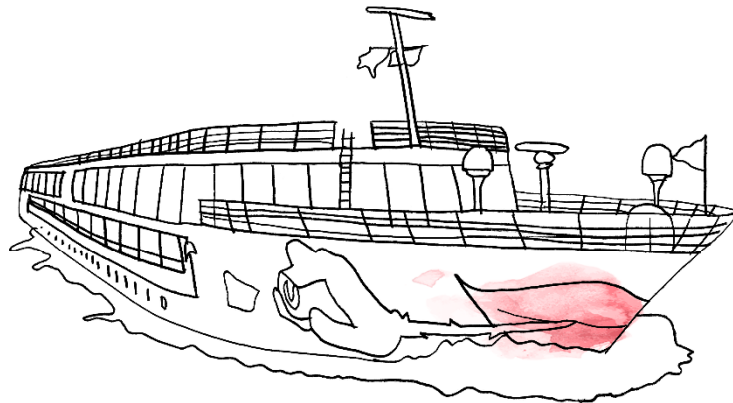


# SAIL AWAY

# RHINE

## CRUISES FROM/ TO COLOGNE

*Everything you should know before you go.*



**aROSA** 

Cruising differently

# W

e look forward to welcoming you aboard your A-ROSA river cruise ship soon!

With A-ROSA, you will experience a new way of travelling. To ensure you enjoy your cruise on the Rhine to the fullest, we would like to give you some information regarding your arrival and time on board. If you keep the following in mind, your holiday will be smooth sailing from start to finish.

If you have any further questions, our A-ROSA Service Center will be more than happy to help. You can reach us Monday through Saturday from 9:00 to 18:00 at +49 381 202 6001.

Your A-ROSA team wishes you a wonderful journey!

## CHECK LIST

*Please do not forget!*

- ✔ **A-ROSA LUGGAGE TAGS**  
Please fill in the luggage tag completely and legibly and attach it to your luggage.
- ✔ **SHIP'S MANIFEST**  
If you have not yet entered your data online at [www.arosa-cruises.com/manifest](http://www.arosa-cruises.com/manifest), we kindly ask you to do so before the start of your cruise. The ship's manifest is a mandatory document for each passenger, when travelling on water.
- ✔ **METHODS OF PAYMENT**  
The onboard currency is Euros. During the cruise, you can use your cabin key card as your onboard credit card. At the end of the cruise, you can pay your final bill either in cash, with debit card or with the following credit cards: American Express, Mastercard and Visa. When paying by credit card or debit card you need your PIN code.
- ✔ **PERSONAL ITEMS**  
Please remember - if required - to carry a sufficient supply of medication and possibly a second pair of glasses, as well as insect repellent and sunscreen.
- ✔ **PASSPORT / IDENTITY CARD**  
Please make sure to bring a valid passport or identity card with you to start your holiday without any problems. It is your responsibility as a guest to ensure that your identity documents are correct and valid, therefore we do not assume any liability or additional costs in case of non-observance or absence of a valid document.  
For European citizens the following applies: identity card or passport. We kindly ask all other guests to check with their embassy. We recommend also carrying a photocopy of your identity papers in your luggage.  
For further questions, please reach out to the A-ROSA Service Center.
- ✔ **PARKING SPACE RESERVATION**  
The reservation of a parking space is necessary before the start of the journey. Please note the relevant information under ARRIVAL AND DEPARTURE.

# EMBARKATION AND DISEMBARKATION

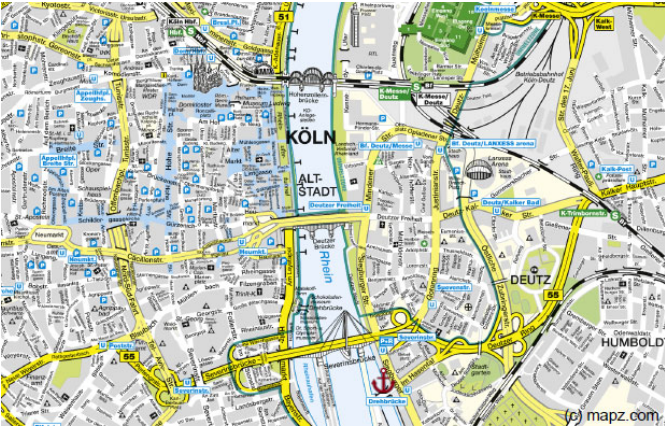
## BERTHS

The following berths are reserved for the 2024 season for embarkation and disembarkation of A-ROSA guests in Cologne. We will inform you of the specific embarkation and disembarkation locations for your cruise in your personal travel information.

