

IMPORTANT INFORMATION

AIR CONDITIONING: Please note that the air conditioning in your cabin is only guaranteed to be effective if you keep the doors and windows closed. The air conditioning can be regulated individually in each cabin.

ANNOUNCEMENTS: A public address system enables our Cruise Directors to provide you with important information about places we are passing, our programmes on board and our excursions ashore. You can hear these announcements on the Sun Deck, in your cabin, and in all the public areas of the vessel.

CHANGING MONEY: The vessel does not have a money exchange. However, a Bureau de Change can generally be found close to the docking locations.

CLOTHING: In the daytime and during shore excursions, we recommend wearing casual clothing and comfortable footwear. A jacket or pullover may be required during the evening. For dinner and for special occasions we recommend dressing smartly.

CRUISE DIRECTOR'S TEAM: The Cruise Director's team will look after you throughout the cruise and will always be happy to give you any additional information you require.

CRUISE ITINERARIES: Although every effort is made to keep itineraries as advertised, we reserve the right to make changes and substitutions, as necessary, to ensure the safety of our guests and our vessels. Changes may be made at short notice due to force majeure, high or low river levels, maintenance work or waiting times at locks and bridges owing to traffic congestion. Announcements will be made on board to keep you informed of any important changes.

DAILY SCHEDULE: A Daily Programme is produced every day and placed in your cabin on the previous evening. It contains important information such as meal times, departure times for excursions and other events, and shows the timetable for all services provided by the crew.

DECKCHAIRS: There are plenty of deckchairs on the Sun Deck which are available free of charge.

DINING TIMES: The ship's onboard restaurant provides a relaxed environment and accommodates all guests in one sitting. The dining schedule will be listed in the Daily Programme. The Maître D' will assist with seating.

DRINKING WATER: The ship has been outfitted with a sophisticated filtration system, and the tap water in each stateroom is safe for drinking. In addition, bottled water is available for purchase.

ELECTRIC CURRENT: The voltage on board ship is 230V, European standard. To use any electrical product that is not dual voltage (e.g. from the US, Canada, Australia or the UK), you will need a plug adaptor and some devices will require a voltage converter. Many electronic devices have built-in voltage converters, however, please check the manufacturer's specifications for details. A two-pole adaptor is also available at reception.

ELEVATOR: All AMADEUS vessels in this brochure are equipped with an elevator that services all decks except the Sun Deck.

EMBARKATION/DISEMBARKATION: Local river authorities allocate docking space around ship arrivals and departures in port. Typically, river ships dock facing upstream. Occasionally port

conditions require ships to tie up alongside each other, in which case guests may be required to walk through another ship to access their own ship. This is part of the river cruise experience and is perfectly normal and beyond the control of the ship company. Guests may experience obstructed views from staterooms when the ship is docked.

ENTERTAINMENT PROGRAMME: The schedule for the onboard entertainment may be found in the Daily Programme.

EXCURSION PROGRAMME: A minimum of 20 guests is required for excursions by coach and 25 guests for walking tours. A detailed description of the shore excursions will be included with your travel documents. The Cruise Director's team will be happy to provide additional information on board. The team will also keep you informed about timings of excursions and give additional advice for independent exploration.

FAMILY RATE: With 30% reduction for children: The *AMADEUS Imperial*, the *AMADEUS Star*, the *AMADEUS Queen*, the *AMADEUS Provence* and the *AMADEUS Silver III* have a limited number of C-1 cabins with connecting doors, which can be booked on request for 2 adults with 1 or 2 children. The two adults pay the regular cruise price, the accompanying child or a maximum of 2 accompanying children receive a 30% discount in the adjacent cabin.

FITNESS: A fitness room is open 24 hours a day on every AMADEUS vessel.

GIFT SHOP: This shop offers exclusive AMADEUS branded items, as well as souvenirs, postcards, stamps, accessories and some everyday essentials.

