



**CRUISE HOLIDAYS  
WELCOMES  
MR DENNIS DEFENDI**

**Romantic Rhine – Southbound**

**Cruise WAZ 1210**

Booking Reference # 498272

**IMPORTANT TRAVEL DOCUMENTS**

*Please keep in your hand luggage throughout your vacation.*

*Thank you for choosing Avalon Waterways for your vacation.*

*To help you better prepare for your cruise, we encourage you to read all of the enclosed documents carefully before your departure. This booklet includes important documentation, as well as information to help you better prepare for your vacation.*

*Please ensure you have obtained all relevant visas required for your vacation prior to departure.*

*Enjoy your cruise!*

[AvalonWaterways.com](http://AvalonWaterways.com)

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# TRAVELER CERTIFICATE

MR DENNIS DEFENDI

Romantic Rhine – Southbound

WAZ 1210

Booking Reference 498272

Air Depart Date:	December 09, 2016
Start Date:	December 10, 2016
End Date:	December 17, 2016
Air Return Date:	December 17, 2016

## INVOICE NOTATIONS:

Occupancy Type:	Twin, Category P, Cabin 312
Bed Configuration Requested:	Together

Airport Transfer - Arrival:	Confirmed - Instructions enclosed
Airport Transfer - Departure:	Confirmed - Instructions enclosed

Travel Protection

## PRE-PAID GRATUITIES

Special service requests, such as seat assignments, special meals or frequent flyer miles, must be made directly with the airline.

While every effort will be made to honor your bed request, bed preferences cannot be guaranteed.

**WAZ 1210 is your vacation code and departure number.  
Please remember it.**

Participation is subject to receipt of full payment by the operator and to the Terms and Conditions of your booking.

November 18, 2016

## MANDATORY SAFETY EXERCISE

A mandatory safety exercise is held at the start of every cruise while still in port. **Your attendance at this exercise is required.** Failure to attend could result in your removal from the ship. The cost of your cruise will not be refunded and any further expenses accrued will be your responsibility.

Your safety is Avalon Waterways number one priority. Please follow the directions of your captain and crew.

## ADVISEMENTS FOR YOUR VACATION

These important announcements are provided to ensure your enjoyment while on vacation. Please carefully read these advisements as they contain information on your destination and portions of this booklet may be required for services.

- You have requested your beds together for your room configuration. Avalon will make efforts to accommodate this request throughout your vacation though it is not guaranteed. Requests are subject to availability at time of check-in and may not be available in all hotels. Beds together are double bed or larger, able to accommodate two people. On Avalon ships and in some hotels this most likely will be two twin beds pushed together with separate bedding to cover each bed.
- Please be sure to retain your ticket copy/e-ticket receipt and boarding passes in the event you later need them for proof of your flights. We are unable to supply ticket copies after your return.

Please make sure your luggage does not exceed restriction of one (1) bag per person 50lb (22kg) maximum. Airlines may have other restrictions.

## AIR INFORMATION

### TSA information

The information below has been provided to the Transportation Security Administration. **Please verify all information is accurate.** If you find an error in this information, please contact your travel agent or call us directly at 800-221-0090. Inaccurate information may cause complications or delays in your travel arrangements.

Name: DENNIS CHARLES DEFENDI  
 Birth date: 11/23/1947  
 Gender: M

## E-Ticket Receipt

MR. DENNIS DEFENDI



### Ticketing Information

Avalon Waterways Record Locator: DVBLUH  
 BA - British Airways  
 \*Ticket Number - 125 7859167926

Cabin: Coach

Ticketed on 09/09/2016

### Outbound

Flight - AA 4911 - Seat Airport Check-In

Carrier Rec Locator \*DVBLUH

AA4911 OPERATED BY PIEDMONT AIRLINES AS AMERICAN EAGLE

Depart	Fri 09 Dec 2016 11:18 AM	Charleston International Airport
Arrive	Fri 09 Dec 2016 1:05 PM	Philadelphia International Airport (TERMINAL F)

Flight - AA 204 - Seat 10D

Carrier Rec Locator \*DVBLUH

Depart	Fri 09 Dec 2016 9:00 PM	Philadelphia International Airport (TERMINAL A)
Arrive	Sat 10 Dec 2016 10:30 AM	Amsterdam Airport Schiphol

## Return

Flight - BA 711 - Seat 11C

Carrier Rec Locator \*YT8N23

Depart	Sat 17 Dec 2016 10:40 AM	Zurich Airport
Arrive	Sat 17 Dec 2016 11:35 AM	Heathrow Airport (TERMINAL 5)

Flight - BA 1596 - Seat 27C

BA1596 OPERATED BY AMERICAN AIRLINES

Carrier Rec Locator \*YT8N23

Depart	Sat 17 Dec 2016 1:30 PM	Heathrow Airport (TERMINAL 3)
Arrive	Sat 17 Dec 2016 5:55 PM	Charlotte Douglas Intl Airport

Flight - AA 5318 - Seat Airport Check-In

AA5318 OPERATED BY PSA AIRLINES AS AMERICAN EAGLE

Carrier Rec Locator \*DVBLUH

Depart	Sat 17 Dec 2016 8:14 PM	Charlotte Douglas Intl Airport
Arrive	Sat 17 Dec 2016 9:15 PM	Charleston International Airport

\*Please keep these numbers available as they may be required for airport check-in.

## E-Ticket Information

### Seats:

Seat assignments for your itinerary will be requested and are based upon best available at the time of reservation. Not all air segments allow for advance seat assignment, and may be reserved only at Airport check-in or for purchase from the airline. Please note assigned seats on Airlines are not guaranteed. Seat assignments can be changed for reasons beyond our control.

### Please Note:

First and Last Name must be identical to passport. Middle names are not necessary on airline tickets. Please verify spelling and all other information. Name changes or revisions are subject to penalties and/or cancellation. Tickets and passenger documentation are issued based on the names and information above. Airline revision fees apply for any changes after ticket issuance.

Special service requests, such as meals, wheelchair requests, and frequent flier miles, must be made directly with the airline.

Some fares may restrict or only allow partial mileage account accrual.

Flight schedules are subject to change at any time. Please reconfirm your flights and seat assignments with the airline at least 24 hours prior to departure.

Cabin upgrades, if purchased, are confirmed on the international portion of your itinerary only. Due to aircraft configuration, cabin upgrades are typically not available on connection flights within the US, Europe, South America, Australia or Asia.

Federal law forbids the carriage of hazardous materials aboard aircraft in your luggage or on your person. A violation can result in five years' imprisonment and penalties of \$250,000 or more (49 U.S.C. 5124). Hazardous materials include explosives, compressed gases, flammable liquids and solids, oxidizers, poisons, corrosives and radioactive materials. Examples: Paints, lighter fluid, fireworks, tear gases, oxygen bottles, and radio-pharmaceuticals. There are special exceptions for small quantities (up to 70 ounces total) of medicinal and toilet articles carried in your luggage and certain smoking materials carried on your person. For further information contact your airline representative, or go online <http://www.tsa.gov/traveler-information/prohibited-items>.

### Baggage Limitations:

Most airlines now impose a weight, size and/or quantity restriction on baggage and will charge additional fees if these restrictions are exceeded. As a general rule, we recommend that any single piece of luggage should not exceed

50 lbs. However, your air carrier may have stricter weight/dimension limitations. Some airlines are also charging fees for checked baggage, including the first checked bag, and these fees are not included in the vacation package.

Up-to-date information on carrier specific standard checked baggage and carry-on allowances (including size, weight limitations, and fees, if applicable), along with information that additional discounts may apply depending on flyer-specific factors (e.g. frequent flyer status, military, credit card used for purchase or early purchase over the Internet, etc.) can be found at [AvalonWaterways.com/Terms](http://AvalonWaterways.com/Terms) or by accessing [www.iflybags.com](http://www.iflybags.com).

Group Voyagers Inc. is not responsible for additional fees by airline carriers.

### **Advisements**

Per airline requirements, any voluntary revision in air after ticketing, including name corrections, schedule changes and cancellations, will incur a minimum penalty of \$300 per person per change and may be up to 100% of the ticketed price.

Once travel has commenced, any subsequent changes to travel dates must be made by the passenger directly with the airline and are subject to change penalties. Other changes such as departure city or arrival city changes are not allowed and likely will incur the purchase of a new air ticket by the passenger.

## ARRIVAL INFORMATION

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**Reference:** 498272 WAZ 1210  
**Name:** MR DENNIS DEFENDI  
**Flight:** AA 204  
**Date:** December 10, 2016  
**Airport:** Amsterdam Airport Schiphol

Please see the Delayed Arrival Information section and Terms and Conditions at the back of this booklet for information about airline delays, flight changes or schedule modifications.

**Your transfer is included.**

### **Arrival Procedure:**

Upon arrival at Amsterdam Schiphol Airport, please claim your luggage and after leaving the claim area proceed towards the central hall near the main exit. You will need to pass some small shops and little bars to arrive at the official meeting point of Schiphol airport. It is a big Red & White checkerboard structure. Here the AVALON WATERWAYS representative will meet you and take care of your transfer to your hotel. Please look out for the AVALON WATERWAYS sign and AVALON flag.

In the unlikely event that your luggage is missing you must make a "Lost Luggage" claim in the appropriate office within the luggage claim area. If possible, a member of your party should advise our representative of your delay.

As the embarkation will start in the late afternoon only, you will be transferred to the meeting point hotel. Your Cruise Director and the hospitality desk personnel will be on hand from **8:00am till 4:00pm** in order to assist you with activities to help you make the most of your stay in Amsterdam.