Please note that there may be changes of berths, which we will inform you about in advance, if possible. In the event of changes at short notice, you will receive information about the changed berth on site (at the planned berth) from our staff or through a sign.

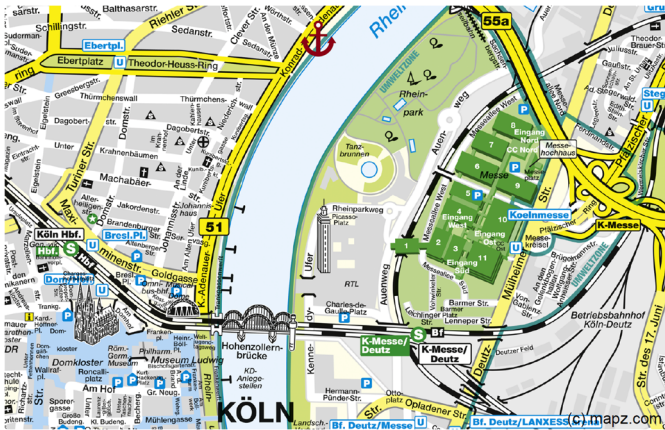
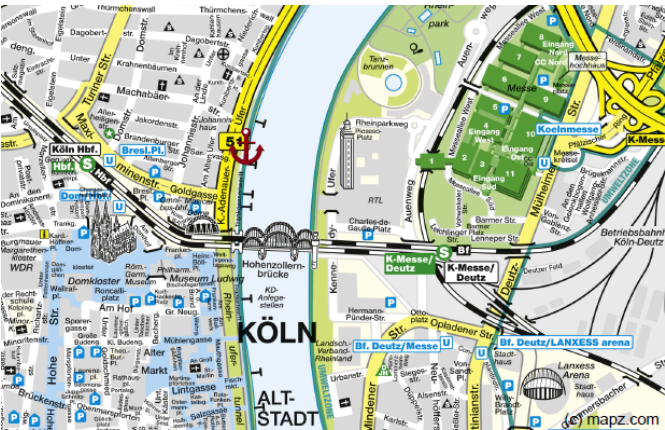
### COLOGNE-DEUTZ

Siegburger Straße 104 · Deutzer Werft (near the tram stop Drehbrücke) · 50679 Cologne, Germany



### HGK 5/9 / KÖLNER BASTEI

Konrad-Adenauer-Ufer · 50668 Cologne, Germany



## CHECK-IN

Please note that you will only be able to board the ship, check in and access your cabin **from 15:00** (suites from 12:00).

Please have your valid identity documents ready for check-in.

### NOTE:

It is mandatory to provide some personal data in the **ship's manifest**. Please enter your data online at least 2 weeks prior to departure: [www.rosa-cruises.com/manifest](http://www.rosa-cruises.com/manifest).

## CHECK-OUT

Please plan your departure **until 9:00 in the morning**. You will receive detailed information regarding your departure on board.

## ARRIVAL BY CAR

Please book your parking space online at: [www.a-rosa.de/parken-koeln](http://www.a-rosa.de/parken-koeln)

Due to the limited number of parking spaces available, advance booking is a must in order to guarantee a parking space. The A-ROSA Service Centre will be happy to assist you with your reservation. Please be sure to include your mobile phone number with your reservation, so that we can contact you in the event of any changes.

In the event of delays or emergencies, the Globus Parking Service will be available on the day of arrival on the following telephone number +49 851 989000-360.