GRATUITIES: Gratuities are appreciated for a job well done and a common way for guests to express their satisfaction with the cruise staff. Should you wish to tip in cash, you may place your gratuity in the tip box at the reception, at the end of your cruise. You may also add your gratuity to your onboard account to be settled with the rest of your charges.

HAIRDRESSER: For your convenience a hair salon is found on all AMADEUS vessels. If you require the hairdresser's services, please make an appointment on board.

INSURANCE: While travel insurance is not required in order to participate in this programme, Lüftner Cruises strongly recommends that each guest purchase a travel protection plan, as unforeseen circumstances can occur both prior to and during travel.

INTERNET/WI-FI: Wireless Internet access is available for a fee on all AMADEUS ships and is provided in all public areas of the ship. We ask for your understanding that the connection during your trip may be weaker on certain sections of the route and the speed will likely be slower than what you are used to back home. In addition, downtimes may occur due to steep river banks, locks and or/ bridges – circumstances beyond our control.

LAUNDRY SERVICE: A laundry service is available on board for a nominal fee. Please note that neither self-service laundry facilities nor dry cleaning services are available.

LIBRARY: There is a selection of light reading material available for your use on board. Whenever possible, daily newspapers are also made available. At the end of the cruise we ask

you kindly to return any books or magazines you have borrowed.

MEDICATION: If you require any special medication, please ensure that you have an adequate supply before joining the cruise. The onboard pharmacy is equipped for emergencies; there is a fee to cover costs for medication. Please let us know if you require any special medical attention.

ONBOARD ACCOUNT: The ship operates on a "cashless" system and all onboard charges are billed directly to each guest's onboard account. Your account will include your personal expenditures in the bar, restaurant, onboard shop, etc. At the end of the cruise, you will be presented with a bill for settlement prior to disembarkation.

ONBOARD CURRENCY AND PAYMENT: The currency on board is the EURO; however, the following currencies are accepted to settle your on board account: Swiss franc (CHF), British pound (GBP) US dollar (USD) and Norwegian krone (NOK). You can pay by cash, bank card with Maestro symbol and credit card (Visa, MasterCard, Diners Club and American Express).

PETS: Pets are not permitted on board.

POSTAL SERVICE: Letters and postcards can be mailed through the Reception desk. Mail will be sent from the next port of call.

SAFE: Each stateroom is equipped with a safe. You may leave your valuables in your cabin safe or deposit them at Reception to be held in the vessel's safe. Lüftner Cruises is not responsible for any items left in the stateroom.

SERVICES NOT INCLUDED: Shore excursions, gratuities, travel insurance and other personal expenditures.

SMOKING: For safety reasons, smoking is not permitted anywhere inside any AMADEUS vessel. We ask our passengers who smoke to be considerate to those who do not. Smoking is only permitted on the Sun Deck and on the River Terrace.

SPECIAL DIETARY NEEDS: There is always a vegetarian option for all meals on board AMADEUS ships. If you have special dietary requirements or suffer from food allergies, please inform your travel agent or tour operator at least 60 days prior to departure. On request, our chefs will certainly provide special dishes suitable for people with conditions such as lactose or gluten intolerance. We will do our best to ensure that your request is accommodated, but cannot guarantee that all dietary needs and preferences can be met. Some requests may incur a small service charge.

TRAVEL DOCUMENTS: Before joining your cruise, please check with your travel agent or the relevant embassy regarding the current entry requirements for the countries in question. In order to ensure smooth passage between customs areas, passports are handed to Reception on embarkation, where they are kept in safe custody.

TV CHANNELS: TV is received by satellite. When in locks and on certain stretches of the river, there may be slight interference/interruptions to the service.

Please note: Cruise programmes, excursions, tour dates and prices were correct at time of going to press (July 2019) and are subject to change.

