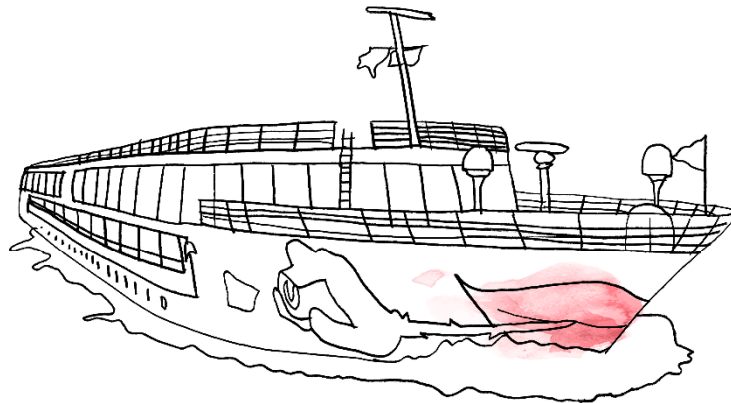


SAIL AWAY

DANUBE

CRUISES FROM/TO ENGELHARTSZELL

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 Danube 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, 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.
- ✔ **PARKING SPACE RESERVATION**
It is necessary to reserve a parking space before the start of the journey. Please note the relevant information under ARRIVAL AND DEPARTURE.

BERTH

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

Engelhartszell 1 · Nibelungenstr. · 4090 – Engelhartszell, Austria



The berth is reserved for the season 2024 for the embarkation and disembarkation of A-ROSA guests in Engelhartszell. There may be changes of berths for some travel dates. If possible, we will inform you in advance.

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.arosa-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 BY CAR

Please reserve your parking space online at:

Passau: www.a-rosa.de/parken-passau

Engelhartszell: www.a-rosa.de/parken-engelhartszell

Due to limited availability, a parking space can only be guaranteed when booking in advance. The A-ROSA Service Center will gladly assist you with your reservation. Please make sure to also provide a mobile phone number upon reservation, so that we can reach you in case of any unexpected changes.

In case of questions, delays and in emergency cases, you can contact the Globus Park Service on the day of arrival by calling the following telephone number: +49 851 989000-168.

PARKING IN THE GLOBUS CAR PARK IN **PASSAU**

The address of the car park, which you can enter in your car navigation system, is the following:

Globus Parkhaus · Messestraße 6 · 94036 Passau · Germany.

If you are travelling on the A3, leave the Autobahn at exit Passau-Süd (South). At the end of the motorway exit, follow the road signs towards Passau. After approx. 2 kilometres (through the Neuburger forest), take the first possible turn on the left - the Messestraße. The entrance is marked with "Gewerbegebiet Kohlbruck / Messestraße". After 150 meters, you will reach the Globus car park on the right (Messestraße 6).

You can park your car on the day of embarkation **between 12:00 and 13:30** in the Globus car park. Afterwards, a shuttle by Globus Parkservice will take you directly to your A-ROSA ship in Engelhartszell. This transfer is included in the parking price. On the day of disembarkation, you and your luggage are brought back to your vehicle by bus. You will be informed about the exact time on board.

PARKING IN THE GLOBUS CAR PARK IN **ENGELHARTSZELL (only for A-ROSA BELLA, RIVA & FLORA!)**

The address of the car park is the following:

Globus Parkhaus · Nibelungenstrasse 130 · 4090 Engelhartszell · Austria

You can drop off your car **between 14:00 and 16:00**. Please note that on-board check-in does not start until 15:00. We recommend that you drive to the ship's pier first to drop off your luggage and allow your fellow passengers to board the ship while one person drives back to the car park. At the car park, a GLOBUS valet will park your car, and you can take a shuttle back to the ship (approx. 900m). The shuttle service is included in the parking fee. On the day of disembarkation, you and your luggage will be taken back to your vehicle. You will receive information about the exact time directly onboard.

THE FOLLOWING PARKING 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 you 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

ARRIVAL AND DEPARTURE

- 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

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 or by post to A-ROSA Service Center - Loggerweg 5 - 18055 Rostock - Germany or by fax to 0381-202 6002.

PARKING SPACE BOOKING HOTEL ATRIUM & PASSAUER WOLF

Guests who have booked the HOTEL ATRIUM or PASSAUER WOLF for a pre- and/or post cruise stay have the possibility to book the parking space for the entire duration of their journey via the Globus parking service. To make a reservation, please proceed as described above or contact the hotel, which will be happy to assist you with the parking garage reservation. You can find the address and telephone number on the hotel voucher or on the last page of this document. To get to your A-ROSA transfer at Passau main station on the day of embarkation, we recommend that you use a taxi.

PARKING SPACE BOOKING WESENUFER HOTEL

Guests who have booked the WESENUFER HOTEL for a pre- and/or post cruise stay have the possibility to park their car free of charge at the hotel for the duration of the cruise (subject to availability on site; the parking space must be booked in advance at the hotel). These are free parking spaces on the hotel grounds, not a closed garage.