The Cruise Director will provide a transfer for you free of charge from the meeting point hotel to the ship at embarkation time by 3:30pm at the latest.

Passengers arriving after 3:30pm will be transferred directly to the ship.

In the contact information section of this booklet you will find important information concerning your ship, your Cruise Director and your meeting point hotel.

**Note:** For security reasons no passengers are allowed on board the ship prior to 4pm. Docking position is only known shortly prior to arrival of the ship.

## DEPARTURE INFORMATION

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**Reference:** 498272 WAZ 1210  
**Name:** MR DENNIS DEFENDI  
**Flight:** BA 711  
**Date:** December 17, 2016  
**Airport:** Zurich Airport

**Your transfer is included.**

**Departure Procedure:** We recommend you reconfirm the departure time and flight number for your homebound flight while on your cruise. Your Cruise Director will explain procedures for your transfer to the airport for your return flight home during the disembarkation briefing on board.

## Future Cruise Credit Romantic Rhine – Southbound

WAZ 1210

Booking Reference 498272

Dear MR DENNIS DEFENDI,

On behalf of all of us at Avalon Waterways, we sincerely thank you for booking with Avalon Waterways and look forward to meeting you in person on your cruise!

As a special thank you for cruising with us, please accept this voucher to receive either \$100 off your next Europe cruise<sup>1</sup>, \$200 off a Mekong river cruise<sup>2</sup>, or \$400 off an Avalon Irrawaddy river cruise<sup>3</sup>!

To redeem this voucher, please contact your preferred Travel professional or contact Avalon Waterways. But don't wait too long - offer expires on March 17, 2017!

Sincerely,

Avalon Waterways

<sup>1</sup>Book your next 2016/2017 Avalon Waterways Europe river cruise to receive \$100 off per person on the cruise/land or cruise only price. Must mention ask & receive code FCVE (Europe cruises).

<sup>2</sup>Book your next 2016/2017 Avalon Mekong (Fascinating Vietnam, Cambodia & the Mekong River) river cruise to receive \$200 off per person on the cruise/land or cruise only price. Must mention ask & receive code FCVSE (Mekong river cruises).

<sup>3</sup>Book your next 2016/2017 Avalon Irrawaddy (Golden Myanmar & the Alluring Irrawaddy) river cruise to receive \$400 off per person on the cruise/land or cruise only price. Must mention ask & receive code FCVIR (Irrawaddy river cruises).

Booking must be made, under deposit and discount applied within 90 days of your last cruise between February 9, 2016 and January 31, 2017 for travel between February 9, 2016 through December 31, 2017. Not applicable to custom tours. Discount will apply to individual members of groups adding a name and non-refundable per person deposit WITHIN 90 day promo window. Not applicable on TBA space. Offer reliant on space availability and may be withdrawn at any time. Combinable with other offers including Journeys Club Repeat Traveler benefit. Applies to new 2016 or 2017 bookings only, and offer will not be applied to pre-existing bookings. Full cancellation penalties will apply. Additional restrictions may apply; see Travel Terms & Conditions for details.

## CONTACT INFORMATION

Booking: 498272

Avalon Waterways Vacation: WAZ 1210 - Romantic Rhine – Southbound

December 10, 2016  
- December 17, 2016



<u>Name</u>	<u>Address</u>	<u>Phone</u>	<u>Fax</u>	<u>Arrival Date</u>	<u>Departure Date</u>
Pre-Cruise Meeting Location	Moevenpick Amsterdam City Centre Piet Heinkade 11 Amsterdam BR- 1019 Netherlands	31 20 519 1200	31 20 519 1239	December 10, 2016	December 10, 2016

Prepared: November 18, 2016

**Cruise Director**  
Katy Huyskens

49 162 2969 529

AVALON OPERATIONS

41 9198 57390 41 9198 57388

### YOUR SHIP

MS AVALON IMAGERY II®

reception@avalonimagery.eu

49 1722 597186

### YOUR ACCOMMODATIONS

Category: P, Cabin: 312

### EMERGENCY NUMBERS:

#### GERMANY/HOLLAND/France/SWITZERLAND

Emergency switchboard (112)

We recommend that you keep a photocopy of this list with you at all times (make sure relatives or friends also have a copy). Please leave an emergency contact number with your travel agent to reach a family member or friend while you're on tour.

Telephone and fax numbers in this list include relevant country and area codes.

Please add the following:

- 011 when dialing from the US or Canada
- 00 when dialing from within Europe

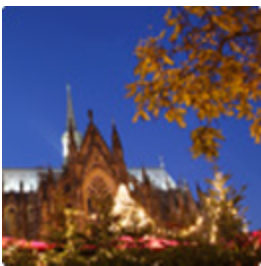


# ITINERARY

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## Romantic Rhine – Southbound WAZ 1210

- Your day-by-day itinerary indicates in UPPERCASE all inside visits, special features, and guided sightseeing. All included guided sightseeing is conducted by a Certified Local Guide.
- Captain's welcome & farewell receptions with sparkling wine and canapes
  - Welcome dinner
  - Daily Afternoon Tea
  - Daily Night Fare
  - Farewell dinner
  - Complimentary sparkling wine with breakfast; soft drinks with lunch; and wine, beer, or soft drinks with dinner are included daily on board your vessel



**Enjoy your Festive Time Special Interest Cruise:** You have purchased a special interest departure for your cruise.

One of Europe's most legendary rivers awaits on this mesmerizing journey along the Rhine. Enjoy a canal cruise in splendid Amsterdam as well as guided sightseeing in Cologne, Koblenz, and Strasbourg. Delight in excursions to Germany's Black Forest and to Heidelberg, Germany's oldest university town with its imposing castle. Also sail through the dramatic Rhine Gorge, see the legendary Lorelei rock, and visit the Gutenberg Museum in Mainz. Your ship will be decorated and dressed up in Christmas colors. You will have free time to explore some of Europe's famous Christmas Markets where you will find all sorts of gifts to bring home.

Avalon's limited-edition special interest departures afford you these unique travel opportunities—and it's all at no additional cost!

### Day 1, Saturday December 10, 2016 ARRIVE IN AMSTERDAM, HOLLAND (EMBARKATION)

Welcome to Amsterdam! Holland's sophisticated, modern capital has a rich and fascinating history. This delightful 700-year-old city with its elegant and classic architecture, cafés, and restaurants has a distinct ambiance. The streets, squares, and canals—not to mention the bike paths throughout the city—make for a vibrant atmosphere, and with over 60 museums, Amsterdam has the highest museum density in the world. Perhaps you would like to take an optional excursion to Zaanse Schans with its traditional houses and Dutch craft workshops. This afternoon, board your river cruise vessel and meet your crew at an evening welcome reception. Later, enjoy a glass of Glühwein to warm you up, as you join a special ILLUMINATION CRUISE to experience the Christmas Lights Festival. (Dinner)

#### NOTE:

*Guests must be on board ship by 5:00pm.*

### Day 2, Sunday December 11, 2016 AMSTERDAM

There is no better way to see Amsterdam than by CANAL BOAT, cruising through the elegant grachten lined with stately homes dating back to Amsterdam's "Golden Age." Later, bid tot ziens (farewell) to Holland and set sail for Germany. (Breakfast, Lunch, Dinner)

This space is for you to enter times as indicated by your Cruise Director.



**Day 3, Monday December 12, 2016**  
**COLOGNE, GERMANY**

Today, enjoy a peaceful morning of cruising before reaching Cologne in the afternoon. One of Germany's largest cities and capital of the Rhineland, Cologne straddles both sides of the Rhine, and is known for its soaring, twin-steepled gothic cathedral. Choose between an included GUIDED CITY WALK or JEWISH HERITAGE WALK. The Old Town abounds with cafés, shops, and taverns. Be sure to try a Kölsch pale lager, locally brewed in Cologne for over a hundred years! Enjoy a walk in the fabulous and magical Christmas markets before leaving Cologne and sailing to Koblenz. (Breakfast, Lunch, Dinner)

**Day 4, Tuesday December 13, 2016**  
**KOBLENZ–RHINE GORGE–RÜDESHEIM**

Situated at the confluence of the Rhine and Moselle Rivers, 2,000-year-old Koblenz is the cultural and business center of the Middle Rhine region. Here, join a Local Guide for a WALKING TOUR of the city that reveals an eventful past through its castles, fortress walls, towers, squares, and monuments. The dramatic RHINE GORGE is the most beautiful stretch of river. Here, ancient castles stand sentry on lofty cliffs rising 400 feet above the waters. Cruise past the legendary rock of the Lorelei, where echoes of enchanted siren song lured unwitting sailors to their doom. In Rüdesheim, the quintessential Rhine Valley wine town, visit SIEGFRIED'S MECHANICAL MUSICAL INSTRUMENT MUSEUM to see and hear a large collection of self-playing calliopes and music boxes from the 18th to the early 20th centuries. The entire town transforms itself into one large Christmas market, offering products and specialties from a number of nations, all presented in a distinctive manner. You'll be spoiled by the selection of shops offering a vast variety of Christmas presents and decorations. In the Market Square you'll find Europe's largest nativity scene, with life-size figures. Enjoy a SPECIAL TREAT before returning to your ship for dinner. (Breakfast, Lunch, Dinner)

