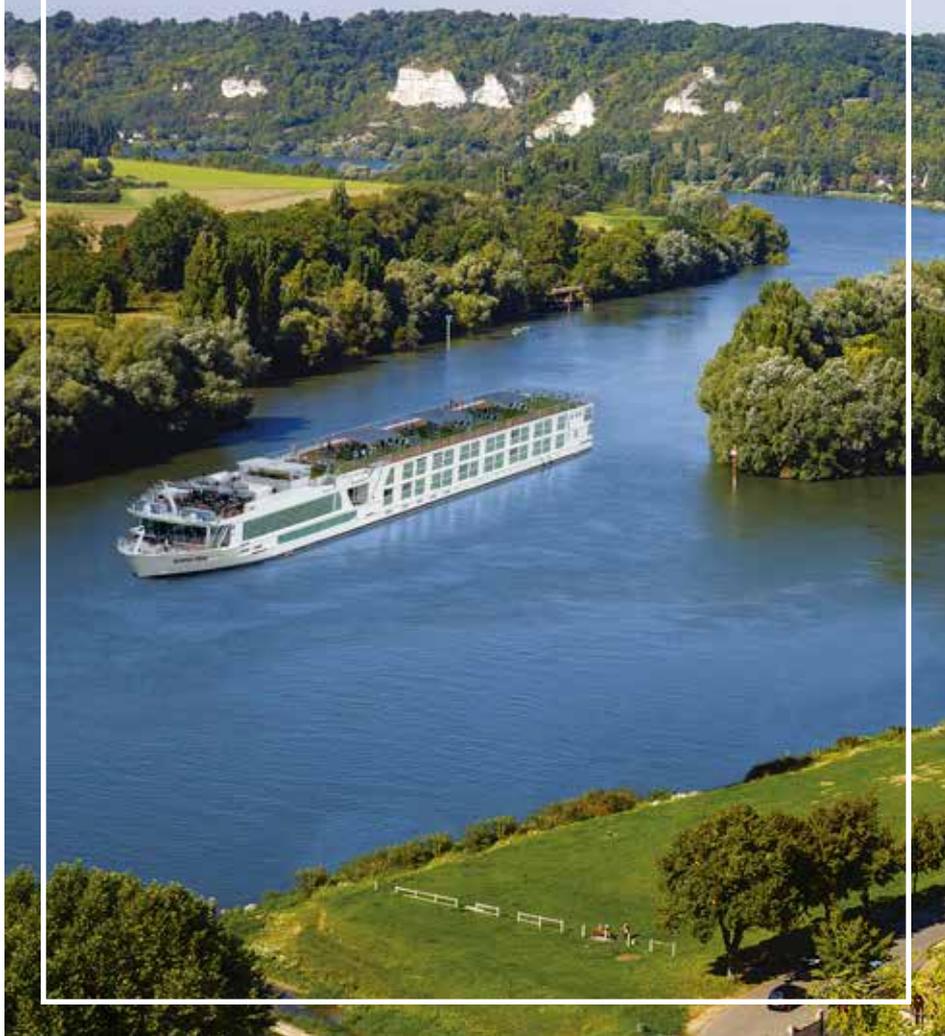
On a river cruise with K kosher River Cruises, we take care of every single need and desire you have when you travel with us so you can make the most of your time onboard and onshore.

That's why we've prepared this booklet for you, in hopes that you'll be able to plan your trip worry-free. As you read through, you'll find valuable tips on cruise documentation, what to pack, your flight and transfer experience, onboard information and more.

After all, you deserve the best.



**WE ARE THRILLED YOU'VE
CHOSEN TO CRUISE WITH
KOSHER RIVER CRUISES**



PRE-CRUISE/TOUR

7. *Documentation*

Passports	Cruise/Tour Documentation
Visa Requirements	Final Documentation
Passenger Information Form	WhatsApp
Travel Protection Plan	

10. *Travel Essentials*

Weather	What to Wear
---------	--------------

12. *Health and Mobility*

Physical Limitations	Medical
Special Diets	

14. *General Money Matters*

ATMs	Credit Cards
Currency Exchange	Transaction Fees

TRAVEL

16. *Air Travel*

Baggage Limitations	Airport Security and Check-In
Luggage Tags	

19. *Transfers*

Airport Arrival and Departure Transfers
Private Car Transfers
Guests With Independent Arrangements

