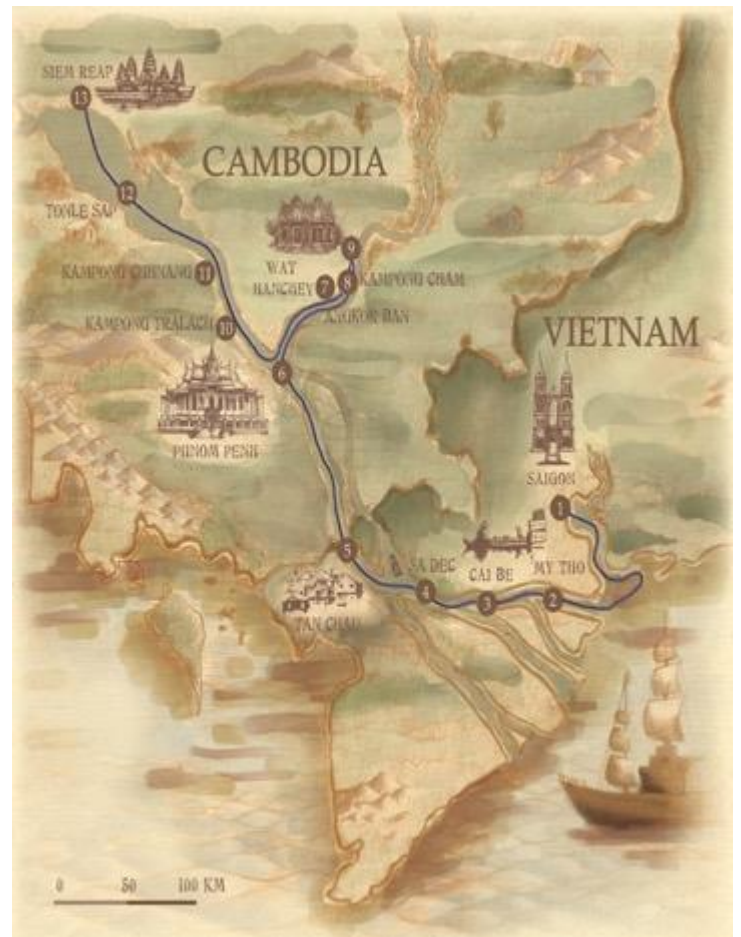


Guest Tour Packet

VIETNAM & CAMBODIA

MEKONG RIVER CRUISE

Dec 26 – Jan 5, 2022



ITINERARY

****Please note schedule is subject to change. A daily schedule will be placed in each cabin during turn down service the day before; detailing the next days scheduled times & activities. Davening times will be posted on your daily program schedule.***

- **Day 1 Monday Dec 26: Phnom Penh – check in**



Check-in starting from 16:00. Snacks are available upon arrival; dinner will be served at 19:00 (a light late-night buffet will be available for those arriving later in the evening).

Overnight in Phnom Penh

NOTE: Every morning before breakfast, passengers are invited to join the Tai Chi class on the sundeck – a superb way to start the day for the new adventures to come.

- **Day 2 Tuesday Dec 27: Phnom Penh – Kampong Tralach - Kampong Chhnang**



We approach Kampong Chhnang, Cambodia's "water world" where everything is on stilts balanced on water-rich soil. Here we take tenders to shore and board vans to take us along the paddy fields to discover Khmer-styled pottery making and sugar palm processing at the Aundaung Russey village.

Upon returning to The Jahan, we will set sail towards Kampong Tralach along the Tonle River – an amazingly narrow river – which glides through leafy swaths of the Southeast Asian jungle.

This afternoon we visit Kampong Tralach, a small village situated on the riverbank of the Tonle Sap River, just 50 km north of Phnom Penh. A traditional two-wheeled Oxcart will transport you past rice paddies and lotus ponds. We will stop to visit the Green School and library project sponsored in part by Heritage Line. As we return to The Jahan, we will experience another unique form of transportation a flatbed "Romork"

Before dinner our Cambodian tour guide will conduct a presentation "Geography of the Mighty Mekong and Tonle Sap River."

Evening Program

The ship will sail overnight to Vietnam to reach Tan Chau at 08:00.

- **Day 3 Wednesday Dec 28: Tan Chau – My An Hung**



Welcome to the fish sanctuary of Vietnam. Begin your day with a hearty breakfast in the dining room. When reaching the shore, via local boat, for our first excursion of the day, brace yourself for a ride on local vehicles called “xelo” to explore daily life in Tan Chau. We will also visit the colorful local market near ancient temples. Back to the pier, before returning to the boat for lunch, we will explore floating villages and rustic catfish farms.

After lunch, we will go on shore at My An Hung for a walking tour of the village, and then meet a local couple who will welcome us to their home and perform Mekong traditional music. An exciting dragon dance show will follow and exotic fruit-tasting.

Evening Program

The ship moors overnight on the bank at My An Hung Village.

- **Day 4 Thursday Dec 29: Binh Thanh**



After breakfast, we embark on a local boat to reach shore and tour Binh Thanh Island. Here, every villager is involved in the process of making rattan mats. We will finish the village tour with a Q & A session with the village elders; be ready with any questions you may have about Vietnamese history and culture.