**Day 5, Wednesday December 14, 2016**  
**MAINZ. EXCURSION TO HEIDELBERG**

Strategically located at the confluence of the Rhine and Main Rivers is Mainz, with "civilized" origins dating back to around 38 BC. Today, this is Germany's largest and most important wine market. Join your Local Guide for a GUIDED WALK through the Altstadt (Old Town) with its many intriguing shops and the whimsical Fastnachtsbrunnen (Carnival Fountain) on the Schillerplatz, a tribute to the jesters at the city's annual Carnival celebration. Gutenberg, father of modern printing, was born here, and you'll visit the captivating GUTENBERG MUSEUM. After lunch, travel to Heidelberg, home to the oldest university in Germany. With a LOCAL GUIDE, visit the imposing ruins of HEIDELBERG CASTLE, towering magnificently over the city and among the most important Renaissance structures north of the Alps. You'll also see the famed GREAT VAT, the "World's Largest Wine Barrel." At nearly 23 feet high and 28 feet wide, the cask holds over 58,000 gallons of wine and has a dance floor built on top of it! At this time of year, an ice rink is set up at the foot of the castle, and stalls offer Glühwein, Bratwurst, and other tasty treats. The Christmas market itself is scattered over five town squares, and you'll find a wide array of crafts and regional delicacies. (Breakfast, Lunch, Dinner)

**Day 6, Thursday December 15, 2016**  
**STRASBOURG, FRANCE**

Situated on the border of France and Germany, Strasbourg blends the cultures of both countries in a delightful way. As capital of the Alsace region and seat of the Council of Europe and European Parliament, it is without a doubt an important city that manages to retain its historic charm. On your GUIDED SIGHTSEEING TOUR, visit the monumental red-sandstone GOTHIC CATHEDRAL with its ancient murals, stained-glass windows, and fascinating astronomical clock,

as well as the magical LA PETITE FRANCE district, home to half-timber houses, quaint shops, inviting bistros, and a waterfront promenade. Also spend time exploring Place Kléber, a large historic square in the heart of the city, and Place Gutenberg in the heart of medieval Strasbourg, which features a statue of the inventor of the printing press. Dating back to 1570, the traditional Christmas market is one of the oldest and finest in Europe. Located around Place de la Cathédrale and Place Broglie, its centerpiece is a giant Christmas tree. As you stroll through the festively decorated and illuminated streets you'll notice the pleasing aromas of mulled wine, sweets, spice cakes, and biscuits—a truly magical atmosphere! This afternoon, an optional excursion into the Alsace wine region is available. This evening, enjoy an onboard WOODCARVING demonstration. (Breakfast, Lunch, Dinner)

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**Day 7, Friday December 16, 2016**  
**BREISACH, GERMANY. EXCURSION TO THE BLACK FOREST**

Located at the foot of Kaiserstuhl Mountain on the French-German border, Breisach is the gateway to Germany's BLACK FOREST region, an area of unrivaled natural beauty with its forests of thick pine trees. The area got its name because the forests are so dense that local residents described them as black. There's no better setting for this time of year than when smoke curls from the chimneys of the traditional Black Forest houses with their long sloping roofs, connoting images of warm and festively decorated interiors. Surely the most well-known products from this region are Black Forest ham, Black Forest cherry cake, and cuckoo clocks. This afternoon there's free time in Breisach to visit one more Christmas market—or you may join an optional excursion to Colmar in France's Alsace region. (Breakfast, Lunch, Dinner)

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**Day 8, Saturday December 17, 2016**  
**BASEL, SWITZERLAND (DISEMBARKATION)**

Your vacation ends with breakfast this morning. (Breakfast)

**NOTE:**

*Departure flights should not leave Zürich Airport before 10:00am.*

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## OPTIONAL EXCURSIONS

### Romantic Rhine – Southbound WAZ 1210

In order to assist you in maximizing your free time, several optional highlights have been planned for your cruise, at reasonable all-inclusive prices. These highlights provide you with additional insight into local life or history. We take care of the logistics leaving you free to explore and enjoy.

Below is a list of the optional excursions that are normally offered for your cruise. You can select and purchase your optional excursions online via [My.AvalonWaterways.com](http://My.AvalonWaterways.com). It is recommended you book early to secure your space.

The MyAvalon website also allows you to choose your included excursions, as part of Avalon Choice<sup>®</sup>. On select days of your cruise you can choose the included sightseeing that most interests you. These excursions will show below as EUR 0 price. Just go online to view your choices and details about what you will see and do. When selecting your included excursions you will see any time conflicts with optional excursions that may be available.

Prices for optional excursions are per person and include (as appropriate): Services of a local guide, reservations, transfers, entrance fees, and tips to waiters. Optional excursion charges will appear on your credit card statement as "Avalon Optionals". We accept Visa, MasterCard and American Express. Credit cards should be valid for at least 30 days

after completion of your cruise. For operational reasons, not all excursions listed below may be available and additional excursions may be offered on MyAvalon. Operation is subject to sufficient participation, weather conditions, seasonal suitability and group interests. Please see Terms & Conditions at the end of your booklet for more information on Optional Excursions and Activities.

Once on board, your Cruise Director will be of assistance to help you design your spare time.

Online purchases of Activities & Excursions will not be reflected in this document.

## AMSTERDAM

### A Traditional Windmill Village - Zaanse Schans

EUR 36

If you are in the Netherlands only for a short time, then this is a great excursion to see the typical Dutch sights in just one afternoon. Join our local expert on a journey through times when Dutch sailing ships crossed the seven seas and goods from all corners of the world were traded in Holland. A short coach ride gives you picturesque views of the Dutch "polder" landscape, reclaimed land with endless horizons and cattle grazing on the green grasslands. The open air village of Zaanse Schans is a collection of typical Dutch houses, windmills & craft stores which all have preserved their original character. We will have an inside visit of a working windmill. Highly interesting is the clog making demonstration and the cheese factory. In the little stores you can easily find all the Dutch souvenirs you want to take home. Zaanse Schans is a pleasant half day excursion which includes an array of typical sights for which Holland is famous.

### Amsterdam Castle: Muider Slot, a Genuine Castle, for a Real Taste of History

EUR 56

Take a traditional boat ride on the former Zuiderzee, where the Dutch East and West Indian Company ships sailed to and from Amsterdam for centuries. End your boat ride at the imposing Amsterdam Castle, the Muider Slot, which gives you a real taste of Dutch history. It is part of the Defence Line of Amsterdam and included on the UNESCO World Heritage List. During the guided tour through rooms full of authentic furniture and paintings from the Dutch Golden Age, you will imagine yourself in a painting by Rembrandt or Frans Hals. The guided tour through the museum's rooms, all refurbished in 17th-century style, evokes the period, when Pieter Corneliszoon Hooft, also known as the "Dutch Shakespeare," occupied the castle. In the beautiful herb and vegetable gardens, which still retain the atmosphere of the Dutch Renaissance, you will find many, often forgotten, flowers, herbs and vegetables from times gone by. A walk along the ramparts offers fantastic views of the water-rich environments and the Pampus island fortress. You should not miss the visit to the most beautiful and best kept medieval castle in the Netherlands.

## COLOGNE

### Cologne Walking Tour

EUR 0

Cologne is not a metropolis like any other; it is a center of multicultural spirit and lifestyle. During the guided walking tour explore the cobblestoned streets of the Old City, which are shadowed by Cologne Cathedral. After the tour you can visit the Cathedral on your own or relax in one of the breweries and sip a local beer, Kolsch.

### Jewish Cologne

EUR 0

Cologne is home to the oldest known Jewish community north of the Alps, probably dating back to around 300 A.D., when it was the town was named Colonia by the Romans. During your guided walk you will see all highlights, which were important for Jewish life, including an outside stop at the excavation of the Mikwe. The Jewish community built their bathhouse deep into the ground in order to reach the water table and thus the freshest water.

## STRASBOURG

### Excursion to the Alsace Countryside

EUR 45

The famous Alsace Wine Route, or "Route des Vins", is a winding ribbon of flower decorated villages in the north of Alsace. This guided excursion takes you on the back roads through the heart of the winemaking country. Stop at the picturesque area of Obernai for a short sightseeing of this lovely, small, typical Alsace town, so much influenced by both the French and the Germans, yet safeguarding its own particular character. Alsace is known for some of the world's finest wines, to be found in the picturesque villages that dot the route with their half-timbered houses, taverns and stork nests. As there can be no visit to Alsace without a wine-tasting on the spot, we will visit one of its cellars and taste the excellent local wine.

## BREISACH

### Black Forest with Cuckoo Clock Shop

EUR 0

Black Forest farms, Black Forest gâteau, Black Forest ham, "Bollenhut" hats and cuckoo clocks - the Black Forest embodies everything that one might expect of a picture book German mountain region whose main industry is tourism. The forests consist mainly of pine and fir trees and after

a picturesque drive, you will visit the workshop of a local woodcarver who produces clocks and other carvings. Here you also have the chance to sample the "Schwartzwalder Kirschtorte " the typical Black Forest gateau which is famous the world over.

### Excursion to Colmar

EUR 45

Known as the birthplace of the father of The Statue of Liberty, Colmar is indeed, one of the most beautiful, small towns in France. A maze of cobblestoned streets are lined with centuries old half timbered houses, many of them decorated with flowers. Around every corner you will find another photo spot, providing the visitor with a view on 1000 years of European History. Yet, Colmar retains a 'country town' atmosphere which contributes so much to its charm. A short, leisurely bus ride brings you to this charming town for a full city walk that will grant you an extraordinary insight into the region.

## IMPORTANT CRUISE ADVISEMENTS

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### Romantic Rhine – Southbound WAZ 1210

#### Passports, Visas & Documents

A valid passport is required for international travel. A majority of countries insist that passports be valid for at least a six month time period, so please check yours is valid for at least six months beyond the conclusion of your trip. **It is the responsibility of the traveler to secure any required visas before leaving home; check your itinerary carefully** and ask your local consulates for advice, as visa conditions are subject to change. If your nationality (passport) differs from the country in which you reside, please take time to check carefully with your local consulates concerning visa and passport requirements for your travels.