21. *Air Travel Issues*

Late Flight Arrivals and Missed Flights
Baggage Delays

23. *Arrivals and Departures*

Arrivals	Departures
Hotel Check-In and Checkout	

ONBOARD

24. *Onboard Amenities*

Dining	Internet Access
Ice Machine	Safety Deposit Box
Mail	Phone Information
Health and Hygiene	Complimentary Beverage Program
Water	Laundry

28. *Onboard Facilities*

Sun Deck Access	Mooring and Docking Facilities
Fitness Center	Spa Treatments and Massage
Front Desk	Staterooms and Suites
Gift Shop	Elevators
Lounge and Coffee Station	Synagogue & Davening
Shabbat Onboard	Kashrut
Special Dietary Requests	

ONSHORE

31. *Onshore Experience*

Excursions	Shopping
Let's Go	Quietvox
Gratuities	

ESSENTIALS

33. *Terms & Conditions*

Omissions	Visitors
Responsibility and Waiver	Smoking

34. *Frequently Asked Questions*



DOCUMENTATION

Passports

All Kosher River Cruises require a passport. In most cases, passports must be valid for six (6) months after the scheduled return date from the trip. Each guest is fully responsible for obtaining and carrying the travel documents necessary for his or her travel itinerary. Kosher River Cruises will not be responsible for any delays, damages and/or losses, including missed portions of your trip, related to improper or absent travel documents.

Visa Requirements

Some citizens (depending on country of residence) may be required to obtain visas to enter certain destinations. Guests may contact each consulate of the country or countries to be visited or their airlines for specific requirements. Useful Travel and Entry Information can also be found at kosherrivercruise.com in the FAQ navigation bar drop down "Travel Requirements" section and clicking on the Travel Requirements button to be taken to secondary site that may have useful information. Some countries have the option to purchase a visa on arrival at a low cost, however we recommend obtaining all required documents in advance whenever possible.

Whenever using a visa service, it is highly recommended that you provide the service with a copy of your entire travel itinerary. There are times when multiple- entry visas may be required, or when there may be restrictions to entering one country from another depending on your nationality. If the service does not have your full itinerary, this may result in improperly issued documentation.

Passenger Information

By now, you should have completed the Kasher River Cruise Passenger Information upon registration and passport and flight information in your portal or by email. This information is used to comply with certain foreign government and airline security restrictions in advance of your arrival onboard our ships. If you have completed this, we thank you for your prompt attention. If you have not completed this form, please visit our website at kosherrivercruise.com and complete the online Passenger Information in the "Client Portal" section. Each guest must complete this information.

Travel Protection Plan

We strongly encourage you to purchase travel protection when traveling with Kasher River Cruises. Should you choose to travel on Kasher River Cruises without travel insurance coverage you will need to acknowledge your agreement to take full responsibility for all expenses (trip interruption, trip delay, medical expenses, quarantine expenses and emergency evacuation/repatriation) that may arise while traveling with Kasher River Cruises. If you are interested in purchasing travel insurance, you have the opportunity to do so directly via the "Travel Insurance" link on kosherrivercruise.com or contact us for assistance.

During the cruise, it is advisable to have copies of important documents (e.g., first page of your passport, photo identification, credit card numbers and bank/ credit card company phone numbers) in a separate packet, in case the originals are lost or stolen.



Cruise / Tour information

Kosher River Cruises sends all final cruise/tour information between 30 and 21 days prior to your departure, provided that Kosher River Cruises has received all the necessary passenger information and your booking is paid in full. All documents are sent only via e-docs.

FINAL DOCUMENTATION INCLUDES:

- **Tentative Tour Schedule**
- **Airport Transfer Information**
- **Contact Number**
- **Cruise Instructions / Locations**
- **Up to date health protocols and regulations**

WhatsApp

Download the WhatsApp app on your smartphone or tablet so we can add you to our group when you arrive to share important updates throughout your cruise.

TRAVEL ESSENTIALS

The following items are essential for any destination: comfortable walking shoes, sunglasses, sunscreen, a hat, an umbrella and a lightweight raincoat or outerwear garment appropriate for the seasonal weather conditions. It is recommended that you bring duplicates of prescription eyewear, copies of prescriptions for any medication, copies of credit card information and copies of your passport information pages. Make sure that your baggage has identification tags both inside and outside with your contact information and address clearly marked. Do not pack valuables or important medication in your checked baggage unless required to do so by your airline; these should be carried with you in your carry-on baggage. Please contact your air carrier for any additional regulations.

Weather

Today, weather forecasts are widely available at the click of a button on the Internet. Kosher River Cruises favorite resource for up-to-the-minute international weather information is Weather.com. This site features a very informative vacation-planning tool that you may find useful.