Back on board, we set sail back upstream for another border crossing on our way back to Cambodia.

This afternoon, the head chef of the Jahan will conduct an interactive, hands-on cooking class featuring Vietnamese and Khmer dishes.

Evening Program

The ship will sail overnight to arrive in Phnom Penh at 01:00

- **Day 5 Friday Dec 30: Phnom Penh**



Phnom Penh was once known as the Paris of the East. Despite its rapid development, it has retained a lot of its rustic charm and elegance. Sightseeing in the morning will also include the Killing Fields and the S21 Prison. Be prepared for the emotions evoked by this stark reminder of the genocide that transpired during Cambodia's Khmer Rouge regime.

After lunch, we will visit with the local Jewish community of Phnom Penh, the synagogue and Mikveh, with Mincha at the synagogue. Next, we'll visit the Royal Palace and the Silver Pagoda, then return to the ship through the busy street of Phnom Penh by "cyclo" – a traditional vehicle.

Prepare for Shabbat: Candle lighting: 17:28

The Ship will dock overnight in Phnom Penh.

- **Day 6 Shabbat Dec 31: Shabbat Phnom Penh**



Shabbat on board – Morning Davening

**Guest are free to disembark at leisure to explore the city at leisure throughout the day, local markets are in close walking proximity to our dock. Note that there is no eruv outside the ship.*

After lunch, History Lecture and Q & A by Dr. Jean Michel Fillipe

In the afternoon, there will be a special presentation where your ship's staff will demonstrate and model various traditional Khmer costumes.

Motzei Shabbat: Enjoy a special traditional Apsara dance performance. Experience the brilliance and richness of this culture, the soothing sounds of traditional music, the calming scent of incense sticks, followed by dinner. During dinner, the chief Rabbi of Phnom Penh will come on board for a talk on the local Jewish community and modern Jewry of Southeast Asia.

The Ship will dock overnight in Phnom Penh.

- **Day 7 Sunday Jan 1: Oknha Tey – Angkok Ban**



In the morning, we sail upstream on the Mekong during breakfast time and stop at the Island of Koh Oknha Tey. This spot in the middle of the Mekong owes its fame to the manufacturing of high-class silk products. By tuk-tuk, we explore the island with its workshops and learn how silk is processed from its source of little silkworms to a final top-quality product made of original Cambodian silk (*this is a great stop for shopping for handmade, original silk products*).

In the afternoon, we will tour the rural Angkor Ban village where time seems to stand still. We are transported back a hundred years into an era unsullied by modernity. The houses here are truly rustic, made by hand and without any concrete. But most of all, we feel overwhelmed by the unbridled warmth of the villagers.

Evening Program.

The ship will dock overnight in Angkor Ban.

- **Day 8 Monday Jan 2: Kampong Cham – Wathanchey**



Morning, we cruise towards Kampong Cham well-known for its rubber plantations. Morning, we immerse ourselves in the areas local culture and lifestyle as we visit to some of its local rubber plantations to see how this fascinating process works. Returning to our ship for lunch.

In the afternoon, we travel by road to the enchanting pre-Angkorian temple of Wat Hanchey (7th century). This small complex sits upon a hilltop right on the shore, with breath-taking views on the Mekong. Another temple on the way is the tiny, colorful monastery of Wat Nokor. Here we may get the chance to engage in a light banter with some of the monks living in the area.

Evening farewell party with staff

The ship will dock overnight in Kampong Cham.

- **Day 9 Tuesday Jan 3: Kampong Cham - Disembarkation**

Early Breakfast on board and departure by bus; approximately 4-hour travel time to our hotel in Siem Reap for those joining us for the extension, or for airport transfer. A box lunch will be served along the journey, which will include a short rest stop along the way. Arrive for resort check-in Siem Reap at approximately 13:45.

****Those guests who will not be joining us for our extension will be taken directly to Siem Reap airport after group drop off at resort.***

SIEM REAP POST TOUR

- **Day 9 Tuesday Jan 3: Siem Reap**



Arrive Siem Reap and the Navutu Dreams Resort for check-in and refreshments, followed by the Famous Angkor Wat Sunset Tour. Visit to Angkor Wat, one of the modern wonders of the world. Be amazed by the sheer size of the temple and learn how the Khmer Empire prospered between the 9th and 13th centuries, around the time when Angkor Wat was built. Stroll through the intricately carved hallways that show hundreds of fine carvings and discover small shrines still in use today by the local people. At sunset, experience the “Famous Sunset Over Angkor Wat.” Face the temple complex with the sun behind you as light reflects off the lake for the perfect mirror image of Angkor Wat. Continue your tour of the complex, then return to the hotel for dinner.

After dinner guests are free to explore Siem Reap’s famous night markets.

- **Day 10 Wednesday Jan 4: Explore Ancient Angkor Thom & Ta Prohm**



Today, explore the ancient walled city of Angkor Thom, the former great capital of the Khmer Empire from late 12th century until its ultimate decline in the 15th century. Inside the compound, you will be able to visit some of the most mysterious and fascinating structures of the Angkor complex. Start this morning by entering the city, with its impressive 23-meter-high South Gate, and then head to Bayon temple. With its 37 towers and enigmatic smiling faces, it is one of the most emblematic temples. Once your guide has shared with you its knowledge and secrets, continue to Baphuon and learn more about the gigantic project of conservation it has undergone, to restore its monumental appearance. Then join the Terrace of Elephants and the Terrace of the Leper King via Phimeanakas, a small yet wonderful temple hidden in a centuries-old forest behind the terraces.