As your passport will be kept on board the ship throughout your cruise for transit formality reasons, we recommend you carry a photocopy of your passport/visas on you at all times.

#### Baggage

Porterage for one suitcase is included on your cruise. This single bag should have **dimensions not exceeding 30 x 21 x 11 in. (76 x 53 x 28 cm.), and weight not exceeding 50 lbs. (22 kg.)** or less if your air carrier has stricter weight/dimension limitations (you may be required to remove articles and put them in another bag if weight or size limits are exceeded). We recommend you consult your air carrier as size and weight limitations vary from airline to airline and even according to destination, and are becoming more restrictive. We are not responsible for additional fees imposed by air carriers.

**Should your luggage be delayed, please note that it is the responsibility of the airline to ensure that it is delivered to you en route. Claims for reimbursement for delayed luggage should be addressed to the airline company.**

#### Transportation

If you have an included arrival airport transfer, the Avalon Waterways Host will greet you at the airport. Look for the Avalon Waterways sign. **IMPORTANT:** Please carefully study the Airport Transfer Information/Confirmation page in this booklet. Be wary of any person approaching you offering unofficial taxi services. If you do not have an airport transfer included and you need transportation, make your way to the regular taxi line outside the air terminal; choose only those vehicles with a meter, and a taxi sign on the roof. We recommend you pre-negotiate the rate.

#### Credit card payments

If you intend to use your debit or credit card while on holiday, we recommend that you inform your bank or credit card company before leaving. In an attempt to prevent fraud and the misuse of cards, banks now monitor accounts to identify unusual card transactions, and if they see anything suspicious, may put a stop on your card. Therefore we strongly suggest to advise your bank or credit card company which countries you will visit, and that they should also expect charges from CYPRUS, as the onboard payment system is based in CYPRUS.

#### Tipping

Tipping on cruise vacations is general practice and while the amount of these gratuities will depend upon your degree of satisfaction for services rendered, many of our clients have asked us for general tipping guidelines. **For a good job, we recommend 3 euro per passenger per day for the Cruise Director and 12 euro per passenger per day for the crew** - this will be pooled and distributed fairly among those who have been of service to you (including those of the personnel who work behind the scenes and whose service is equally indispensable to your enjoyment of the cruise).

**Dutch:**

**Good morning:** Goede morgen, **Good afternoon:** Goede middag, **Good evening:** Goede avond, **Goodbye:** Tot Ziens, **Yes:** Ja, **No:** Nee, **Please:** Alstublieft, **Thank you very much:** Dank u wel, **How much does it cost?:** Wat kost dit?, **1:** Een, **2:** Twee, **3:** Drie, **4:** Vier, **5:** Vijf, **6:** Zes, **7:** Zeven, **8:** Acht, **9:** Negen, **10:** Tien, **Where is...?:** Waar is...?, **Admission free:** Vrije toegang, **No Smoking:** Verboden te roken, **Entrance:** Ingang, **Exit:** Uitgang, **Restaurant check/bill:** Rekening.

**German:**

**Good morning:** Guten Morgen, **Good Day:** Guten Tag, **Good evening:** Guten Abend, **Please/You're welcome:** Bitte, **Thank you:** Danke, **Yes:** Ja, **No:** Nein, **Do you speak English?:** Sprechen Sie Englisch?, **I don't understand:** Ich verstehe nicht, **Please write it down:** Können Sie das bitte aufschreiben?, **How much?:** Wieviel kostet das?, **1:** Eins, **2:** Zwei, **3:** Drei, **4:** Vier, **5:** Fünf, **6:** Sechs, **7:** Sieben, **8:** Acht, **9:** Neun, **10:** Zehn, **Where is...?:** Wo ist...?, **Telephone:** Telefon, **Bathroom:** Toilette, **Tea:** Tee, **Coffee:** Kaffee, **Bottled water:** Mineralwasser (**carbonated**=mit Kohlensäure, **non-carbonated**= ohne Kohlensäure), **Cheers!:** Prost!, **Restaurant check/bill:** Die Rechnung.

**French:**

**Good morning/day (until 5 p.m.):** Bonjour, **Good evening:** Bonsoir, **Goodbye:** Au revoir, **Please:** S'il vous plaît, **Thank you:** Merci, **Yes:** Oui, **No:** Non, **Do you speak English?:** Parlez-vous anglais?, **I don't understand:** Je ne comprends pas, **Please write it down:** S'il vous plaît, écrivez-le, **How much?:** C'est combien?, **1:** Un, **2:** Deux, **3:** Trois, **4:** Quatre, **5:** Cinq, **6:** Six, **7:** Sept, **8:** Huit, **9:** Neuf, **10:** Dix, **Where is...?:** Où est...?, **Telephone:** Le téléphone, **Bathroom:** Les toilettes, **Tea:** Thé, **Coffee:** Café, **Bottled water:** De l'eau minérale (**carbonated**=eau pétillante, **non-carbonated**=eau plate), **Cheers!:** Santé!, **Restaurant check/bill:** L'addition, **Waiter:** Monsieur (*not* garçon), **Waitress:** Mademoiselle, **Have a nice day!:** Bonne journée!

## TRAVEL PROTECTION CERTIFICATE

You have purchased Travel Protection through the Globus family of brands.

A Travel Protection Description of Coverage, which provides a detailed description of the Travel Protection and Assistance Plan benefits is available at the TripMate website: [www.tripmate.com/wpF372G](http://www.tripmate.com/wpF372G). Coverage included in your plan is based on the purchase date of your travel protection and state of residence. If you are unable to access this site, please contact your Travel Consultant who will be able to assist you.

24-hour emergency assistance information can be found below, along with your plan number and information. Please make sure to bring this with you on your vacation.

## TRAVEL PROTECTION AND ASSISTANCE PLAN

This comprehensive Travel Protection and Assistance Plan is designed exclusively for Avalon Waterways passengers by Trip Mate.

This is your Travel Protection Plan/One Call International Assistance identification, which you should take with you on your vacation.

Enclosed in the Travel Protection Certificate section above is information on how to secure a Travel Plan Description of Coverage from the TripMate website, or through your Travel Consultant. Please read your certificate carefully. To implement the Cancel for Any Reason Waiver Benefit, Avalon Waterways must be notified at least 24 hours prior to departure (or the prior business day, whichever is further out) of a cancellation. All cancellation claims must be filed with Trip Mate for processing.

## TRAVEL PROTECTION IDENTIFICATION TRIP MATE/ONE CALL INTERNATIONAL

NAME: MR DENNIS DEFENDI  
PLAN NO: F372G  
FOR VACATION: WAZ 1210

Your travel protection covers the above vacation, as well as one consecutive Globus family of brands vacation, taken within 10 days of either the start or end of this vacation.

Not transferable.  
Not valid if canceled or revoked.  
Prepared: November 18, 2016

## One Call International 24-Hour Emergency Assistance

If you are outside the United States or Canada and calling from a local phone, call the local telephone operator for help in placing your international call. Within the United States or Canada, use the toll free number provided if you have emergency travel needs such as rebooking a flight or making hotel reservations. Phone answered 24 hours daily. If using your own mobile phone or internet device, check with your provider before you leave home for international calling instructions.

Calling from within the United States and Canada  
800-555-9095

Calling from outside the United States and Canada (collect calls accepted)  
603-894-4710

**TO HEALTH CARE PROVIDERS:**

The person named has been issued travel protection identification which provides certain hospital and outpatient benefits. All physicians and hospitals should immediately contact One Call International to confirm benefits.



## DELAYED ARRIVAL INFORMATION

If you are delayed en route to the start of your cruise please call us to let us know so we may prepare for your delayed arrival. We have partnered with On Call International, a service that is available 24 hours a day, 7 days a week to take your call about your travel delays. Please call the below number and provide your cruise code, departure date, and reference number (498272). On Call will ensure we are aware of your delay and new flight arrangements.

**Calling from within the United States or Canada**  
800-407-0801

**Calling from outside the United States or Canada**  
603-328-1708

Please note this service is for delays only; On Call International is unable to assist with any travel protection claims. You should work with your airline directly to secure new flight arrangements and then call On Call to advise of your delay. Then proceed with your arrival per the instructions in this document. The Air Arrangements section in the below Terms and Conditions has additional information regarding modifications to air arrangements.

## EMERGENCY CONTACTS

Please complete this form before arriving at your first destination.

Be assured we will only use this information or contact the person noted in case of an emergency. At the end of your vacation, this form will be destroyed.

### EMERGENCY CONTACT FORM

WAZ 1210 498272	WAZ 1210 498272
Traveler's Passport Name	Vacation Code & Invoice Number
Emergency Contact Name	
Contact Relationship	Phone
Airline	Return Flight Number(s) Date(s)
Trip Mate	
Travel Protection Provided By	
F372G	
Travel Protection I.D. / Policy Number	Travel Protection Phone Number

## INTERNATIONAL TRAVELER INFORMATION

Additional data requested for surrender to cruise ship authorities, border crossings and hotels when applicable.			
	M		F
Passport Name			
Passport Number	/ /	/ /	/ /
	D / M / Y	D / M / Y	D / M / Y
	Date Issued	Date Expires	
Country of Issue		Nationality	
/ /			
D / M / Y			
Date of Birth			
Address of Residence			

### EMERGENCY CONTACT INFORMATION

(continuation)

Traveler's Passport Name
Please list current medications or allergies (optional)



Your gratuity to your **Cruise Director** has been pre-paid. This voucher is not needed for gratuity payment, but is provided for you to show your appreciation. Please give this voucher to your Cruise Director on the last day or put it in the envelope provided on cruise.