What to Wear

Prepare for a variety of weather conditions, depending on your travel season and the regions through which you will be cruising. Layering clothing items is always your best bet, as this allows you to adjust to most temperatures, including artificially maintained temperatures, by adding or removing items throughout the day.

Pack a lightweight waterproof jacket (preferably hooded) or even a heavier-weight windbreaker for colder temperatures.

Comfortable, sporty, smart-casual daywear is fine both onshore and onboard. Everyday slacks, khakis, walking shorts and everyday skirts/dresses are recommended. For warmer temperatures, we suggest lightweight clothing that can be layered. For early spring and late fall departures, you'll find heavier cotton or wool tops and long-sleeved shirts, and pants perfectly suitable. You will participate in a significant amount of walking over uneven terrain during your time ashore. We recommend comfortable walking shoes with good ankle support. Sturdy sandals are another good option.

For evenings, any resort-type wear is perfectly suitable; however, we do ask that you not wear shorts to dinner. Men may want to bring one sport jacket and for special events onboard such as the Captain's Welcome, Farewell festivities, and Shabbos. Women may wish to bring a dress or two for Shabbos, dining, or entertainment experiences.



HEALTH AND MOBILITY

Physical Limitations

Kosher River Cruises trips are exciting, relatively active vacations. While there will be plenty of time to relax, there will also be much to see and do. Your included excursions generally require an extensive amount of walking, as well as navigating numerous steps and cobblestone streets. During shore excursions, guests with physical limitations may have difficulty accessing all sites.

In addition, river ships, while spacious and elegant, are not in compliance with the Americans with Disabilities Act, and some do not have elevators. Kosher River Cruises and their cruise partners, at its sole discretion, reserves the right to refuse passage or to require a current passenger to end his or her trip if the passenger's state of health or physical condition may affect his or her own health, safety, and enjoyment, or that of other passengers.

Use of mobility devices such as wheelchairs, walkers, scooters, etc., is not recommended for travel in Europe, and such devices cannot be readily obtained in the region.

Medical

Kosher River Cruises does not employ staff nurses or doctors onboard its ships, nor can the onboard gift shop carry medications that are sold over the counter in the U.S. and other countries (most European nations allow the sale of medications by licensed pharmacies only). Should you require medical attention, you will need to obtain it at local facilities at your own expense.

Kosher River Cruises is not responsible for any costs incurred as a result of medical service or for the quality of medical care received. A Travel Protection Plan covering medical expenses is highly recommended. Kosher River Cruises has no control over the government regulations that govern money matters on and off the ship. Your understanding and adherence to these regulations are appreciated.

Special Diets

Please advise us of any special dietary restrictions in advance of your departure. This information will be provided to the proper personnel. To the extent possible, and in consideration of local conditions, every effort will be made to accommodate your needs. It is the guest's responsibility to provide us with as much detail as necessary concerning any medically related dietary concerns. Not all dietary requests can be accommodated, and we appreciate your understanding in this matter. Dietary restrictions should be reiterated to the service staff at the time of placing orders in restaurants.



GENERAL MONEY MATTERS

Our ships feature a “cashless” environment onboard, and all charges are billed directly to each guest’s onboard account. Currency accepted onboard for settlement of final bills is either the euro or US dollar (the total amount will be converted into US dollars based on the onboard exchange rate). The major credit cards accepted are Visa, MasterCard and American Express, and these will incur extra bank charges for transactions, which will be your responsibility. Please contact your bank and/or credit card companies to let them know that you will be leaving the country to avoid any problems using your debit and/or credit card(s) overseas.

ATMs: The ship does not have ATMs onboard, but ATMs linked to major bank networks can be found onshore. Most debit and major credit cards can be used for cash withdrawals. Your bank can tell you which network your ATM card can access and whether a debit or credit card must be used. Make sure you have the correct PIN for the card you plan to use before leaving home, as the PIN is required for all money withdrawals. It is also recommended that you bring an overseas contact number for your bank or credit card company in case you require assistance while traveling.

Currency Exchange: Limited currency exchange may be available onboard for the exchange of cash only (US dollars and euros). Credit cards cannot be accepted for money exchange. All hotels and major tourist sites have exchange facilities. We recommend that you do not carry bills in large denominations, as many merchants are hesitant to accept them due to counterfeiting. Local banks can break larger bills into smaller denominations for you.