Back to our resort for lunch and relax before visiting the world-famous masterpieces at Ta Prohm. Enter Ta Prohm by the west gate and be amazed by its detailed and refined bas-reliefs, along with the presence of giant trees and roots that are slowly taking over the stones. Return to hotel for dinner.

Evening we will depart for the famous **Phare Circus**. Phare Circus works mainly with disadvantaged young people. They learn circus skills, theatre performance, music and a range of visual arts. The performance combines local traditions with new, creative and innovative genres. Daring athleticism is combined with stories that speak powerfully to Cambodia’s

not-too-distant history; for example, escape from tyranny is depicted through tightrope walking. The dark subject of a young girl trying to deal with memories of atrocities is depicted by breathtaking acrobatics in which seemingly impossible goals are achieved. More than simply a circus, Phare is an amazing blend of traditional and modern theatre, music, dance, acrobatics, juggling and contortion, all beautifully choreographed and performed in a story about Cambodian lives and society.

Return to our hotel as we spend our last night together on the exceptional journey.

- **Day 11 Thursday Jan 5: Depart Siem Reap**

Depart Siem Reap, hotel check-out by 12:00. You will be transferred to the airport for your departing flight approximately 3 hours prior to flight departure time. Late check-out or day room extension stays may be requested and paid directly to the hotel for those with later flights. Space based on availability and at the discretion of the hotel.

****Although it is our intention to operate the itinerary as detailed, we cannot be held responsible for any last-minute changes that might occur. It may be necessary to make some changes because of climatic conditions, alterations to cruise schedules or other operational factors. We ask for your understanding.***





ESSENTIAL CRUISE INFORMATION THE JAHAN



- **ON-BOARD ENTERTAINMENT/ACTIVITIES**

Excursions and daily program

Our daily program, excursions, davening times, and dining times will be displayed next to the reception area. Programs for the following day are placed in your cabin the night before. A bell will be rung five minutes prior to the excursion. Please then gather at the Lobby Lounge and drop your key at the reception before leaving the Ship. This will allow us to identify guests who wish to remain on the Ship.

The Boutique Shop

The Boutique Shop offers a collection of magazines, literature, toiletries, travel items, postcards, clothes, handicraft and other items to purchase.

Bar and Lounge

Pre-dinner cocktails, briefings, lectures, movie nights, workshops and documentaries are hosted in the lounge or bar.

The Lobby Lounge & Library

Our air-conditioned library is well stocked with books, magazines, music and videos.

Restaurant

Free seating is available in the restaurant. Learn the culinary delights of Kosher Khmer-Vietnamese cuisine at our cooking workshop.

Synagogue, Davening and Religious Items

Our synagogue has been set up in the lower lounge for daily davening complete with a Sefer Torah. Daily minyanim will be led by our onboard Rabbi Stewart Weiss. If there are any special needs regarding the religious services (such as participating in the Tefila or Torah reading, receiving an aliya or sponsoring a shiur for a Yahrtzeit), or any questions regarding Kashrut, please speak to the Rabbi directly.

Please bring your own Siddur and Chumash, Talit and Tefilin. We will supply Shabbat candles.

- **WELL-BEING**

Apsara Spa

Release the stress and strain of the world here as you discover the unique upscale Southeast Asian Spa experience. We offer a wide range of relaxing massages and treatments. Foot massage on the sundeck or in the privacy of your balcony or in your stateroom is also available upon request. We recommend consulting the daily excursion schedule before booking your spa treatments, so as not to miss out on any excursion.

Sun Deck

Enjoy the cruise on the sun deck while soaking in the balmy rays of the Southeast Asian sun or having a pre-dinner cocktail. Come and create a calm and tranquil mind with our morning Tai Chi classes. A moving form of yoga and meditation combined, Tai Chi animates the body and provides a practical avenue for balance, alignment and a perfect rhythm of movement. Details and schedule in your daily program. Take a relaxing dip in the pool as you cool off from the day's travels. Towels and lounge chairs are available for all guests. Please note that the sun deck is open to all, and as such we will not be able to accommodate separate swimming times.

- **FOOD & BEVERAGE**

Cuisine

Our cuisine is creative, natural, and fresh. Using only best quality products, our chefs Malcolm Green and Tobias Fritz have infused their specialties of delectable Vietnamese and Cambodian culinary delights into the menu. All food is strict Glatt Kosher and under the supervision of Rabbi Yitzchak Fischer.

Drinks

Mineral water, coffee/tea (jug), juice and high tea (in the afternoon) are complimentary. For the shore excursions, bottled water will be handed out. We have acquired a selection of Mevushal wines. All bar items are kosher. Local beer and kosher house wines are inclusive during lunch and dinner. An onboard credit of \$100 is available for each guest to spend on other beverages or for any other service on board.