Cruise: WAZ 1210  
Name: MR DENNIS DEFENDI



Your gratuity to your **Crew** has been pre-paid. This voucher is not needed for gratuity payment, but is provided for you to show your appreciation. Please give this voucher to your Crew on the last day or put it in the envelope provided on cruise.



Cruise: WAZ 1210  
Name: MR DENNIS DEFENDI

# MOTORCOACH SAFETY

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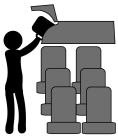
## ENTERING AND EXITING

Always use the handrails and check for traffic when walking to and from the coach.



## REMAIN SEATED AND USE YOUR SEATBELT

Please remain seated, with seatbelt fastened (where fitted), at all times while the coach is in motion. Failure to do so may result in injury if the driver has to change speed, brake, or stop suddenly. If you must stand or move along the aisle, support yourself using the backs of the seats or the overhead support rail. Standing, moving, or using the emergency restroom while the coach is moving is at your own risk. Some countries have laws requiring seatbelt usage.



## HAND LUGGAGE

Hand luggage should be safely stored in the overhead luggage racks or under your seat. Maximum dimensions are 12 x 11 x 6 in. (30 x 28 x 14 cm). Heavy items (bottles, etc.) should not be stored overhead. Coach aisles must be kept clear of all luggage and personal effects at all times. Wheeled luggage of any size must be stowed in the coach luggage hold for safety reasons. Airline overhead bins are much larger than the overhead bins on the coach. If your hand luggage does not fit overhead or under your seat, you may be asked to store it in the luggage hold for safety.



## EMERGENCY ITEMS

Your Tour Director will give you specific details concerning safety procedures for the coach you are on. This will include the location of fire extinguishers, hammers, first-aid kit, as well as instructions on how to open all emergency hatches/exits. Please take the time to note the location of all emergency exits.



## MOBILE DEVICES

In consideration of other passengers, please use cell phones and other mobile devices discreetly.

\*Wi-Fi connectivity, where available, is provided by an independent third party with separate terms and conditions of usage and acceptance thereof.



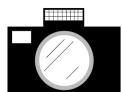
## STAYING ON BOARD

Passengers are not allowed to remain on the coach during comfort or other stops.



## NO SMOKING, FOOD OR DRINK

As a courtesy to other passengers, we ask you to refrain from consuming food and drink (except bottled water) on the coach. Please place all trash in the garbage cans that are provided. Smoking and the consumption of alcohol are prohibited on the coach.



## VALUABLES

Do not leave valuables or personal items on the coach at any time. They are your responsibility.

# SAFETY PROCEDURES AND INFORMATION

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While on your cruise, your well-being, health and safety on board deserve our highest attention.

As part of our safety regulations, we will conduct a mandatory safety exercise on board your vessel prior to the Welcome Briefing, while the ship is still in port. **Your participation in this exercise will be required.** Failure to attend could result in your removal from the ship. The cost of your cruise will not be refunded and any further expenses accrued will be your responsibility.

After checking-in on board you will find more information about these required safety procedures in your stateroom including what to expect during the safety exercise on embarkation day. Please take the time to study the safety information carefully.

Thank you for your cooperation and understanding with these safety exercises.

## Safety Procedures: Important Information concerning your safety:

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In case of emergency it might be necessary to leave the ship! The below instructions will be reviewed during your safety exercise to ensure you are familiar with these safety procedures.

If you hear the **general alarm**, follow the instructions of the crew and proceed as fast as possible to the assembly point as indicated by crew members.

### ASSEMBLY POINTS

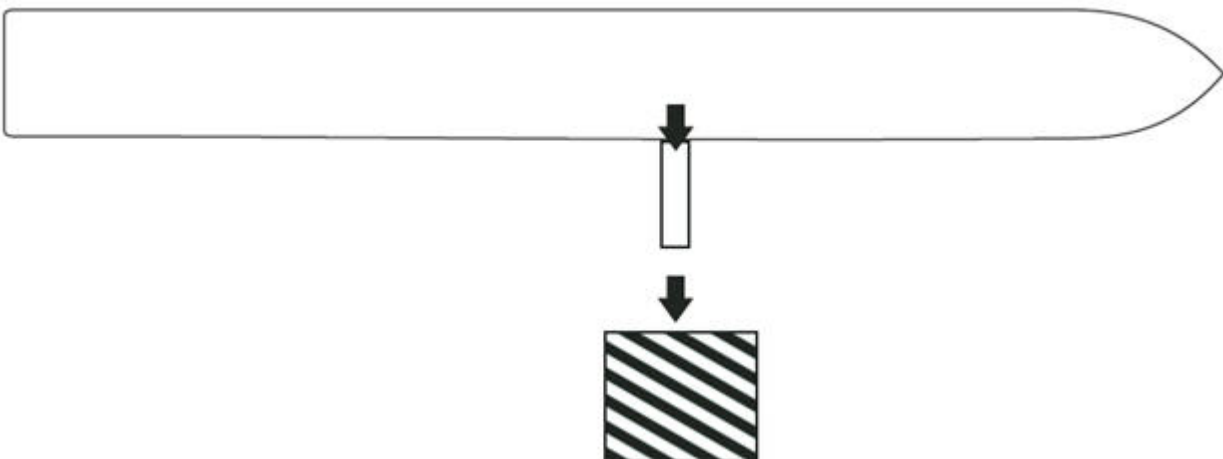
- A) The MAIN LOUNGE in the front part of the ship



- B) The SKY DECK on the top of the ship



- C) LAND - 50 meters / 165 ft away when the vessel is docked



At the assembly points there will be crew members waiting for you with SIGNS showing the name of your deck.

Report at your deck assembly sign and identify yourself with name and stateroom number.



If you assemble on the SKY DECK or in the MAIN LOUNGE, you will be provided a life jacket to put on and wait for further instructions.

## Terms & Conditions

The purchase of any travel services offered by Group Voyagers, Inc., doing business as Avalon Waterways constitutes a contractual arrangement between you and (the traveler) Avalon Waterways and represents your acceptance of Avalon Waterways Terms and Conditions set out on our website at [AvalonWaterways.com](http://AvalonWaterways.com).

### Responsibility

Group Voyagers, Inc., located at 5301 South Federal Circle, Littleton, Colorado 80123, is an independent company (the "Company") licensed to market and distribute travel products under Avalon Waterways brand name and arrange for the vacation services offered in this brochure, including transportation, sightseeing, and accommodations through independent contracts.

Air carriers, accommodations, and other suppliers (including but not limited to trains, cruises, ferries, motorcoaches, hotels, and restaurants) providing services are independent contractors and are not agents, employees, servants, or joint venturers of the Company or its affiliates. All certificates and other travel documents for services issued by the Company are subject to the Terms & Conditions specified by the supplier, which are available upon request, and to the laws of the countries in which the services are supplied.

The international carriage of passengers is subject to international conventions and treaties, where applicable. These international agreements limit and, in some events, exclude the carrier's liability to passengers (vacation participants). Where any claim or part of a claim (including those involving death or personal injury) concerns or involves any travel arrangements (including the process of getting on or off the transport concerned) provided by any air, sea, inland waterways, rail, or road carrier or any stay in a hotel, the Company's maximum liability is the maximum which would be payable by the carrier or the hotel keeper concerned under the applicable international convention, treaty, or regulation applicable to the travel arrangements or hotel stay (e.g., the Warsaw Convention, the Montreal Convention for international travel by air, the EU Regulation on Air Carrier Liability for air carriers with an operating license granted by an EU country, the Athens Convention for international travel by sea) in that situation.

After departure, if the services included in the vacation cannot be supplied or there are changes in an itinerary for reasons beyond the control of the Company, on the circumstances, the Company will take reasonable action to arrange for the provision of comparable services. Any resulting additional expense will be the responsibility of vacation participants, and any resulting savings will be refunded by the Company to vacation participants.

The Company reserves the right to accept or reject any person as a vacation participant; to expel any participant from the vacation; to make changes in the itinerary whenever the Company deems it necessary for the comfort, convenience, or safety of the participants; and to cancel a vacation at any time.

The vacation participant agrees that neither the Company nor its affiliates shall be liable for any damage, loss (including personal injury, death, and property loss), or expense occasioned by any act or omission of any supplier providing services, any insurer or insurance administrator under the Travel Protection Plan, or any other person.

Any dispute between the vacation participant and the Company directly or indirectly relating to the Terms & Conditions shall be first submitted to mediation at Denver, Colorado, before a mediator mutually agreed to by the parties. If mediation is not successful, the dispute must be resolved by binding arbitration under Colorado law before the Judicial Arbitrator Group or its successor located at 1601 Blake Street, Denver, Colorado 80202. The prevailing party shall be entitled to an award of costs and reasonable attorneys' fees. Any action to enforce the arbitrator's decision shall be brought in the state or federal courts in the State of Colorado.

Arbitration against the Company must be commenced within one year following the date of vacation completion. Neither the Company nor any affiliate shall in any case be liable for other than compensatory damages, and you hereby waive any right to punitive damages.

No person, other than an authorized representative of the Company by a document in writing, is authorized to vary, add, or waive any term or condition in its brochure or on its Web site, including any term or condition set forth in the preceding provisions.