Credit Cards: Most major credit cards (Visa, MasterCard, American Express) are accepted worldwide. There may be some stores or locations where cash is preferred or where a particular credit card cannot be used for purchases. We recommend bringing at least one major credit card, as well as an ATM card that is both a debit and credit card. It is not advisable to bring travelers checks.

Transaction Fees: Please note currency exchange transactions and ATM cash withdrawals always involve transaction fees. It is always best to inquire as to the fee before exchanging any money. ATMs will typically ask you if you accept the fee before enabling the transaction.



AIR TRAVEL

Baggage Limitations

Airline baggage restrictions change frequently, and each guest needs to check with his or her specific air carrier for limitations concerning baggage weight, baggage size, carry-on regulations, and excess or overweight baggage charges. This information can be found on the carrier's website. Remember to check for both international (over the water) and domestic (intra-continental) regulations, as limitations differ depending on flight routings. Overweight or excess baggage charges vary, and guests who exceed an airline's recommended limit may be asked by the airline to pay fees ranging from \$25 to \$80 US dollars (USD), or possibly more, per infraction.

**Please note that baggage allowance is subject to change. We recommend contacting the airline ahead of your trip to confirm.*

Onboard the ship and motor-coaches, storage space is very limited. Therefore, for your comfort and convenience on the cruise/tour as well as on pre- or post-cruise/tour land stays or optional extensions we ask that you bring one (1) suitcase per person and one (1) carry-on bag per person (excluding purses). Please note that there may be a fee assessed on-site for excess baggage.

Keep an eye on your baggage and all personal belongings—they are solely your responsibility throughout the trip. Kosher River Cruises is not responsible for loss, theft or damage to baggage and personal belongings. A Travel Protection Plan covering lost, stolen, or damaged baggage is highly recommended.

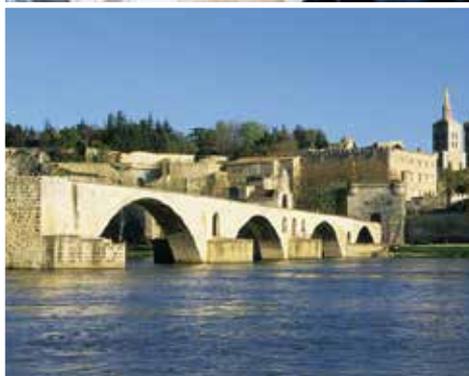
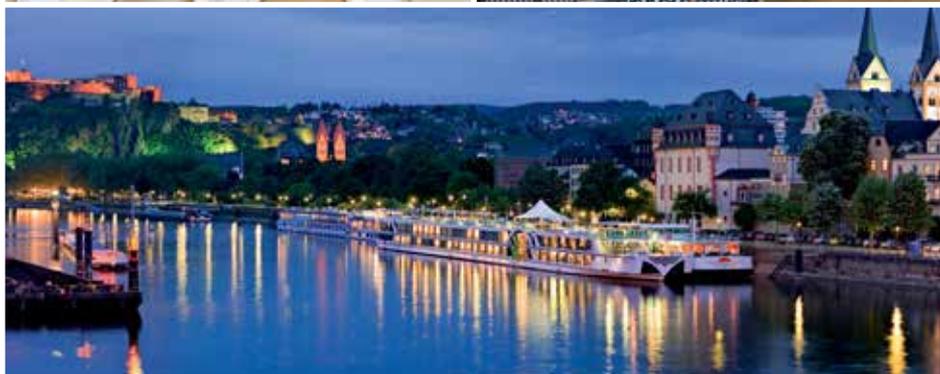
Luggage Tags

All of your baggage must have luggage tags attached containing your first and last name, address and mobile phone number.

Airport Security and Check-In

It is advisable to contact the airline in advance of your departure to verify that there have been no changes to the flight number or schedule. Kosher River Cruises is not responsible for notifying guests of any changes in flight schedules. Please make sure you arrive at the airport at least two and a half (2.5) hours prior to your scheduled departure to complete check-in and security procedures. For peak travel times, you may want to arrive three (3) hours prior to your scheduled departure time.





TRANSFERS

Airport Arrival and Departure Transfers

On all Kosher River Cruises a group arrival and departure transfer will be provided. Private transfers are available at an extra cost and are non-refundable. When you arrive, you will meet your cruise representative at the designated location. If you have booked a private transfer, a representative will be waiting for you outside the customs area. At the end of your trip, you will be transferred to the airport for your flight home. Transfers are only provided on the actual start or end date of the cruise/tour. Porterage services at the airport are not included with transfers.