GENERAL TERMS AND CONDITIONS

PREAMBLE: These travel conditions are issued in the name of the tour operator, Dr. W. Lüftner Reisen GmbH / A- 6020 Innsbruck, for the travel programmes included in this brochure. Dr. W. Lüftner Reisen GmbH also does business under the trade name Lüftner Cruises. In the following, these are referred to as "the tour operator." These terms and conditions of travel apply to programmes listed under either name. The transportation of passengers and baggage on any of the vessels offered is governed solely by the Terms and Conditions of the Passenger Ticket Contract (available on request).

PAYMENT POLICY: A deposit of 15% per person is required, payable within 5 working days, to secure a confirmed reservation. The balance is due for payment no later than 75 days before the journey begins, despite no further request for payment being made. All reservations are subject to cancellation if payments are not received by the due date, and in such a case the tour operator is entitled to cancel the reservation/s in accordance with the cancellation fees specified in these terms and conditions. Upon full payment by the participant(s) of the amount specified in the invoice, the tour operator agrees to arrange for the provision of the services as described in this brochure.

CANCELLATION POLICY: In cases of cancellation, the tour operator has the right to demand the following cancellation fees, calculated as a percentage of the full travel price and dependent on the number of days left until the planned departure date:

DAYS BEFORE DEPARTURE

Up to 90 days:	15%
89 - 75 days:	20%
74 - 60 days:	35%
59 - 30 days:	65%
29 - 15 days:	95%
14 - 00 days:	100%

Cancellations must be made in writing. Cancellation invoices are due for payment as soon as they are received.

WITHDRAWAL AND TERMINATION BY THE CRUISE COMPANY: The tour operator may withdraw from the travel contract before the journey starts or terminate it after the journey has begun in the following cases, without the tour operator being liable for any claims, particularly not for damages:

- without notice, if the person travelling – in defiance of any warning – persistently disrupts the execution of the travel or if his/her behaviour is not in accordance with the contract to such an extent that immediate revocation of the contract is justified. If the tour operator is the terminating party, then it reserves its claim on the travel price, but this will be set off against the value of the expenditure saved and whatever advantages it obtains from any alternative use of the services or facilities that are not taken up, including whatever amounts are credited to it by its service providers.
- if, by four (4) weeks prior to the start of the journey – with the tour operator having exhausted all other opportunities – it would be unreasonable for the tour operator to execute the journey because the costs arising, if it were to be executed, would mean the tour operator exceeds the bounds of economic sacrifice in relation to that journey; that is, unless the tour operator itself is answerable for the main reasons leading to the situation concerned. The travel price paid will be reimbursed promptly.

SERVICE AND PRICE CHANGES:

- Changes and deviations of individual travel services from the agreed tour contract (for example, timetable changes, changes to scheduled sequences, or to hotel reservations) that become necessary after conclusion of the contract, and where there is no evidence of bad faith on the part of the tour operator, are permissible, provided they are not significant changes and do not alter the overall tour programme. Travellers will be notified of any such tour changes or deviations immediately.
- The tour operator reserves the right to alter the prices mentioned in the case of transportation price hikes (particularly due to rises in fuel costs), docking costs, or due to fluctuating exchange rates, or to any other rises in prices/costs that were not known at the time of the completion of the booking contract.

ACTS OF GOD, STRIKES OR OTHER CONDITIONS BEYOND CONTROL:

