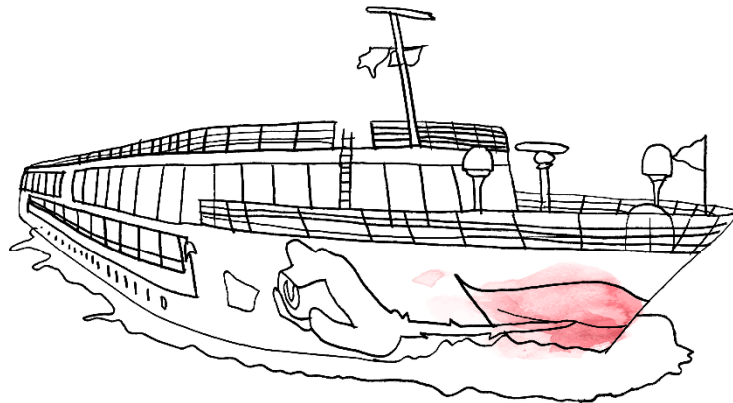


# SAIL AWAY

# DOURO

## CRUISES FROM/TO PORTO

*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 Douro 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 Euro. 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 a 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 an 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.

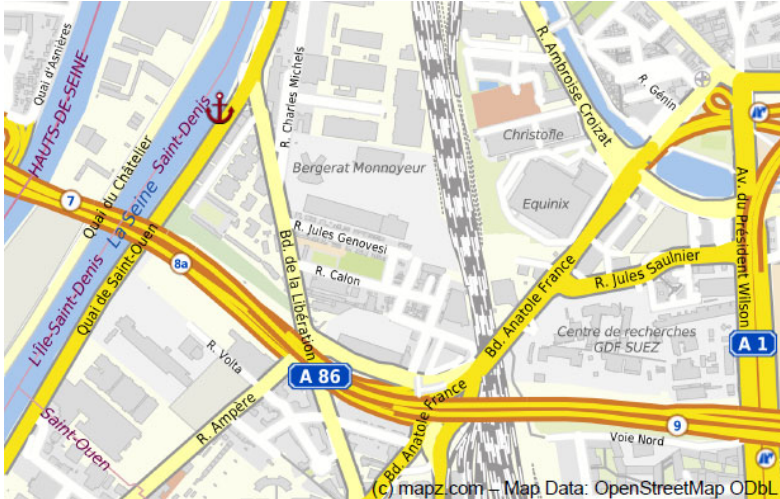
For further questions, please reach out to the A-ROSA Service Center.

# EMBARKATION AND DISEMBARKATION

## BERTH

The embarkation and disembarkation will take place at the following berth:

**Cais de Gaia • 161 Vila Nova de Gaia • 4400 Gaia/Porto, Portugal**



The berths are reserved for the 2024 season for the embarkation and disembarkation of A-ROSA guests in Porto. Please note that there may be changes of berths for some travel dates, 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.

## 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 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**. You will receive detailed information regarding your departure on board.

# ARRIVAL AND DEPARTURE

With your travel information, you will receive your personal file key, a flight plan with all the important information about flight numbers and times, as well as transfer information for the journey from the airport to the ship.

## ARRIVAL AT PORTO AIRPORT

After your flight has landed, please go through the immigration and pick up your checked luggage, before proceeding to the arrival hall. **At the arrivals exit please turn to the right.** Here, our employees will be waiting for you with an A-ROSA sign and will accompany you to the bus.

Please note that there may be short waiting times at the luggage belt, as well as at the transfer busses as we may need to pick up guests from more than one flight. Our A-ROSA employees will inform you about the details on site. **Please make sure to add the luggage tag to your luggage** to ensure that the luggage will be brought to the right cabin from the bus.

## RETURN FLIGHT

You will receive information about the transfer from the ship to the airport on the day of departure and the appropriate labelling of your luggage ahead of time on board.

## CHECK-IN AT THE AIRPORT

Most airports only offer an electronic check-in on a self-service machine, which will print your boarding pass for your flight. In order to check in, you will need a machine-readable identity card or your credit card and your "Filekey", which you will be able to find in your flight information. If you require assistance with the checking-in process, please ask the airport staff on site for help. Please arrive at the airport in good time for your flight. As is our responsibility, we would like to inform you about the fact that you can find detailed information about your passenger rights according to the Montreal Convention at:

[www.iatatravelcentre.com/tickets](http://www.iatatravelcentre.com/tickets).

## SECURITY GUIDELINES

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.

# IMPORTANT ADDRESSES

## **BERTH**

Cais de Gaia  
161 Vila Nova de Gaia  
4400 Gaia/Porto, Portugal

## **PORTO AIRPORT**

Aeroporto Francisco Sá Carneiro Pedras Rubras  
4470-558 Porto, Portugal

## **HOTEL DA MÚSICA**

Mercado do Bom Sucesso, Largo Ferreira Lapa,  
21 a 183  
4150-323 Porto, Portugal  
+351 22 607 6000

## **HOTEL CARRÍS PORTO RIBEIRA-PORTO**

Rua do Infante D. Henrique 1  
4050-296 Porto, Portugal  
+351 22 096 5786

## **THE LODGE WINE & BUSINESS HOTEL**

Rua de Serpa Pinto 60  
4400-307 Vila Nova de Gaia, Portugal  
+351 22 015 7540

## **EMERGENCY NUMBERS**

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

**A-ROSA ALVA:** +49 170 458 2021

Information subject to change. Date of publication 02/2024.

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Tel. +49 381-202 6001, [www.arosa-cruises.com](http://www.arosa-cruises.com)