### Optional Excursions & Activities:

Optional activities and excursions ("the Services") available for booking are provided by local operators or other third parties that are entirely independent of Avalon Waterways and do not form any part of the product or services sold to you by Avalon Waterways or of these Terms & Conditions, even where Avalon Waterways suggests particular operators/other third parties and/or assists you in booking such optional activities or excursions. Your contract for such Services will be with the organizer or operator of that Service and will be subject to its Terms & Conditions, which may contain exclusions or limitations of liability. Avalon Waterways has no liability for any such optional activity or excursion or for any act(s) or omission(s) of the organizer or operator or for any of its employees or agents or any other person(s) connected with the optional activity or excursion.

Any advice or assistance on or with any Service provided by any local representative does not mean or imply that the Service is sold, supervised, or controlled by Avalon Waterways or that any such advice or assistance is given on behalf of Avalon Waterways. Vacation participants are asked to check with the operator of any optional activity or excursion and the applicable Terms & Conditions before booking.

Optional excursions and activities purchased in advance of travel are non-refundable within 11 days to commencement of services, unless otherwise listed as non-refundable at time of purchase.

### Air Arrangements:

Avalon Waterways is not responsible if an airline cancels, reschedules, or delays a flight for any reason. If you purchased air through Avalon Waterways, we will try and assist in making new arrangements providing you have not already checked in with your airline for your first flight segment. After check-in, you must work with the airline directly to reach your destination or to make any alternate arrangements including amendments to return services. Please be aware airline fees often apply for modifications to air schedules not related to airline imposed flight cancellations, reschedules or delays. These fees will be payable to the airline directly at time of request.

### Travelers Who Need Special Assistance on Tours and/or Cruises

You must report to Avalon Waterways any disability requiring special attention while on tour or on cruise at the time the reservation is made.

Avalon Waterways will make reasonable attempts to accommodate the special needs of disabled travelers, but is not responsible in the event it is unable to do so nor responsible for any denial of services by air carriers, hotels, restaurants, or other independent suppliers.

Avalon Waterways cannot provide individual assistance to a vacation participant for walking, dining, getting on and off motorcoaches, cruise

ships and other vehicles, or other personal needs. Avalon Waterways strongly recommends a qualified and physically able companion accompany travelers who need such assistance. All travelers with Avalon Waterways are subject to the Participation clause in the booking contract.

### **Wi-Fi**

Wi-Fi connectivity on transportation provided by Avalon Waterways (for tours where Wi-Fi is available on the motorcoach) is provided by an independent third party with separate Terms & Conditions of usage and acceptance thereof. These can be found online or will be made available upon request. Wi-Fi connectivity is not guaranteed, and is often disrupted, unavailable, and slower internationally than you are accustomed.



# TERMS AND CONDITIONS OF THE CARRIER

## River Cruise Voyage aboard TC "Imagery II"

### **IMPORTANT NOTICE:**

THESE ARE THE TERMS AND CONDITIONS THAT APPLY TO THE CONTRACT OF CARRIAGE BETWEEN YOU AS THE PASSENGER AND RIVER SERVICES, NAUENSTRASSE 63A, 4002 BASEL, SWITZERLAND, AS CARRIER WITH RESPECT TO THE M.V. "AVALON IMAGERY II". THE COMPANY ENTERS INTO CONTRACTS OF CARRIAGE, ISSUES ALL CONTRACTS, AND ACCEPTS AND CARRIES PASSENGER AND BAGGAGE ONLY ON AND SUBJECT TO THESE TERMS AND CONDITIONS. THIS CONTRACT IS AN AGREEMENT BETWEEN PASSENGER AND THE COMPANY, AND THE AGENTS, SERVANTS AND EMPLOYEES OF THE COMPANY. THE LIABILITY OF THE COMPANY TOWARDS PASSENGER IS LIMITED BY OPERATION OF LAW AND BY OPERATION OF THESE CONDITIONS. SECTIONS 5, 6, 9, 11, 14 AND 15 OF THESE TERMS AND CONDITIONS CONTAIN CERTAIN LIMITATIONS OF THE COMPANY'S AND THIRD PARTIES' LIABILITY, INCLUDING LIMITATIONS CONCERNING DEATH OR INJURY CLAIMS, AS WELL AS DAMAGE CLAIMS RELATING TO BAGGAGE AND PERSONAL PROPERTY. YOU THEREFORE SHALL ENSURE THAT YOU ARE PROPERLY INSURED AGAINST ALL RISKS THAT YOU AND YOUR BELONGINGS MAY INCUR. BY BOARDING OUR SHIP, YOU AGREE TO ACCEPT AND TO BE BOUND BY ALL OF THE TERMS AND CONDITIONS WHICH FOLLOW, INCLUDING SPECIFICALLY THOSE REGARDING YOUR RIGHTS TO SUE, GOVERNING LAW, FORUM AND JURISDICTION. THANK YOU FOR TAKING THE TIME TO FAMILIARIZE YOURSELF WITH THESE TERMS AND CONDITIONS.

### **1. DEFINITIONS**

- a. Baggage means all such Passenger baggage allowed on the Vessel pursuant to the terms of this Contract which is placed in Passenger's cabin, or which has been stored in the Vessel's baggage room, holds or safe against receipt therefore at the request of Passenger.
- b. Booking" means the booking by the Passenger of a Cruise on board the Vessel.
- c. Company means River Services GmbH, Nauenstrasse 63A, 4002 Basel, Switzerland.
- d. Conditions" means these terms and conditions.
- e. Contract means the booking confirmation and the contract for a Cruise on board the Vessel resulting from a booking, including these Conditions, as concluded between Company and Passengers.
- f. Conventions means the Athens Convention Relating to the Carriage of Passengers and Their Luggage by Sea, 1974, and the Protocols thereto of 1976 and 1990, and, where applicable, the Strasbourg Convention on the Limitation of Liability in Inland Navigation, 1988.
- g. Cruise means a trip of a number of days and/or a specific itinerary contracted by Passenger with Company.
- h. Dangerous articles include articles such as firearms, explosives, oxygen or inflammable or combustible substances, alcohol, drugs, illegal substances, or other dangerous goods.
- i. Passenger means every person named on the face of this Contract and/or travelling under this Contract or occupying the cabin designated on this Contract, including their heirs, successors in interest and personal representatives.
- j. Valuables includes but is not limited to jewelry, money, bullion, precious metals or stones, plate or other objects of a rare or precious nature, bonds, securities, negotiable and financial instruments and/or tickets.
- k. Vessel means the river cruise ship "Avalon Imagery II" or any substitute ship chartered or operated or provided by the Company, whether owned chartered, or operated by the Company or by third parties on which Passenger may be travelling, and its tenders or any other similar means of conveyance.

### **2. NON-TRANSFERABILITY/BINDING EFFECT:**

The Contract is valid only for Passenger or Passengers named herein for the Cruise, date and Vessel indicated. It may not be sold or transferred. The terms and conditions of the Contract are binding on, and confer benefits to Passenger, Passenger's spouse, heirs, executors, administrators, personal representatives, dependents and next of kin. Passenger represents and warrants that she/he is duly authorized by and on behalf of all Passengers (including minor children) named on the Booking to agree to and to bind all such Passengers to these terms and conditions.

### **3. EMBARKATION:**

Passenger is required to be on board the Vessel at least one hour before the initial scheduled departure time of the Cruise and any departure time subsequently announced during the Cruise. At the time of embarkation Passenger is responsible for having received all medical inoculations necessary for the Cruise and having in his/her possession the Contract and/or Booking confirmation, valid passport, visas, medical card and other documents necessary for scheduled ports of call and disembarkations. Company shall have no liability to Passenger whatsoever if Passenger is not on board prior to the Vessel's departure.

### **4. BAGGAGE, VALUABLES AND OTHER POSSESSIONS:**

Due to space limitations, each Passenger may bring aboard the Vessel one (1) suitcase without charge. All Baggage must be securely packed and distinctly labeled with Passenger's full name, the name of the Vessel, and the cabin number of Passenger and the sailing date of the Vessel. Under no circumstances, may Dangerous Articles be taken aboard the Vessel. Any such item shall be surrendered to the Captain of the Vessel at embarkation, and may be disposed of in the sole discretion of the Captain. Pets and other animals with the exception of Seeing Eye dogs are not allowed on board the Vessel. Hand or unlocked luggage, breakables and Valuables must be hand-carried by Passengers on and off the Vessel, and may not be included with check-in Baggage. Company shall not be responsible for loss or damage to such items and shall not be responsible for goods that Company would not have allowed on the Vessel, had it known of the existence thereof.

### **5. LIABILITY LIMITATIONS FOR LOSS OF AND/OR DAMAGE TO PROPERTY:**

The total value of the Baggage, Valuables and other personal belongings of a Passenger aboard the Vessel who does not deposit Valuables for safekeeping, as described in this Contract, shall be deemed not to exceed the amount of SDR 1,800 per Passenger, and Company's liability, if any, for loss of or damage to such belongings is limited to a maximum of SDR 1,800 per Passenger. Company provides safekeeping for Valuables aboard the Vessel either in the Passenger's cabin or at the front desk. Company encourages Passengers to deposit any Valuables brought aboard the Vessel with the designated officer who will issue a receipt for such Valuables or use the safe in the Passenger's cabin. Company shall not be liable for any loss of or damage to Valuables unless they have been delivered to the designated officer and a receipt issued. The value of articles delivered for safekeeping shall

be deemed not to exceed SDR 2,700 unless Company agrees in writing to a higher value for the articles at the time of delivery to the designated officer. Unless specifically provided elsewhere in this Contract, Company shall have no liability for loss or damage to Baggage or personal effects. Personal belongings lost while unattended in public lounges or other public areas, whether on board the Vessel or elsewhere, are not reimbursable. Losses due to ordinary wear and tear, perils of the sea, and other acts-of-God are not reimbursable. Settlements of reimbursable claims for lost belongings will be made on the basis of actual cash value (replacement cost less depreciation). Settlements of reimbursable claims for damaged items will be on the basis of cost of repair or actual cash value, whichever is less. No amount shall be paid in settlement of any claim without proof of the actual cash value or repair cost as appropriate arising from the loss or damage. Such proof must be sent to Company. Company liability must be proven before any settlement will be paid.