There may be a wait period of up to two (2) hours for scheduled group arrival transfers. Kosher River Cruises will not be responsible for late arrivals or missed transfers due to delayed, changed, canceled, or missed flights; for missed cruise/tour extension days; or for extra costs resulting from aforementioned circumstances.

Guests who have purchased an optional pre- or post-cruise/tour extension or extra nights with Kosher River Cruises hotel stays will be provided transfers as part of the extension or extra nights purchase, as long as Kosher River Cruises has received their flight information no later than 45 days prior to departure.

For all guests making their own flight arrangements, flight information must be given to Kosher River Cruises no later than 45 days prior to departure in order for transfers to be arranged. Your flight arrangements must also be made in accordance with Kosher River Cruises transfer guidelines. For complete details, visit the kosherrivercruise.com. If your cruise / tour package does not include transfers (i.e., for flights outside Kosher River Cruises recommended transfer time guidelines or if flight details have not been communicated to Kosher River Cruises in time), then please make your way to the ship or hotel as per your itinerary at your own expense.

Private Car Transfers

Private Car Transfers are available on the day of embarkation and disembarkation to/from the airport to your ship for an additional fee. Please see transfer guidelines on The Kosher River Cruises website for details. Please ask your preferred Travel Advisor or Kosher River Cruises for details. In some locations, private transfers are not available due to the distance between the airport arrival city and the port of embarkation and disembarkation.

Guests With Independent Arrangements

For guests who are making their own way to the ship and who are not using Kosher River Cruises transfer options, we strongly suggest that you check your cruise information packet or call the ship to determine its exact location before proceeding to the dock. The ship's telephone number will be shown on your Cruise Tour Information. Docking assignments for river cruise/tour vessels can change at the last minute.



AIR TRAVEL ISSUES

Late Flight Arrivals and Missed Flights

If your package includes a Kosher River Cruise arrival transfer and you experience a travel delay of any kind, please follow the guidelines below.

Upon clearing customs in the cruise-only or cruise/tour start city, look for the Kosher River Cruise representative at the designated location listed on your Cruise / Tour Information. If you have booked a private transfer, a representative will be waiting for you outside the customs area. If you cannot find the Kosher River Cruise representative, please contact the ship's reception once in your arrival city. Their contact information is shown in the contact section of your Cruise / Tour Information. If unable to match you up with a scheduled group transfer, the transfer provider will ask you to make your way to the ship or hotel at your own expense. Costs incurred due to missed transfers are the responsibility of the guest, and in most cases, compensation can be obtained from your Travel Protection Plan provider or airline carrier.

If your delay is serious enough that you miss the starting point of your cruise, you will need to get to the next stop on the ship's itinerary at your own expense. Using the ship's phone number shown on your Cruise/Tour Information, please contact the ship for its exact location on your revised date of arrival. The ship's personnel will advise you on the best course of action. Kosher River Cruises is not responsible for missed transfers or additional costs incurred in getting to the next destination due to missed or delayed flights.

Baggage Delays

Baggage delays do unfortunately occur from time to time, especially during peak travel periods. First and foremost, do not leave the baggage area without completing a Lost Baggage Report with your air carrier. This report is essential to the tracking of your claim. If traveling with a companion, we recommend that one (1) person exit the baggage claim area and locate the transfer representative to inform him or her of the situation. This will allow the representative to ensure that transfers are properly provided. Give the air carrier a copy of your travel itinerary and the ship's contact information. Report your lost baggage to the ship's representative and provide your Cruise/Tour Manager with a copy of your Lost Baggage Report. This will assist our staff in helping to locate your baggage as quickly as possible. Koshier River Cruises is not responsible for loss, theft, or damage to baggage and/or personal belongings. A protection plan covering lost, stolen or damaged baggage is available through the recommended Koshier River Cruise Travel Protection Plan.



ARRIVALS AND DEPARTURES

Embarkation: Guests are to embark no later than two (2) hours prior to the scheduled sailing time.

Official embarkation and disembarkation information can be found in the "Cruise Schedule" document. All times shown are subject to change without notice. Kosher River Cruises is not responsible for any loss, damages, personal costs, or inconvenience incurred due to such changes. On embarkation day, the ship is being cleaned and prepared for your arrival. Most of the ship's facilities, including your stateroom or suite, will not be available before 3 p.m. We appreciate your understanding and cooperation. Should you arrive at the ship earlier than 3 p.m., you may leave your baggage at the Front Desk and take a walk in the area or relax on the top deck. Please keep your hand baggage with you at all times. Complimentary coffee, water and light snacks will be available for your enjoyment beginning at 4:00pm. Please note ship services will not be available for guests until 4:00pm.