### PARKING AT THE GLOBUS CAR PARK IN COLOGNE

The address of the Globus car park is the following:

**Globus Parkhaus · Longericher Straße 177 · 50739 Cologne · Germany.**

The car park is located just off the A57 motorway. Take exit 29 towards Bickendorf and follow signs for Bilderstöckchen. You can park your car on the day of embarkation any time **between 13:30 and 14:30**. From around 14:15, Globus shuttles will take you from the parking garage to your ship.

### THE FOLLOWING CONDITIONS APPLY:

Reservations are binding but you will not receive a confirmation. The request should be sent no later than 4 days prior to the beginning of your cruise.

The contract will be enclosed between the client (guest) and Globus Park Service. By accepting the parking contract, the client accepts the general insurance conditions displayed in the car park. These will be handed over on request at any time.

- Mentioned prices are only valid for passenger cars and include the transfer from the car park to the vessel / train station and vice versa. The parking of special vehicles (e.g. caravans, busses or vans) is possible for a small extra charge.
- Payment will be made directly on site in cash or by EC card
- Cancellations of the parking reservation on the day of embarkation will be accepted for a charge of € 10.
- Insurance cover is provided up to a maximum of € 25,000 for damages caused by Globus Park Service to a parked car, including during collection and delivery.
- For further claims, Globus Park Service is only liable in the case of intent or gross negligence. There is no liability for involuntary occurrence of damage and / or force majeure. If the automobile insurance of the client is claimed, Globus Park Service provides one-off indemnification for the loss of the no-claims bonus of € 150. Vehicles parked in the fenced open-air parking area are not covered by the insurance of Globus Park Service.
- The contract ends with the return of the vehicle. Later claims will not be accepted.
- If the contract ends earlier or some services are not used, compensation will not follow. You will be charged additional costs in case of a delayed pickup.

A description of how to get there and the general terms and conditions of the contract can be found at [www.globus-group.de/en](http://www.globus-group.de/en)

Please keep in mind that your luggage will only arrive on board later, so make sure to put any urgent medication as well as important documents in your carry-on bag.

## PARKING SERVICE FOR OUR A-ROSA CLUB MEMBERS

We kindly ask silver, gold, and diamond level members with an "A-ROSA Premium All-Inclusive" booking to reserve their parking space by mail to [service@a-rosa.de](mailto:service@a-rosa.de), by post to A-ROSA Service Center - Loggerweg 5 - 18055 Rostock - Germany or by fax to 0381-202 6002.

## INFORMATION FOR THE DAY OF DEPARTURE

On the morning of disembarkation, we will take you to the Globus car park, where you receive your vehicle back. We will let you know the exact times onboard.

## ARRIVAL BY TRAIN

### TRANSFER TRAIN STATION – CRUISE SHIP

Please note that the transfer is only offered free of charge for our "A-ROSA Premium All-Inclusive" guests. Depending on further availability, our other guests may book a transfer on site for € 20 per person per way. The amount will be charged directly to your onboard account.

"A-ROSA Premium All-Inclusive" guests will receive further details about the transfer in their travel information.

### SHUTTLE SERVICE COLOGNE CENTRAL STATION – SHIP

There is a bus shuttle available **between 14:30 and 15:30** from Cologne central station to the ship. Please be aware that waiting times are possible.

### MEETING POINT AT COLOGNE CENTRAL STATION ("KÖLN HAUPTBAHNHOF") ("A-ROSA Premium All-Inclusive" guests)

The meeting point is in the **forecourt of Cologne central station at the exit "Breslauer Platz"**, next to the pharmacy. The Globus parking service staff will be waiting for you and indicate you the way to your transfer bus, which will be waiting for you close-by. You will receive the information for the return transfer from the ship to the train station directly on board. If you have any questions, please contact your A-ROSA ship on the day of arrival. You can find the phone number of your ship on the last page of this document.

The transfer staff will accept your luggage at the meeting point, and it will then be brought directly to your cabin.

## INFORMATION FOR THE DAY OF DEPARTURE

On disembarkation day, we'll take you to the train station to collect your vehicle. We will advise you of the exact times on board.

### DB-TICKET RESERVATIONS (GERMAN RAIL WAY)

In case of delay or cancellation of your train, we kindly ask you to complete the passenger rights forms of the Deutsche Bahn and send all original receipts / train tickets to the A-ROSA Flussschiff GmbH - not to the Deutsche Bahn. Otherwise, A-ROSA is unable to process any claims.