**6. COMPANY'S LIABILITY/TIME LIMITS FOR PROPERTY DAMAGE AND PERSONAL INJURY CLAIMS:**

- a) The provisions and limitations as contained in the laws of Switzerland (incorporating the Athens Convention Relating to the Carriage of Passengers and Their Luggage by Sea, 1974, the "Athens Convention") and the protocols thereto of 1976 and 1990 and the Strasbourg Convention on the Limitation of Liability in Inland Navigation, 1988 (the "CLNI Convention") apply.
- b) Company shall be liable only in accordance with the provisions and limitations as contained in the laws of Switzerland (incorporating the Athens Convention and the CLNI Convention). Swiss law in most cases limits Company's liability for death, personal injury to no more than SDR 175,000 (one hundred seventy-five thousand) per passenger, and for lost or damaged property to no more than SDR 1,800 (one thousand eight hundred) per passenger.
- c) Company shall have the right at all times to avail itself of and have the benefit of any and all applicable global limitation of liability or exoneration of liability rules, regulations or statutes, specifically including the provisions of the Strasbourg Convention on the Limitation of Liability of owners of Inland Navigation Vessels (CLNI), 1988, as adopted by Switzerland, as well as of the International Convention on Limitation of Liability for Maritime Claims, 1976, with revisions and amendments, if and as applicable, and by those other and further limitations of liability set forth in the statutory and general maritime law of Switzerland, as the law governing the contract: 60.000 (Sixty thousand) units of account (also known as Special Drawing Rights, or S.D.R.'s) multiplied by the number of Passengers the Vessel, according to its certificate, is allowed to accommodate; not to exceed in any event more than 25 (twenty-five) million units of account, to apply to the aggregate of all claims which arise on any distinct occasion against carrier, with respect to damages suffered on a seagoing vessel and, as regards damages suffered on an inland navigation vessel, not to be less than 720,000 (seven hundred twenty thousand) units of account and not to exceed (i) 3 (three) million units of account for vessels with an authorized passenger transport capacity of not more than 100; (ii) 6 (six) million units of account for vessels with an authorized passenger transport capacity of not more than 180; and (iii) 12 (twelve) million units of account for vessels with an authorized passenger transport capacity of more than 180. A copy of the Athens convention and CLNI will be provided by Company upon written request.
- d) In accordance with the afore mentioned legislation it is presumed that luggage has been delivered undamaged unless written notice is given to Company: (i) in the case of apparent damage, before or at the time of disembarkation or redelivery; or (ii) in the case of loss or non-apparent damage, within 15 days of the date of disembarkation or re-delivery or from the time when redelivery should have taken place.
- e) Under the aforementioned legislation any action for damages arising out of personal injury, death, or lost or damaged luggage shall be time-barred after a period of two (2) years. The limitation period shall be calculated as follows (i) in the case of personal injury, from the date of disembarkation of Passenger; (ii) in the case of death, from the date when Passenger should have disembarked or the date of death, whichever is later; (iii) in the case of lost or damaged Luggage, from the date of disembarkation or from the date when disembarkation should have taken place, whichever is later.
- f) In no case shall an action be brought after the expiration of a period of three years from the date of disembarkation of Passenger or from the date when disembarkation should have taken place, whichever is later.
- g) Company shall not be liable for lost or damaged Valuables, except where such Valuables have been deposited with Company against receipt for the purpose of safekeeping in which case Company shall be liable up to the limit as provided for in Swiss law, i.e. SDR 2,700.
- h) Where any of the Conventions permit Company to apply a deductible, Company may apply that deductible.
- i) In the event it is determined that Company is not entitled to all of the benefits of the Conventions, including the limitations stated above, Passenger may not maintain a lawsuit against Company or the Vessel, nor will Company or the Vessel be liable, for loss of life or bodily injury unless written notice of the claim is delivered to Company not later than six (6) months after the day of death or injury, the lawsuit is commenced not later than one (1) year after the day of death or injury, and valid service of the lawsuit on Company or the Vessel, as applicable, is made within thirty (30) days following the expiration of that one-year period. For all other claims, including but not limited to claims for loss or damage to Baggage, breach of contract, or other claim, Passenger may not maintain a lawsuit against Company or the Vessel, unless Company is provided with written notice of claim within thirty (30) days after the date of disembarkation, the lawsuit for such claim is commenced not later than one year after the date of disembarkation, and valid service of the lawsuit on the Vessel or Company, as applicable, is made within thirty (30) days following the expiration of that one-year period. In the case of a claim by or on behalf of a minor or legally incompetent person, the time periods described above shall begin to run on the earlier of: (i) date of appointment of a legal representative for the minor or legally incompetent person, or their estate (as the case may be); or (ii) three (3) years after the date of death, injury or damage, as applicable.
- j) Certain third parties derive rights and exemptions from liability as a result of the terms and conditions stated herein. All of Company's rights, exemptions from liability, defenses and immunities under this Contract (including, but not limited to, those arising under this Section 6 or applicable law) inure to the benefit of Company's employees and agents, together with the Vessel and the Vessel's tenders, operators, managers, charterers, officers, staff, crewmembers, shipbuilders and manufacturers of all component parts. These third parties will have no liability to Passenger, either in contract or in tort, which is greater than or different from Company's liability.

- k) If a written claim is not made and suit is not commenced within the time provided in this Section 6, then Passenger claims will be extinct, and Passenger waives and releases any right she/he may have to make a claim against Company for any such damage, bodily injury, emotional distress or injury or death or loss.

#### **7. ITINERARY/RIGHT TO CHANGE/DETENTION:**

Company will make every reasonable effort to undertake the advertised and any other agreed and offered Cruise but no Cruise is guaranteed and Cruises may be altered, delayed, amended, or cancelled subject to circumstances. If the performance of the proposed Cruise is hindered or prevented (or in the opinion of Company is likely to be hindered or prevented by war (whether declared or not), hostilities, terrorist action or threat thereof, blockade, weather condition, high or low water levels, ice, labor conflicts, breakdown of the Vessel, congestion, lock operational malfunction, docking difficulties or any other cause whatsoever or if Company considers that for any reason whatsoever, proceeding to, attempting to enter, or entering or remaining at the place of disembarkation may expose the Vessel to risk of loss or damage or to be likely to delay her, Passenger and his property may be landed at the place of embarkation or at any place which Company or the Captain of the Vessel in his or her discretion may reasonably decide upon, at which place the responsibility of Company shall cease and this contract shall be deemed to have been fully performed, or if Passenger has not embarked, Company may cancel the proposed Cruise and shall refund Passenger money or fares paid in advance. Company reserves the right at its sole option and discretion, without any liability for damages or refund, of any kind to deviate from the Vessel's advertised or ordinary itinerary or route, to delay, advance or lengthen any Cruise, to omit or change ports of call, to arrange for substantially equivalent transportation by another vessel and/or by other means of transportation, including without limitation by coach or other land transportation alternatives, whether belonging to Company or not, and to cause Passenger to disembark from the Vessel temporarily or permanently. Company may for any reason whatsoever cancel any Cruise or terminate the Contract at any time before departure of the Vessel, and in such event, Company's only liability will be to refund to Passenger the amount it has received for the Contract. For purposes of assisting other vessels or protecting life or property, the Captain of the Vessel has the right, at his or her sole discretion, to deviate from the Vessel's advertised or ordinary itinerary or route, to delay, advance or cancel any Cruise, to omit or change any ports of call, to tow or to be towed, to transfer Passenger and Passenger's baggage to any other vessel and or other means of transportation whether belonging to Company or not, cause Passenger to disembark the Vessel temporarily or permanently, and Passenger shall have no claims against Company in such circumstances.

#### **8. HEALTH AND SECURITY/INDEMNIFICATION BY PASSENGER:**

Passenger represents and warrants that Passenger is physically and otherwise fit to travel; that she/he will at all times comply with Vessel's rules and regulations and orders and directions of the Vessel's officers and staff; that his/her conduct will not impair the safety of the Vessel or inconvenience other passengers. Company and the Captain of the Vessel, without liability, at any time, may refuse to transport or may land any Passenger at any port or place, or transfer Passenger to other means of transportation because of health or physical condition, mental disorder, failure to abide by Vessel regulations, failure to possess necessary passports, visas and health or vaccination certificates, or other causes rendering Passenger unfit to travel on the Vessel. If Passenger is refused passage or leaves the Vessel prior to the End of the Cruise for any of the reasons described in this section or for other reasons including, but not limited to, personal, medical, or business reasons, Company will not be required to refund any portion of the Contract price, or be responsible for any of Passenger's cost. Passenger hereby consents to a reasonable search being made of Passenger's person, baggage or other property, such search to be carried out in his/her presence and if that is not possible in the presence of two persons not employed or otherwise contracted by Company in the performance of its duties and to the removal and confiscation or destruction of any object which may, in the opinion of Company, impair the safety of the Vessel or inconvenience other Passengers. Passenger shall indemnify Company for all penalties, fines, charges, losses or expenses incurred or imposed upon Company or the Vessel by virtue of any act or violation of law by Passenger.