Disembarkation: About two (2) evenings before your departure from the ship, your Cruise/Tour Manager will brief all guests about what to expect on the morning of disembarkation and what time to have baggage available for pickup and will distribute any documentation necessary to make your departure as smooth as possible. All guests must vacate their staterooms and suites no later than 9 a.m. the day of disembarkation so the staff and crew can prepare for the next group of guests. Breakfast hours are coordinated around airport transfer times, which, in some cases, can be very early in the morning. It is not unusual in some destinations to have airport transfers as early as 4 a.m. In such cases, we will provide guests with coffee, tea, juices, and pastries from our 24-hour coffee station. Guests will also have packed lunches available for pick-up for your journey home.

Hotel Check-In and Checkout: Most hotels do not allow check-in earlier than 2 p.m. If you arrive at the hotel before 2 p.m., you may need to wait until the room becomes available. Hotel checkout must be no later than 12:00 noon.

ONBOARD AMENITIES

Dining

Your ship's main onboard restaurant provides a relaxed environment and accommodates all guests for breakfast, lunch, and dinner, offering both local and international cuisine. Additionally, specialties of the chefs and regional dishes will be featured during dinner.

All beverages are included during your cruise (premium wines and spirits, local beers, coffee, tea and more). If the cruise company does not offer an all-inclusive beverage package (beverages outside of meals times), guests will receive a monetary cruise credit in its place that can be used to pay for any onboard services not covered as part of your cruise package.

Cruises carries a number of very high-end choice spirits that are not included in the drinks package but are available for purchase.

All mealtimes are scheduled around tour departures, and breakfast can take place very early in the morning. Please notify Kosher Cruises immediately if you have any special dietary concerns or considerations that need to be taken into account while traveling with us. We will do our best to ensure that your request is accommodated, but we cannot guarantee that every request can be met in all cases.

Kashrut

Unique to Kosher River Cruises, the entire ship will be kosher and under strict supervision. Absolutely no outside food or drink (that has not been distributed by Kosher River Cruises) will be allowed on board without the consent of the Rav Ha Machshir. MASHGIACH

Shabbat On Board: For the duration of Shabbat, we will be docked with our engines off. Those interested in walking the surrounding area may do so either on their own or with our guided Shabbat afternoon walking tour. Please note most of our Shabbat docking stations will have no eruv.

Special Celebrations: If you are celebrating a birthday, anniversary, or honeymoon during your cruise, we will be happy to honor the event. Please advise the KRC office prior to your arrival.

Ice Machine

For your convenience, on most ships a self-service ice machine is available. Please ask the bartender for an ice bucket when required.

Mail

Stamps may be available for purchase at the Front Desk. Mail is posted daily unless local mail facilities are not available. Kosher River Cruises is not responsible for mail that is not properly delivered to the addressee by the postal service.

Health and Hygiene

As part of our commitment to a clean, safe, and healthy onboard environment, Kosher River Cruises ships practice a strict sanitization protocol. To assist us in this important matter, we kindly ask all guests to frequently wash their hands and to consistently use the hand-sanitizer machines when entering the ship and when entering the restaurant. The machines are located throughout the ship in addition to the restaurant and main entrance. We thank you in advance for your cooperation in this very important matter.

Water

All ships have been outfitted with a sophisticated filtration system, and the tap water in each stateroom and suite is safe for drinking. In addition, bottled water is provided in your stateroom or suite for your comfort. Also, for your convenience, we've provided two reusable, eco-friendly water bottles in each stateroom and suite that may be refilled and carried along on your daily shore excursions. The bottles are yours to keep as a souvenir of your voyage.

Internet Access

Wi-Fi is available throughout the ship and is generally best in the main lounge. Wi-Fi service is complimentary and included as part of your all-inclusive Kosher River Cruise package.

Please note: The Internet connection might not be available in remote areas or when transiting locks. Expect the connectivity speed to be slower than your home connection and not suitable for services requiring a high bandwidth.

Safety Deposit Box

Each stateroom and suite onboard and hotel room onshore comes equipped with a safe. We urge you to leave valuables at home. We are not responsible for any valuables left in your stateroom or suite. Any charge to return “lost and found” property onboard will be at the owner’s expense. Please beware of pickpockets when ashore.