Meals

All meals are served buffet-style. We have a wonderful combination of Asian and Western cuisine. Vegetarian or special diets may be catered with advanced notice.

Wine

A wide range of quality Mevushal wines is available at the bar and the restaurant.

Drinking water / Ice

Water used for the ice machine is purified and clean. Our water purification system comprises 10 steps of filtration such as sand filtration, active carbon filter, micro filter, UV sterilization, chlorine disinfection plus a reverse osmosis system to provide pure drinking water. The drinking water in the jugs (in all our outlets) is safe and clean as it is filled from bottled mineral water. When you are on an excursion, avoid all ice, ice cream, crushed sugar cane, salads or fruit sold by vendors.

Bar & Lounge

Enjoy sundowner drinks while cruising through the changing scenery. Opening time: 6:00 am until the last guest leaves.

Restaurant

Our air-conditioned indoor restaurant serves buffet breakfast, lunch, and dinner. We cater for vegetarians or special dishes upon request. Dinner time will vary, please refer to the program.

Lobby Lounge

Afternoon tea will be served at the lounge depending on the weather.

- **SERVICES AT A GLANCE - RECEPTION**

Power adaptors/batteries

Power adaptors are available on request. We sell batteries at the reception and accept used ones for environmentally sound disposal.

Booking Service

Please contact our front desk for any after-cruise hotel bookings, reconfirmations, tours and pick up services.

Onboard Account

You will be given a Personal Shipboard Account which allows you to sign for all purchases and services throughout your cruise. Your Shipboard Account will be automatically opened upon check-in. All bills are charged in US dollars (American Express, Master Card or Visa). We accept cash and credit card payment. Please note that only bills exceeding \$25 USD can be settled by credit card. We do not accept Travellers Cheque. Your provisional account is presented for your review the evening prior to your departure.

Lost & Found

For lost and found items please contact the reception.

Money Exchange

We change small amounts of foreign currencies such as Euro and Australian dollars into US dollars or Vietnamese Dong. Please note that the US Dollar is widely accepted in Cambodia but barely in Vietnam.

Postcards

We have specially designed postcards to purchase at our boutique shop.

Postal Service

To send greetings to loved ones back home, simply drop off your letters or postcards at our reception letter box. We will affix the stamps and drop them off at the post office. The cost of the stamps is charged to your ship board account.

Transportation

Front desk can assist in arranging any private or special transportation for you to the airport or your hotel. Please ask at the reception.

Umbrellas

Umbrellas are available at the reception.

- **SERVICES AT A GLANCE - STATEROOMS**

Air conditioning

The air conditioning in each cabin is individually adjustable.

Amenities

Cotton buds, cotton sticks, shower caps, sanitary bags, and sewing kits are available in the amenity box or tray in your bathroom. Please contact the reception if you need more of those.

Flashlights

Flashlights are available in your cabin.

Ice

Ice is provided to your cabin upon request. Please call the reception.

Laundry Service

Simply fill up the laundry bag with your used clothes and place the bag outside the door. Don't forget to attach the laundry receipt. Your fresh and cleaned laundry will be returned to you the following day.

Luggage Storage

If you need additional storage space, please call the reception. Your luggage is picked up and kept in our storage. Your luggage will be returned to your cabin on the evening before disembarkation.

Mosquito Incense Coils

We have taken every measure to reduce mosquitoes on the cruise. However, for your comfort, you find mosquito coils in your cabin's desk drawer. Please burn the mosquito coils only in the mosquito coil holder, to prevent the risk of fire.

Pillows

We have a selection of different types of pillows on request. Please contact your room attendant. The Jahan displays a selection as well in the directory.

Linen, Blankets and Duvets

If you do not wish the linen to be changed on any day, please kindly let your room attendant know. All linen is of non-bleached and non-dyed natural cotton. Duvets can be replaced with blankets and are available on request.

Mattress

We have soft mattresses (mattress pad) available. Please contact our reception.

Safety Box

Each cabin is equipped with a safety box. Please follow the instruction manual to use it and feel free to ask for assistance if needed. You are highly encouraged to put all your valuables in the safety box. Heritage Line will not be held responsible for any losses in your cabin.

Shoeshine Service

To give your shoes an extra shine, simply place them outside your door and they will be polished for you.

Telephone

To make international calls please contact our reception.

Turndown Service

At dinner time, our house keeping staff will prepare your bed for the night. You will also find the itinerary on your bed for the cruise the following day.

Wake Up Call

Please arrange with our reception.

- **SERVICES AT A GLANCE - INFORMATION/COMMUNICATION**

IDD at the reception

There is an International Dialing Directory available at the reception (depends on network).

Internet

Internet is available in the lobby lounge/reception area while mooring in Phnom Penh port and mostly en route. ***Please note that often the WiFi connection varies in quality and strength as the signal is provided via satellite / cellular connection that varies in strength as the ship moves up and down the river. Streaming services such as Skype, phone calls and large downloads will not work with this connection. Wifi is best for general texting and email service.**

Newspapers*

Newspapers in English are available at the Lounge.

*Only limited items

Binoculars

Available at the reception.

Games

Board games are available at the reception or via room service (Backgammon, Chess).