#### **9. PASSENGER RESTRICTIONS:**

Company does not discriminate against persons on the basis of disability. Company is unable to accommodate women past their sixth month of pregnancy and children less than 8 (eight) years of age. Any child under the age of eighteen must be accompanied by an adult over the age of twenty-one, and must share the adult's accommodation. If the accompanying adult is not a parent, a "Parental Consent Guardianship Form" must be signed by a parent or legal guardian of the child and received by Company prior sailing. Passenger is required to advise Company in writing, at or prior to the time a Cruise is booked, of any physical, emotional or mental condition which may require professional attention during the Cruise. The Vessel is not able to accommodate motorized wheelchairs. Passengers with mobility impairments must be accompanied by someone who is able to assist Passenger, on shore and on board the Vessel, and is responsible for providing Passenger all necessary aid and facilities, if any such condition arises after the Cruise is booked, Passenger is required to advise Company in writing immediately. Company and all personnel aboard the Vessel shall have no liability to Passenger relating to such condition or its treatment.

#### **10. AUTHORITY TO REMOVE PASSENGERS:**

The Company may refuse transportation to any passenger or may require any passenger to disembark who, in the sole discretion of the company or the Ship's Captain, is believed to be dangerous to himself or herself, or others, or whose behavior adversely affects the comfort, enjoyment, safety or well-being of other passengers or crew including any passenger engaging in disruptive, obnoxious, harassing, verbally or physically abusive, discriminatory or obscene behavior, failing to follow the company's rules and procedures or the instructions of the company, its representative or a member of the crew. Such passenger may be left at any port or place the ship calls without any liability to the company. The company shall not be required to refund any portion of the fare paid by any passenger who must leave the ship prematurely for any of the reasons set forth in this paragraph or who voluntarily disembarks or leaves the ship for any other reason, nor shall it be responsible for lodging, medical care expenses, meals, return transportation or other expenses incurred by the passenger. The company is entitled to recover from the passenger any costs or expenses incurred in the exercise or enforcement of this clause.

#### **11. INDEPENDENT CONTRACTOR/SHORE TOURS/LIMIT OF LIABILITY:**

Company makes no representations concerning and has no responsibility for tours, including, without limitation, shore excursions, hotels, restaurants and transportation, whether by vessel, air, rail, land or other means, not owned or operated by Company. Company shall have no obligation or liability of any kind to Passenger for acts or omissions in connection with or arising out of arrangements with independent contractors. Arrangements with independent contractors include, but are not limited to the following: (1) airline and surface transportation; (2) services or products available for Passenger's convenience aboard the Vessel; (3) services, products or transportation provided other than aboard the Vessel furnished by others, including without limitation, sight-seeing tours, pre-cruise and post-cruise tours, excursions, shore trips and tender service, whether arranged or organized by tour operators, travel agents, booking agents or Company. The Passenger's agreements with independent contractors are not covered by this Contract and shall be subject to the terms and conditions of Passenger's agreements with such carriers and independent contractors, whether or not any products sold, services tendered or transportation provided to Passenger is arranged directly or through Company or its booking agents. Passenger agrees that all rights, exemptions from liability, defenses and immunities of whatsoever nature referred to in the Contract applicable to Company or the Vessel, shall in all respects inure also for the benefit of any servant, agent or independent contractor of Company acting in the course of or in connection with their employment so that in no circumstances shall any such servant, agent or independent contractor, as the result of so acting, be under any liability to any such Passenger different from that of Company.

## **12. NO LIABILITY FOR MEDICAL TREATMENT:**

No staff doctors or nurses are employed by Company on the Vessel. If Passenger requires medical attention during the Cruise, medical services will be provided at local facilities. Passenger shall be responsible for all costs and expenses of medical services, treatment and medications. Company shall have no liability whatsoever for any costs incurred in connection with medical services, or for the quality of care Passenger receives. Passenger consents to treatment by medical professionals designated by Company, if Passenger is unable to request or authorize medical treatment and, in the opinion of the Vessel's officer, medical attention is necessary, solely at the expense of Passenger and without liability to Company.

## **13. PAYMENT BY PASSENGER AND EXTRA EXPENSES:**

Any and all payments by Passenger to Company shall be made in currency of EURO or such other currency acceptable to Company. All charges for services and products provided on board the Vessel must be settled in cash or charged (via credit card acceptable to Company) before Passenger's final disembarkation from the Vessel. Any other expenses incurred by Passenger or by Company on behalf of Passenger shall be payable by Passenger on demand.

## **14. LIABILITY LIMITATION FOR LOSS OF LIFE OR BODILY INJURY:**

If Passenger is injured, becomes ill, or dies, or Passenger's property is lost or damaged, or Passenger and/or his/her property are delayed, Company will not be liable to Passenger for any damages unless the occurrence was due to the negligence or willful fault of Company itself. Company disclaims liability to Passenger under any circumstances for infliction of emotional distress, mental suffering or psychological injury which was not: (i) the result of physical injury to Passenger caused by the negligence or fault of a crewmember or the manager, agent, master, owner or operator of the Vessel; (ii) the result of Passenger having been at actual risk of physical injury, and such risk was caused by the negligence or fault of a crewmember or the manager, agent, master, owner or operator of the Vessel; or (iii) intentionally inflicted by a crewmember or the manager, agent, master, owner or operator of the Vessel. In no event will Company be liable to Passenger for consequential, incidental, exemplary or punitive damages. In addition to all of the restrictions and exemptions from liability provided in this Contract, the liability of Company for the death of or personal injury (including emotional distress or injury) to a Passenger shall in no event exceed the monetary limitations set forth in Article 118 of the Swiss Act on Maritime Navigation and the Athens Convention and its Protocols of 1976 and 1990 to which such article refers, together with Article 127 of the same Act. Nothing in the Contract is intended nor shall operate to limit or deprive Company of any such statutory limitation of or exoneration from liability, or of the benefits of any statute or law of any country which might be applicable providing for exoneration from or limitation of liability.

## **15. FORCE MAJEURE:**

Company shall not be liable in any way to Passenger for death, bodily injury, illness, damage, delay or other loss or detriment to person or property or for Company's failure to commence, perform and/or complete any duty owed to Passenger if such death, delay, bodily injury (including emotional distress or injury), illness, damage or other loss or detriment to person or property is caused by Act of God, war or war-like operations, terrorist activities, civil commotions, labor difficulties, whether or not Company is a party thereto, interference by authorities, requisitioning of the Vessel, political disturbance, inability to secure or failure of supplies, perils of the sea, collision, foundering of the Vessel, explosion, breakdown or failure of or damage to the Vessel or its hull, machineries or fittings, weather conditions, high or low water levels, lock malfunction, that may arise or be caused by, riots, insurrection and government restraint, fire, or any other cause whatsoever beyond the reasonable control of Company.

## **16. CHOICE OF LAW:**

The Contract is considered to be issued at Basel, Switzerland.

The law governing all aspects of these Terms and Conditions is stipulated AND AGREED to be the statutory and general LAW OF SWITZERLAND, with references to which these Terms and Conditions are made.

## **17. CHOICE OF FORUM:**

Any dispute arising out of or in connection with the booking, the contract (including these Terms and Conditions), the ownership and/or the operation of the vessel, whether against Company in person or the Vessel, shall be determined by the civil court in Basel, Switzerland ("Zivilgericht Basel-Stadt"), to the jurisdiction to which company and passenger and all persons in passenger's party hereby submit themselves, and to the exclusion of the jurisdiction of the courts of any other country.

If any action is initiated in any court other than the court of Basel, Switzerland, company and passenger and all in passenger's party agree to the immediate transfer of said action to the courts of Basel, Switzerland. Any attorney's fees and/or costs incurred in successfully transferring an action brought in any venue other than Basel, Switzerland shall be awarded to the party procuring the transfer and shall become due and payable at the time of the transfer.

## **18. INTERPRETATION:**

Should any provisions of the Contract be contrary to or invalid by virtue of the law of any jurisdiction or be so held by a court of competent jurisdiction, such provision shall be deemed to be severed from the Contract and of no force and effect and all remaining provisions herein shall continue to be in full force and effect. The headings of these Conditions are for convenience of reference only and shall not define or limit any of the terms or provisions hereof. Whenever the context so requires, references to the male gender shall include references to the female, and references to the singular shall include the plural and vice-versa.

## **19. WARRANTIES/PERIOD OF RESPONSIBILITY/CONSEQUENTIAL DAMAGES EXCLUDED:**

All warranties including warranties of fitness for use and merchantability are expressly excluded from the Contract. Company shall under no circumstances be liable for delay or for any indirect, special or consequential damages. The liability of Company is limited to the time that Passenger or Baggage is actually on board the Vessel. Company therefore does not accept any liability when Passenger or Baggage is not on board.

## **20. WRITTEN NOTICES:**

Except as otherwise expressly provided in the Contract, all written notices required by this Contract must be mailed, postage prepaid to: River Services GmbH, Nauenstrasse 63A, 4002 Basel, Switzerland.

## **21. ENTIRE AGREEMENT:**

The Contract (including these Conditions) together with the Booking confirmation represent the entire agreement and a binding contract between Passenger and Company. Passenger's acceptance of the Booking constitutes Passenger's consent to the provisions of the Contract (including these Conditions). These Conditions supersede any oral or written representations. Any change in these Conditions must be in writing and signed by the President of Company and may require a commensurate increase in fare.