Phone Information

When placing calls with your mobile device while overseas, it is necessary to enter your country’s international access code prior to entering the phone number for the ship, hotel, or transfer contact. For example, guests in the U.S. and Canada will dial 011, followed by the phone number listed on the Cruise/Tour Ticket.

Laundry

In some ships a launderette containing a self-service washing machine, dryer and iron is available for your use. There are no dry-cleaning facilities. In most cases the ships provide washing, drying, and ironing services for a fee.

Note: *Amenities and deck plans may differ per itinerary. Please refer to kosherivercruises.com for full details*



ONBOARD FACILITIES

Sun Deck Access

For safety reasons, access to the Sun Deck may be limited or restricted while passing through locks and areas with low bridges, and during inclement weather.

Fitness Center

The Fitness Center is open 24 hours a day. Use of the fitness equipment is at your own risk.

Front Desk

The Front Desk operates 24 hours a day. The Night Receptionist will make hourly safety checks of the ship.

Gift Shop

There is a gift shop onboard with a limited selection of toiletries, souvenirs, and other sundries. All purchases are charged to your shipboard account. The hours of operation are adjusted to each day's program.

Please note: No over-the-counter medications are available, in accordance with international laws.

Lounge and Coffee Station

The onboard lounge provides spectacular, expansive views at every turn. Relax in the comfort of soft chairs and sofas upholstered in fine fabrics and leathers. Plus, you can enjoy our full-service bar.

Complimentary coffees and teas are available at each ship's coffee station 24 hours a day. The lounge also serves specialty coffees and finely brewed teas on order.

Note: *Amenities and deck plans may differ per itinerary. Please visit kosherrivercruise.com for full details.*

Mooring and Docking Facilities

Local river authorities allocate docking space based upon ship arrivals and departures in port. Typically, river ships dock facing upstream, against the current. Occasionally, port conditions require ships to tie

up alongside each other, in which case guests may be required to walk through another ship to get to their own ship. This is part of the river cruise/tour experience and is perfectly normal and beyond the control of Kosher River Cruises. Guests may experience obstructed views from staterooms and suites when the ship is docked.

Spa Treatments and Massage*

Spa treatments and massage services are available onboard the ship. These services are available for a fee and can be paid for at the time you settle any of your onboard charges prior to disembarkation from the ship.

Staterooms and Suites

All staterooms and suites have river views and include an individual thermostat for air-conditioning and/or heat, a flat-screen TV, an internal telephone, a safety deposit box, a bathroom stocked with body products, a luxurious bathrobe for each guest, complimentary bottled water, a hair dryer, and an umbrella. Electrical current is 220V, the European standard; however, each stateroom and suite may have one 110V outlet. A converter is recommended for those traveling from 110V countries. The majority of staterooms have hotel beds that can be positioned separately or together. Non-allergenic bedding may be available upon request. Your stateroom or suite will be serviced by your Stateroom/Suite Housekeeper on a daily basis. Security and maintenance checks may also be performed. Some ships feature butler service in the suites.

*** Please visit kosherrivercruise.com for details of ships' amenities and service for your specific cruise program.*



ONSHORE EXPERIENCE

*Excursions**

Each cruise/tour program includes comprehensive shore excursions led by a local English-speaking expert; these excursions have been designed to provide you with the best possible experience ashore.

A complete day-by-day shore excursion itinerary is available online. Details for your particular itinerary can also be found at: kosherrivercruise.com.

Let's Go

On some ships, complimentary bicycles and Nordic walking sticks may be available for your onshore enjoyment. Bicycle and walking paths are easily accessible from some of the ports of call. Your Cruise/Tour Manager can offer recommendations. The number of bicycles and Nordic walking sticks available is limited, and they can only be reserved through the Front Desk 24 hours in advance of the time you wish to use them (or on the day of, if available). Their use is solely at your own risk; all guests must sign a release form prior to using bicycles or Nordic walking sticks.

Gratuities

Gratuities during your program are included during the cruise. You always have the option of giving additional gratuities to any ship staff that you feel may have gone above and beyond in making your vacation extra special.

Note: Amenities and excursions may differ per itinerary. Please visit kosherrivercruise.com for full details.

Shopping

Time for shopping is allowed for within the framework of most sight-seeing programs. Actual time available for shopping may be limited due to tour constraints. Keep in mind that many shops in Europe may be closed on Sundays and holidays. Shopping recommendations can be made by your Cruise/Tour Manager and shipboard staff. Larger stores accept most major credit cards. Market vendors and small stores usually only accept local currency. It is a good idea to take a small amount of cash for on-the-spot gratuities or to purchase souvenirs or sundries.