- **THE CABIN**

Do Not Disturb

Please hang up the “Do not disturb” sign outside your door if you don’t want the hotel staff to clean your room.

Drinking Water

Don’t drink the tap water! Although the water has been filtered several times, we recommend using it for washing purposes only. Complimentary drinking water is available at your desk. Drinking water from the jug is available at all outlets and during meals.

Hairdryers

A hair dryer is available in each cabin. For your safety, please keep it away from water. The hair dryer must not be used in the bathroom for security reason.

Hot water

Please adjust the water temperature before getting into the shower.

Insect Precautions

External doors and the sliding windows should be kept closed. If you are on deck or going ashore at night, please use mosquito repellent patches. During the day, mosquitoes are less of a problem than other forms of insect life. Switch off lights when leaving your cabin as not to lure them in. For your comfort, we have mosquito nets available, mosquito multi-plugs and mosquito coils for your use.

Keys

Please drop your room key at the reception before leaving the Ship. Rooms all have mechanical keys, so there are no issues with electronic locks on Shabbat.

Sanitary Pads

Since these are not readily biodegradable, guests are requested to dispose of them only in the bags provided.

Smoking

Smoking is permitted only in designated areas on the Sun Deck. It is forbidden to smoke in your cabin and all indoor public areas. The danger of fire should never be ignored.

Towels

To ensure an eco-friendly sustainable environment, towels will only be changed if you place them on the floor of the bathroom.

• **BEHAVIOR ON BOARD**

Bridge policy / No-o areas

Clearly indicated as “crew only,” please do not enter “No-go” areas or the bridge without the permission of the Cruise Director. We operate an open-bridge policy. but ask that you be considerate to the Ship Officers’ duties.

Dress Code

The dress code onboard and ashore is informal and relaxed. In the daytime, feel free to wear comfortable casual attire. In the evenings, smart casual would be appropriate.

Footwear

Flip flops are provided for your comfort. When onshore, guests should use comfortable non-slippery footwear. During certain seasons, the riverbanks and paths can be muddy. Thus, we request that you take off your footwear when returning on board so that we can clean your shoes and return them to you later.

Code of Conduct:

Upon check-in guests will be required follow the KRC code of conduct contract stated in your initial registration documents.

As stated in your code of conduct contract:

Upon initial registration all guests have agreed to follow the KRC code of conduct and its stipulations.

Land Touring: During all land tours it is the guest’s responsibility to stay with the group. While visiting ancient villages and cities it is important to stay together as a group, as winding passages and small streets can make it very easy to get separated. If a guest wants to walk around on his or her own, spend additional time at specific points of interest, shop, or in any other way separate from their group, it is the guest’s responsibility to inform the tour leader that they plan to leave the group and tell the tour leader that they will return to the ship or bus on their own at the designated time. If the guest does not return to the bus or meeting point at the designated time, it is then their responsibility to return to the ship on their own prior to the ship’s departure time, which is published in the daily schedule left each night in your cabin. The schedules of our ships are highly structured and cannot, nor will not wait for any guest who is not on board at the scheduled departure time. If a guest misses a departure, it is the guest’s personal and financial responsibility to meet the ship at its next port of call.

Guest Behavior: We require all guests to treat fellow guests, Koshier River Cruise staff, and ship’s staff with dignity and respect. If a problem arises, your staff will do its best to resolve it. Guests will be expected to conduct themselves in a mature manner while the problem is being addressed. Guests who do not conduct themselves in an appropriate and mature manner or become physically or verbally abusive to guests or staff will be asked to leave the cruise at their own expense.

• **GENERAL CRUISE INFORMATION**

Border Crossing of Vietnam/Cambodia

All passengers should be aware of a slight delay on either the Vietnam or Cambodian side of the border. Normally a crossing takes about 2–3 hours; it can be longer if a passenger's visa application is not written out correctly. Passengers do not have to disembark. Though the cruise ship remains at port, life on-board goes on uninterrupted. Visas can be purchased on-board directly from the ship and billed to your account for return to Cambodia, Vietnam visas must be done prior to cruise as per instructions. Please bring 2 passport pictures with you for your visas.

Daily Schedule

A printed daily program for the following day will be placed in your cabin during dinner. We have a turndown service every evening. Please watch the notice board for any changes to the schedule and be aware of our daily cruise briefings.

Electricity

Two round pin type, the same as in Continental Europe / Israel, can be used. Various adaptors for different types of plugs are available at the reception. The electricity supply is 220V / 240V. Please turn your lights off when you leave your cabin.

Excursions

When mooring, you are welcome to leave and return to the Ship as many times as you wish. Our next sailing time will be displayed on the daily schedule and passengers are requested to note this before disembarkation. Group shore excursions are organized by the cruise director. Meeting point for the excursion is the Lounge. You will be accompanied by an English-speaking tour guide on all your excursions. Five minutes prior to casting off, our captain will sound the Ship's horn three times to remind you to return to the Ship. Passengers are encouraged to sign out on the special board; this way we ensure that we do not sail without you.