Directions: A 1 and A 8/exit Wels Nord - continue towards Eferding - Hartkirchen - Wesenufer or exit Linz Zentrum - continue towards Ottensheim - Hartkirchen - Wesenufer.

A transfer of persons and luggage is offered on request and for a fee. Reservations must be made in advance at the hotel. Payment will be made to the transfer driver on site.

PARKING SPACE BOOKING HOTEL RESIDENZ

Guests who have booked the HOTEL RESIDENZ for a pre and/or post cruise stay have the possibility of reserving the parking space for the duration of the cruise. The parking space is provided by a subcontractor on a fenced area or hall/garage (not directly at the hotel). Reservation, information and payment must be made at the hotel. The HOTEL RESIDENZ offers a luggage transfer from the hotel to the ship at the beginning of the cruise. Upon request, the hotel can arrange a transfer for guests from the hotel to Passau main station. The hotel does not offer a return transfer.

ARRIVAL AND DEPARTURE

INFORMATION FOR THE DAY OF DEPARTURE

On the morning of disembarkation, there will be a transfer bus to the Engelhartszell car park and to the Passau car park. You will receive more information about the exact times on board.

ARRIVAL AND DEPARTURE BY TRAIN

TRANSFER FROM PASSAU TRAIN STATION TO THE SHIP IN ENGELHARTSZELL

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 return transfer on site for € 40 per person. The amount will be charged to your onboard account.

MEETING POINT AT PASSAU TRAIN STATION

After leaving the train station, you will find the transfer busses to the left of the station forecourt. We kindly ask you to be there on time. 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 central station directly on board.

The transfer from and to the cruise ship will only be available on the day of arrival and departure. On the day of embarkation, the transfer is attuned for the train ICE 91 (arrival approx. 14:30) and departs at 15:00. If you have any questions, please contact your A-ROSA ship on the day of arrival. You can find the phone number of your vessel on the last page of this document.

RESERVATIONS WITH DB-TICKETS (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.

TRANSFER TRAIN STATION PASSAU – HOTEL WESENUFER

If you booked a pre-cruise stay at the HOTEL WESENUFER and travelling to Passau by train, please inform the hotel before the start of your journey about your transfer request and the arrival time of your train in Passau. The hotel will organise the transfer and you will then be welcomed at the Passau train station by someone with a sign "Transfer to Wesenufer". The payment of the transfer costs must be made directly to the transfer driver (from € 60 per car). If your train is delayed, please contact the transfer company Eilmannsberger: +43 7718 7372.

TRANSFER HOTEL WESENUFER-SHIP/SHIP-HOTEL WESENUFER

Please inform the hotel of your transfer request well in advance of your trip. The hotel will organise the transfer for you. The payment of the transfer costs must be made directly to the transfer driver (from € 22 per car).

BERTH IN ENGELHARTSZELL

Engelhartszell 1
Nibelungenstr.
4090 – Engelhartszell, Austria

GLOBUS CAR PARK PASSAU

Messestr. 6
94036 Passau, Germany
Tel. +49 851-989 000 168
Fax +49 851-989 000 190
Email: parkservice@globus-group.de

HOTEL ATRIUM

Neue Rieser Str. 6
94034 Passau, Germany
Tel. +49 851-98 86 68-8
Fax +49 851-98 86 68-9
Email: info@atrium-passau.de

HOTEL RESIDENZ PASSAU

Fritz-Schäffer-Promenade 6/
Ecke Pfaffengasse
94032 Passau/ Deutschland
Tel. +49 851-989 02-0
Fax +49 851-989 02-200
Email hotel@residenz-passau.de

TRAIN STATION PASSAU

Bahnhofstr. 29
94032 Passau, Germany

HOTEL PASSAUER WOLF

Untere Donaulände 4
94032 Passau, Germany
Tel. +49 851-93 15 10
Fax +49 851-93 15 150
Email: info@hotel-passauer-wolf.de

HOTEL WESENUFER

Wesenufer 1
A-4085 Waldkirchen am Wesen/Austria
Tel.: +43 7718 200 90
Fax: +43 7718 200 90 990
Email: office@hotel-wesenufer.at

HOTEL RIVERS PASSAU

Kapuzinerstraße 4
94032 Passau, Germany
Tel: 0851 - 989 000 100
Fax: 0851 - 989 000 111
Email: info@rivers-passau.de

HOTEL SPITZBERG PASSAU

Neuburger Str. 29
94032 Passau
Tel: 0851 955480
E-Mail: info@hotel-spitzberg.de

EMERGENCY NUMBERS

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

A-ROSA BELLA: Tel. +49 170 - 458 11 15

A-ROSA DONNA: Tel. +49 170 - 458 11 25

A-ROSA MIA: Tel. +49 170 - 458 11 35

A-ROSA RIVA: Tel. +49 170 - 458 11 45

A-ROSA FLORA: +49 170 - 454 10 75

A-ROSA Flussschiff GmbH, Loggerweg 5, 18055 Rostock, Germany
Tel. +49 381-202 6001, www.rosa-cruises.com