Quietvox

Quietvox portable audio headset systems are used for on shore excursions and tours, so that you will always be able to hear your local expert's commentary with ease and comfort. Connection to the local expert's transmitter takes about 40 seconds, so if you do not hear the local expert straight away, please be patient.



TERMS & CONDITIONS

Omissions

Kosher River Cruises is not responsible for omissions or printing and/or presentation errors in brochures, on Internet sites or in any other media where such information may be presented; we reserve the right to make corrections as required.

Responsibility and Waiver

The guest accepts the terms and conditions of the Passenger Contract when participating in any organized shore excursion/tour that is provided by Kosher River Cruises. Participation in some shore excursions or tours may also be subject to an independent operator's own terms and conditions.

Visitors

Visitors are generally not permitted onboard the ship and are not allowed to join any shore excursions. Please make arrangements to meet your friends and relatives onshore.

*Smoking**

The ship maintains a non-smoking environment in all public areas and in the staterooms and suites. Smoking is only allowed on designated parts of the Sun Deck, which are marked on the deck plan in your room directory. For the comfort of all passengers, smoking is not permitted on sightseeing or transfer vehicles.

FREQUENTLY ASKED QUESTIONS

I'm concerned about my physical ability. What do I do?

Guests with mobility concerns should discuss their concerns with Kasher River Cruise staff in advance of their departure. Guests requiring the use of a mobility device, such as a wheelchair, motorized scooter, or walker, may not be able to participate in many shore excursions or use such devices onboard the ships. Also, guests who are limited in their ability to walk long distances may also have difficulties, as there is often uneven terrain on many shore excursions.

How accurate and up to date are the shore excursions and tour descriptions?

Kasher River Cruises does everything possible to ensure that shore excursions are performed as promoted. In certain circumstances, or for reasons beyond the control of Kasher River Cruises, it may not be possible or practical for the excursion to be performed exactly as written. The decision not to operate, to alter the operation, to change content and/or to otherwise adjust or modify any element of the excursion as advertised is at the sole discretion of Kasher River Cruises, always taking into account the safety and best interests of the guests and the overall product delivery. Any such modifications to excursions will not result in eligibility for a refund.

Can the itinerary change? What if it does?

You can count on the value of Kasher River Cruises vast experience and regional knowledge to make sure you enjoy your cruise/tour even when conditions beyond our control occur. The very nature of a river, with its sources and networks of bridges and locks, means that there will be times when weather or other conditions in a region require the cruise company and Kasher River Cruises to make adjustments and modifications to the operation of an itinerary. Itineraries may need to be altered specifically because of water levels. Although every effort is made to keep itineraries as advertised, the cruise company and Kasher River Cruises reserves the right to make changes and substitutions as necessary to ensure the safety of our guests and the vessels. Time permitting, every possible effort will be made to alert guests in advance of boarding of any known changes. Otherwise, all guests will be informed onboard of amendments. Any changes to itineraries, including the addition of extensive motor-coach touring to effect delivery of the intended itinerary operation, will not result in eligibility for a refund.

What time will excursions depart?

All shore excursions are carefully coordinated to the ship's daily schedule. Prior to dinner each evening, your Cruise Manager will brief all guests about what activities will take place the next day. This briefing includes information about departure times, specifics about the shore excursions/tours not covered in this booklet, shopping and restaurant recommendations, and other important information about the port of call. In addition to the briefing, a daily program will be distributed to each guest's stateroom or suite every evening. This program provides a written overview of all events taking place the next day—whether onboard or ashore.

Does each motor-coach or walking group have its own English-speaking tour guide?

Yes. Each motor-coach or walking group has its own English-speaking local expert. K kosher River Cruises tries very hard to ensure that our guides are of the highest quality and well versed in their subjects to make sure that you have the best possible time ashore.

What is the transportation like on excursions?

K kosher River Cruises works with some of the world's best tour companies, all of which are chosen with our exacting standards in mind. To ensure your maximum enjoyment of each excursion, all motor-coaches seat 45 to 55 people and are air-conditioned whenever possible. There are a few destinations where the equipment may not be of a similar standard and, in such cases, the best possible transportation will be arranged. Rest stops will be provided throughout the course of the excursions, and most of the motor-coaches used for excursions will have onboard toilets.

Is smoking allowed on shore excursions/tours?

Smoking is not allowed while on the motor-coach, and many historical venues now request that visitors not smoke anywhere on site. We ask all our guests who smoke not to do so while on excursions/tours.



You deserve the best.



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