Gratuities

We have collected gratuities on your behalf to give to the cruise and guides. We suggest that, if satisfied with the service, additional gratuity may be given to specific individuals or the crew as a whole. We give everybody, staff and crew, an equal share, and we make sure that those in the kitchen or engine room all benefit as well. The additional amount would be at your discretion. Additional gratuities can be settled together with the shipboard account at the end of a cruise. Please note that you are under absolutely no obligation to make any additional gratuity at all.

Guides

Our guide services are conducted in English.

Itinerary

The itinerary on our website is a general overview of the main ports of call. The itinerary may be changed, as much of the tour depends on river conditions and other local factors. A daily schedule will be posted one day in advance. This schedule contains an informative fact sheet on the sites we intend to visit.

Loudspeaker System (PA)

Please be informed that announcements can only be heard in all public areas, as well as on the outside decks. Announcements do not reach your cabin. In case of an emergency, you will hear a loud continuous blast through the ship's horn.

River Conditions

These vary, depending on the water level of the river, which vary and can be quite low in some places and higher in others. Though the river can be miles wide, channels may be narrow and sometimes harder to navigate which can affect our planned schedule.

Changes to Schedule

Changes to schedule may be made due to technical complications or unpredictable weather conditions.

The Cruise Director will immediately inform you of the changes vis-à-vis an announcement made via the public-address system. Please also keep an eye on the notice board for any subsequent notice of any changes to planned events.

Security

Tourists are rarely the targets of theft in the countries in which we operate. When sailing, passengers tend to leave their cabin doors unlocked. Though a 24-hour security detail is assigned to the gangplank controlling access to the Ship, we recommend that you keep your doors locked at night. All cabins have a combination type safe; please use a number you

are familiar with. Heritage Line will not be held liable for any losses from the Ship or while on an excursion ashore during a voyage.

Ship's office

The main office is at the Lobby Lounge. The Cruise Director or his/her assistant and KRC staff will be on duty from 6:30 am until 12:00 am.

Sun Care

The sun can be powerful. Please be careful and always wear sun block during the day.

Time

Vietnam and Cambodia are 6 hours ahead of Greenwich Mean Time (GMT). In winter, please add 1 hour.

Water

The ship's water is cleaned through a filtration system and the water is suitable for washing and brushing teeth but should not be drunk. Complimentary water is available in your cabin.

Tap water is not safe, although the water is purified (Sand filtration, Reverse Osmosis, UV and Active Carbon). We have a central boiler system in place; please wait for a short while for the heater to heat up the water.

- **MEDICAL**

We are equipped with first aid and key medical supplies. All senior staff members and IMO certified personnel have attended first aid courses. In the event of serious illness or accidents we are never more than 2 hours away by car or speed boat from a main hospital or Phnom Penh where there are international hospitals and air evacuation facilities. We have a rescue boat that can accommodate up to 6 passengers. It is advisable to check with your doctor if you are fit for travel or require prophylactic drugs or inoculations.

We apologize that we do not have facilities for disabled persons. There are no elevators or wheelchair access. If a passenger is unable to access a ship and mount stairs unaided, Heritage Line reserves the right to refuse to accept that passenger.

Please note:

Due to various reasons such as heat and humidity, physical activities, personal hygiene, change of food, in order to avoid stomach illness during the cruise please be cautious when buying and eating food during your land excursions, washing your hands often.

Passengers must have insurance for medical expenses and repatriation; the company is not responsible for any of those liabilities.

Inoculations

Please consult your physician about necessary inoculations traveling in this part of the world. Please note we are traveling according to the CDC in a non-malaria zone (along the Mekong and Siem Reap) at this time, but again, we recommend speaking with your physician for final decisions.

- **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 uneven ground. 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 do not have elevators. Kasher 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.

Travel Protection Plan

**** Please note Vietnam still officially requires proof of minimum \$10,000 USD health / COVID coverage (part of most travel insurance plans and the plans offered by KRC). It is never enforced but still on the books, so 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 kasherrivercruise.com or contact us for assistance.

• **ARRIVAL & DEPARTURE**

Arrivals

General check-in is scheduled for approximately 16:00 (4pm on Dec 26), which will include a light welcome snack starting around 4 pm. Most guests will be arriving in the evening (as per most international flight schedules) and transferred to the boat. The boat will be docked overnight in Phnom Penh to accommodate any late arrivals or delays, plan on a morning embarkation the next day. If per-chance we arrive earlier into Phnom Penh (depending on water levels), you may bring your luggage on-board and are free to walk the area promenade and markets until check-in (earliest check-in will be 4:00 pm if we arrive earlier, but please note that food services (light snack only) will only be available from 4 pm onward). Airport transfers are included in your package on the day of arrival only. Your transfer guide will know the location of the boat and check-in times when you arrive.

Departures

We plan to disembark Jan 3 at approximately 8:30 am. It will be approximately a 4.5-hour drive to Siem Reap with a stop halfway. Guests joining us for the extension will be able to check-in to our resort upon arrival; we will then begin our late afternoon touring. Guests not joining us for the extension have the option of being dropped off at our hotel or taken directly to the airport upon arrival to Siem Reap. Please note that all services, including meals, are reserved for our extension guests only. Partial program or services are not available.