## ARRIVAL WITH AN A-ROSA FLIGHT ARRANGEMENT

With your travel information, you will receive your personal file key and a flight plan with all the important information about flight numbers and times.

### TRANSFER FROM COLOGNE-BONN AIRPORT TO THE CRUISE SHIP

After your flight has landed, please pick up your checked luggage. After leaving the security area, please proceed to **Terminal 2 to the counter near the coach station (Eurolines-Flixbus)**. Here, an employee from our partner Globus will be waiting for you with a corresponding sign. Depending on the number of guests, this sign will either say your name or simply A-ROSA. You will then be taken to the transfer bus (usually a minibus), which will transfer you to your A-ROSA cruise ship.

### SAFETY REGULATIONS

Liquids and gel-like substances (e.g. toothpaste, cosmetic creams, drinks, etc.) may only be brought in your hand luggage if they do not exceed 100 ml and are packed in a transparent plastic bag with a maximum capacity of 1 litre. There is a restriction of one plastic bag per person and the bag must be presented separately at the airport security checkpoint. Liquid containers larger than 100 ml must be placed in your checked baggage.

### MEDICAL INFORMATION

Please inform our A-ROSA Service Center of any notifiable medical devices and accessories (if necessary, after consulting your doctor) no later than 2 weeks in advance, so that we can pass this information on to the airline. Essential medications and special food needed during a flight can be transported outside the plastic bag but must be presented during the security check.

### DUTY-FREE ITEMS

Duty-free items that are purchased at airports within the EU or onboard an EU airline may be carried in a sealed official security bag and accompanied by a receipt of the same day. The bag is sealed at the point of purchase. As these special rules may be changed upon short notice, we kindly ask you to inform yourself again immediately prior to departure about the current regulations.

## INDIVIDUALLY ARRANGED ARRIVAL BY PLANE

Guests who have booked their own flights or booked through their travel agent are recommended to take a taxi from the airport to the cruise ship. The taxi costs about € 20 to € 25 each way. Luggage will be charged separately. A surcharge might be charged by the taxi company at night and on Sundays and public holidays. Taxis will be waiting at the airport.

On the day of disembarkation, the reception on board will be happy to arrange a taxi from the ship to the airport at your expense.

# IMPORTANT ADDRESSES

## **BERTH I**

Siegburger Straße 104 / Deutzer Werft  
D-50679 Cologne  
Germany

## **BERTH II**

Konrad-Adenauer-Ufer  
50668 Cologne  
Germany

## **COLOGNE CENTRAL STATION**

Trankgasse 11  
50667 Cologne  
Germany

## **GLOBUS CAR PARK**

Longericher Straße 177  
51105 Cologne  
Germany

## **EXCELSIOR HOTEL ERNST**

Domplatz/Trankgasse 1-5  
50667 Cologne  
Germany

Tel.: +49 221 270 1

## **MARITIM HOTEL COLOGNE**

Heumarkt 20  
50667 Cologne  
Germany

Tel.: +49 0221 20270

## **STEIGENBERGER HOTEL COLOGNE**

Habsburgerring 9-13  
50674 Cologne  
Germany

Tel.: +49 221 2280

## **DORINT HOTEL AM HEUMARKT**

Pipinstraße 1  
50667 Cologne  
Germany

Tel. + 49 221 28060

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## **EMERGENCY NUMBERS**

For any urgent matters, please contact your A-ROSA cruise ship directly:

**A-ROSA ALEA:** +49 152 015 062 06

**A-ROSA AQUA:** +49 170 - 458 31 15

**A-ROSA BRAVA:** +49 170 - 458 31 35

**A-ROSA CLEA:** +49 152 015 062 11

**A-ROSA SILVA:** +49 170 - 458 31 45

**A-ROSA SENA:** +49 151 - 145 550 45



A-ROSA Flussschiff GmbH, Loggerweg 5, 18055 Rostock, Germany  
Tel. +49 381-202 6001, [www.rosa-cruises.com](http://www.rosa-cruises.com)