- Before the journey starts:** If execution of the journey is made more difficult, jeopardized or impaired as a result of extraordinary circumstances that were unforeseeable at the time of entering into the contract and for which the tour operator is not answerable, then both the tour operator and the traveller may withdraw from the contract prior to the start of the journey. Such circumstances include war, strikes, civil unrest, epidemics, and government directives (such as requisition of accommodation or of means of transportation), embargoes, natural disasters, accidents, and damage to the vessel (especially to the hull and engines, etc.) or other occurrences that are equivalent to the examples mentioned above in their effect (force majeure). The travel price paid will be reimbursed promptly.
- After the journey has begun:** If the circumstances specified above come about after the journey has begun and the journey is consequently delayed, then the tour operator is authorized to reconstruct the remaining journey such that other routes or means of transport are organized, for example, by avoiding a harbour or by travelling overland, so that the journey can be ended at approximately the original time specified. In such a case, the tour price will not be reduced and the tour operator will not be liable for claims, particularly not claims for damages.
- Termination of a journey:** Should a cruise have to be terminated due to any of the abovementioned circumstances, the tour operator is authorized to transport travellers and their baggage by alternate means of transport (such as by train, bus or plane) to the agreed starting or end point of the tour, or to an appropriate intermediate point with suitable means of transport. The tour operator is not responsible for any claims, particularly not claims for damages.
- Ship in distress:** Should another vessel be in need of the cruise ship's assistance during a journey, then the tour operator is not liable for any delays caused by the assistance rendered or by any rescue operation. The decisions regarding such possible assistance rest solely with the ship's command.
- Changes in the water level:** Unusually low or high river water levels may cause changes to the itinerary, possible re-embarkation onto another vessel or transfer/s by coach or rail, or may even lead to a shortening of the journey. The tour operator and the ship's captain sometimes have to take such decisions quickly. Such measures do not justify withdrawal from the contract by the person travelling and the tour operator is not responsible for any claims, particularly not claims for damages.

UNUSED SERVICES: Should a passenger not make use of individual services included in the tour price paid due to a premature return journey, or for any other compelling reason, there will be no pro rata refund of the tour price.

PASSPORTS, VISAS, CUSTOMS, CURRENCIES AND HEALTH REGULATIONS: The traveller is solely responsible for compliance with all matters regarding travel-related regulations and prerequisites. Any disadvantages resulting from noncompliance with such regulations will be at the expense of the traveller, unless caused by culpable misinformation by the tour operator.

TRAVEL INSURANCE: For personal security and peace of mind, travellers are advised to take out a travel insurance policy in good time covering, in particular, possible costs of cancellation as well as damage to and/or loss of baggage, possible medical treatment, repatriation costs etc.

CHILDREN/MINORS: Due to the specific nature of the cruise itineraries, there are special conditions for the booking of children and minors:

- For children under the age of 8, special permission by the tour operator is required.
- Up to the age of 16, minors must be accompanied by and share a cabin with a parent, legal guardian or other responsible adult over the age of 21.
- Information about child discounts, particularly for the special conditions of the cabins with connecting doors, can be found in our travel descriptions.

PASSENGERS WITH SPECIAL NEEDS: All means of transport used for our tour programmes comply with European standards. Most vessels are equipped with lifts enabling easy access from one deck to another (with the exception of the sun deck). However, moving from the ship to land can pose obstacles that require solutions without the use of a wheelchair. Some of the ports, land tours and transfer buses etc., are not always suitably equipped. Therefore, before completing a reservation, people with special needs must make the necessary enquiries and must receive consent from the tour operator to join the tour. For security reasons, the transport of wheelchairs may be prohibited by the ship's command. The tour operator will not be liable for claims, particularly not for damages, arising from such non-admission.

LIABILITY/LIMITATION OF LIABILITY/ DISCLAIMERS:

- The tour operator is liable for the services involved in transportation from the advertised starting point to the advertised destination, for transportation during the trip, and for accommodation during the trip.
- The tour operator is not liable for any service disruptions, damages to persons and/or baggage by third-party services which were mediated, and which were characterized as such.

The tour operator expressly refers to possible liability limitations and exemptions relevant under the Strasbourg Convention on the Limitation of Liability of Owners of Inland Navigation Vehicles (CLNI), including protocols and amendments, together with the further provisions of the International Convention of Limitation of Liability for Maritime Claims, 1976, likewise including amendments and addenda, if and as applicable, as well as all further state laws applicable in this respect.