• **WHAT TO PACK**

- * Comfortable walking shoes – sneakers and sandals work just fine
- * Light raincoat or rain poncho (umbrellas available on boat)
- * Lightweight jacket/ warm sweater /sweatshirt
- * Sunglasses, sun hat or visor
- * Toiletries
- * Camera / Camera Charger with lots of extra memory cards and extra batteries if needed
- * Voltage Adapters and plugs – Vietnam & Cambodia operates on a 220V supply voltage (2 pins same as Israel)
- * Sunscreen
- * Bug repellent
- * Eyeglasses, contacts, contact lens solution
- * Important papers and travel documents
- * Personal religious items: Please bring your own Siddur and Chumash, Talit and Tefilin. We will supply Shabbat candles.

The less you bring, the better as river ships have smaller size cabins compared to large ocean-going vessels, so there is limited space for large amounts of luggage. *Remember if you forget something you are always in town with the ability to purchase any forgotten items.

Travel Documents

We recommend that you make copies of your passport's picture page, any medication prescriptions, your credit cards and driver's license, and that you keep these separate from your original documents. This precaution will make it easier to take the necessary steps in case of loss or theft. Upon check-in onboard, you will be asked to present your passport to register. As a rule, you will have it returned to you after a few hours. In some countries, you may be asked to leave your passport at the front desk of the ship for the duration of your cruise, so that authorities may have access to them at any time when they board the ship for routine controls.

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.

Smiles and Schedules

Part of the enjoyment of the trip is sharing it with others and just enjoying all this experience has to offer. This is the time to leave your worries behind. It is our job to be on top of everything, so if you have any concerns, just let us know.

AIRPORT TRANSFERS & CONTACT NUMBERS

GUIDED TRANSFER FROM AIRPORT IN PHNOM PENH (Day of Embarkation Dec 26th)

Upon arrival Phnom Penh International Airport, after clearing all customs procedures, walk to the main exit gate, you will be met by Trails of Indochina representative carrying a signboard with your name on it. If you are unable to locate a representative, please call our Customer Care Manager for immediate assistance at (+855-89) 666 527. Transfer from airport to your ship with guide.

Ship contact:

GM Voant (General Manager on board)

Email: gm.jahan@heritage-line.com

+855-15-844-733 / (inside Cambodia with Cambodia phone) 015-844-733

AGM Smey (Assistant General Manager on board)

Email: agm.jahan@heritage-line.com

+855-98-841-400 (inside Cambodia with Cambodia phone) 098-841-400

Kosher Riverboat Cruises USA office 310-237-0122

Email: info@kosherrivercruise.com

Post –Tour Siem Reap – Navutu Dreams Resort:

Cambodia: Tel: +855 (0) 63 964 864

Ship Departure January 3: Early Breakfast on board and departure by bus; approximately 4-hour travel time to our hotel in Siem Reap for those joining us for the extension, or for airport transfer. A box lunch will be served along the journey, which will include a short rest stop along the way. Arrive for resort check-in Siem Reap at approximately 13:45.

****Those guests who will not be joining us for our extension will be taken directly to Siem Reap airport after group drop off at resort.***

Siem Reap Resort Departure January 5: Siem Reap hotel check-out by 12:00. You will be transferred to the airport for your departing flight approximately 3 hours prior to flight departure time. Late check-out or day room extension stays may be requested and paid directly to the hotel for those with later flights. Space based on availability and at the discretion of the hotel.

VISA AND HEALTH UPDATES (COVID -19 PROTOCOLS)

Cambodian Visas

Option 1: At the airport: If you're from most countries, you can get a visa on arrival at the Phnom Penh, Siem Reap, and Sihanoukville airports. You do not need to do anything in advance — you'll be given an immigration card to fill out on the plane and you just need to get in line on arrival with your immigration card, cash (in US dollars approximately \$40), and passport. There is an ATM at the airport in arrivals that dispenses US dollars if you don't have any on hand.

Option 2: Online Visas: Tourist visas (T-visas) are available online. The cost is \$30 plus a \$6 processing fee, with a 3-day processing time. The visa is a 30-day visa valid for 90 days (meaning you must enter Cambodia within 90 days of the visa being issued but can only stay for 30 days). Tourists can apply in advance for a 30-day visa on the official site <https://www.evisa.gov.kh>

2nd Cambodian visa for return border crossing (Vietnam to Cambodia) during cruise: For the return Cambodia entry Visa from Vietnam to Cambodia, guest will need to apply for another Cambodia visa and will do so on board with arrangements and processing made directly by the cruise company for a fee of approximately 40 USD per person.

Vietnam Visas

Our Cruise company Heritage Line are no longer able to process Vietnamese visas for passengers; guests will be required to do so on their own before arrival. **Below information will help you obtain your visa prior to travel.**

Visa Exemption Countries: Check if your passport country is allowed a visa exemption. The following is a list of visa exempt countries for Vietnam: (USA, Israel, and other passport holders require visas):
<https://www.myvietnamvisa.com/vietnam-visa-exemption.html>

*Note that only one visa exemption is allowed every 30 days if you have already used an exemption to enter Vietnam previous to your arrival to Cambodia within 30 days or less another exemption will not be allowed for re-entry.

Option 1 "Best": Online E-Visa prior to travel: To apply for an E-Visa please click on the following link:
https://evisa.xuatnhapcanh.gov.vn/en_US/web/guest/khai-thi-thuc-dien-tu/cap-thi-thuc-dien-tu

You must indicate the correct port of immigration: Song Tien Land port with entry to Vietnam on December 28, 2022.

Option 2: Obtain visa at a Vietnamese embassy or consulate in home country before travel.

Covid-19 Testing and Vaccinations

Cambodia

Pre-flight PCR test is no longer required to travel to Cambodia and Vietnam. However, be aware that if you have a connecting flight from your country to Cambodia, may need to meet the requirements of the connecting airport, which may still require a pre-flight PCR test.

Vaccinated travelers may need to present a hard copy of a vaccination record showing that they have received a complete vaccination schedule (booster not required) at the airports. Guests **“will”** be required to present a hard copy of their vaccination record upon check-in to board your cruise. Without these travelers cannot embark on the ship due to immigration requirements at the Cambodian river crossing.

Vietnam

You no longer need to provide a negative COVID-19 test result or vaccination certificate to enter Vietnam. Airlines may have different requirements. You'll need to isolate if you contract COVID-19 in Vietnam and you'll need to closely monitor your health if you're a close contact. Public health measures (such as social distancing and mask-wearing) are in place but vary between provinces and could change at short notice. Measures could impact your ability to travel and access essential services.

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 uneven ground. 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 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.

Travel Protection Plan

**** Please note Vietnam still officially requires proof of minimum \$10,000 USD health / COVID coverage (part of most travel insurance plans and the plans offered by KRC). It is never enforced but still on the books, so we strongly encourage you to purchase travel protection when traveling with Kosher River Cruises.** Should you choose to travel on Kosher 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 Kosher 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.

HERTIAGE LINE COVID-19 ONBOARD PROTOCOL

STAFF MASKING

- Masks may be worn in guest/public areas of the ship, at meeting points, outside venues and on excursions

GUESTS MASKING

- Masks are not required for guests but will be available at all times upon request

STAFF HAND CLEANING

- Disinfectant and anti-bacterial hand soap in kitchen and staff bathrooms
- Disinfectant hand sanitizer in all staff rooms and kitchen and bathrooms

- Staff are to clean hands with soap or hand sanitizer always before leaving staff area
- Kitchen staff are to wash hands thoroughly and often and dry with paper towels

SHIP CLEANING and DISINFECTION

- Kitchen to be fully cleaned and all counter tops/food prep areas to be disinfected before each meal prep
- Dining room pantry and dining room furniture and buffet countertops to be cleaned and disinfected before each meal
- Pool decks/bar terraces, observatories and front of boat furniture disinfected daily in morning before guests arrive for morning coffee, after guests leave for morning excursion, after guests leave for afternoon excursion and during dinner
- Spa to be disinfected 4 times daily: morning, noon, afternoon, and evening
- All handrails inside ship and on outside stairways to be disinfected as part of HK common area cleanings
- All door handles and knobs and public bathrooms to be disinfected as part of HK common area cleanings

STAFF TEMP CHECKS and ILLNESS DETECTION

- Temperature checks before reporting for shift
- Staff with temperatures above 37.5 degrees will not be allowed to report to work and to be monitored for temperature reduction to less than 37.5 degrees before returning to work
- Staff with temperatures above 39 degrees will take a rapid antigen COVID test
- If test is negative staff will not return to work until temperature is below 37.5 degrees
- Staff who have normal temperatures of 37.5 or lower, but who are visibly ill but not tested Covid-Positive, but coughing or sneezing will not be allowed to report to work until recovered (isolated if possible)
- If test is positive., please below “Positive COVID Test Protocol”

POSITIVE COVID TEST PROTOCOL for STAFF

- A positive tested staff will isolate immediately and leave the ship to nearest offshore location as soon as that location is accessible
- Staff will return to work after at least 3 days and only if tested negative with a PCR test

POSITIVE COVID TEST PROTOCOL for GUESTS

- Guests to be supplied rapid COVID tests upon request
- Guests who self-report being COVID positive or who test positive after requesting a test are to be isolated and leave the ship to nearest offshore location as soon as that location is accessible. Guest will be transported to a hotel in Phnom Penh and have kosher meal service provided / delivered by the local Chabad.
- Guests who test positive will be provided full beverage and meals service during isolation onboard and will receive any assistance necessary for arrangement of transfers and off boat accommodation and meal service in Phnom Penh.
- Guests who test positive their travel partners must also stay with the guest during isolation.
- Guests are required to cover any transfer, food and accommodation costs required for leaving the ship. We highly recommend a travel insurance policy that will cover most of these expenses. You may visit our website for our recommended policy which includes COVID coverage: <https://kosherrivercruise.com/travel-insurance/>
- Please note guests will not be reimbursed for any missed part of your tour. Again, we highly recommend travel insurance that would cover any missed part of your vacation due to illness.
- If guests feel generally unwell and are not interested in requesting a COVID test, we request that you isolate in your cabin until you feel better to participate in the ship’s activities. You will be provided full beverage and meals service during isolation onboard in your cabin.

****Final decision for onboard isolation and or transfer off the ship will be the sole decision of the cruise company.**