

UNIWORLD[®]
BOUTIQUE RIVER CRUISES

CRUISE COMPANION

VIETNAM & CAMBODIA

You deserve the best.



YOUR UNIWORLD EXPERIENCE STARTS

even before you step onboard

On a river cruise with Uniworld, we take care of every single need and desire you have so you can make the most of your time onboard and onshore.

That's why we've prepared this guidebook for you, in hopes that you'll be able to plan your trip worry-free. As you read through, you'll find valuable tips on cruise documentation, what to pack, your flight and transfer experience, onboard information and more.

After all, you deserve the best.



Dear Valued Uniworld Guest,

We are thrilled you've chosen to cruise with Uniworld!

The Cruise Companion guidebook and pre-cruise package contain a number of items and tips to help you prepare for the extraordinary voyage ahead:

- **Welcome Letter**

- **Cruise/Tour Ticket & Passenger Ticket Contract**

Please read this carefully and contact your preferred Travel Advisor or Uniworld at 800-733-7820 if any information is inaccurate or unclear.

- **Travel Protection Plan Policy Pamphlet**

This is included if you've purchased Uniworld's Travel Protection Plan. Please read it carefully and take it with you on your trip.

We wish you a wonderful voyage, filled with matchless experiences that only a Uniworld Boutique River Cruise can provide. We look forward to welcoming you aboard soon!

Bon voyage,

Ellen Bettridge

ELLEN BETTRIDGE

CEO

UNIWORLD BOUTIQUE RIVER CRUISES

PRE-CRUISE/TOUR

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DOCUMENTATION

PASSPORTS

All Uniworld river cruises/tours require a passport. In most cases, passports must be valid for six (6) months after the scheduled return date from the trip. Travel to Vietnam & Cambodia will require visas. Each guest is fully responsible for obtaining and carrying the travel documents necessary for his or her travel itinerary, with the exception of Cambodian visas. Uniworld will not be responsible for any delays, damages and/or losses, including missed portions of your trip, related to improper or absent travel documents.

VISA REQUIREMENTS

Information for U.S. citizens and Canadian citizens can also be found at Uniworld.com in the "Already Booked" section. Some countries have the option to purchase a visa on arrival at a low cost, however we recommend obtaining all required documents in advance whenever possible. The visa service company can provide additional information regarding obtaining any required visas.

When using a visa service, it is highly recommended that you provide the service with a copy of your entire travel itinerary. There are times when there may be restrictions to entering one country from another depending on your nationality. If the service does not have your full itinerary, this may result in improperly issued documentation.

All guests are strongly advised to obtain necessary visas well in advance of departure to avoid unnecessary expedited processing charges.

Any visa(s) or other documentation required for an itinerary is solely the responsibility of the guest.

Uniworld will not be responsible for advising and/or obtaining required travel documentation for any passenger, or for any delays, damages and/or losses, including missed portions of your trip, related to improper or absent travel documentation. Due to government-imposed security immigration measures, passport information and emergency contact information are required for all passengers prior to release of documentation.

All U.S. and Canadian citizens need a passport and visas for both Vietnam and Cambodia.

For passengers traveling to Cambodia

Our Cruise/Tour Manager will take care of obtaining the visa for a fee of \$50 U.S. dollars (USD) per person. The visa must be paid in cash. This will be done onboard the *Mekong Jewel* prior to entering Cambodia.

For passengers traveling to Vietnam

A multi-entry visa is required. These must be obtained prior to your trip.

Non-U.S. or non-Canadian citizens must contact the appropriate consular office for entry requirements pertaining to their particular trip.

Please Note: *The information above reflects the requirements in place at the time of printing. We encourage you to check with the appropriate consular offices prior to departure to ensure you have the proper documentation and the most up-to-date information.*

PASSENGER INFORMATION FORM

By now, you should have completed the Uniworld Passenger Information Form. The information on this form is used to comply with certain foreign government and airline security restrictions in advance of your arrival onboard our ships. If you have completed this form, we thank you for your prompt attention. If you have not completed this form, please visit our website at **Uniworld.com** and complete the online Passenger Information Form in the “Already Booked” section. Each guest must complete the form.

Please note that the name on your airline tickets must match your name exactly as it is shown in your passport. This applies to both international flights as well as domestic flights we will book for you, so please be sure we have your name correct on your booking.

TRAVEL PROTECTION PLAN

Uniwold strongly recommends that all guest purchase a Travel Protection Plan. Please carry all policy information with you during the course of your trip.

During the cruise/tour, it is advisable to have copies of important documents (e.g., first page of your passport, photo ID, credit card numbers and bank/credit card company phone numbers) in a separate packet, in case the originals are lost or stolen.

CRUISE/TOUR DOCUMENTATION

Uniwold sends all final cruise/tour and air documents between 21 and 30 days prior to your departure, provided that Uniwold has received a completed Passenger Information Form and your booking is paid in full. All documents are sent only via e-docs.

Final documentation includes

- **Cruise/Tour Ticket**
- **Passenger Ticket Contract**
(which is legally binding between Uniwold and each guest)
- **Airline Tickets or E-Ticket Confirmation**
(if international air ticket was purchased from Uniwold)
- **Cruise/Tour Companion**
- **Travel Protection Plan Pamphlet**
(if Uniwold travel protection was purchased)





TRAVEL ESSENTIALS

The following items are essential for any destination: comfortable walking shoes, sunglasses, sunscreen, mosquito repellent, a hat, an umbrella and a lightweight raincoat or outerwear garments appropriate for seasonal weather conditions. It is recommended that you bring duplicates of prescription eyewear, copies of prescriptions for any medication, copies of credit card info and copies of your passport information pages. Make sure that your baggage has identification tags both inside and outside with your contact information and address clearly marked. Do not pack valuables or important medication in your checked baggage unless required to do so by your airline; these should be carried with you in your carry-on baggage. Contact your air carrier for any additional regulations.

WEATHER

Today, weather forecasts are widely available at the click of a button on the Internet. Uniworld's favorite resource for up-to-the-minute international weather information is **Weather.com**. This site features a very informative vacation planner tool that you may find useful.

WHAT TO WEAR

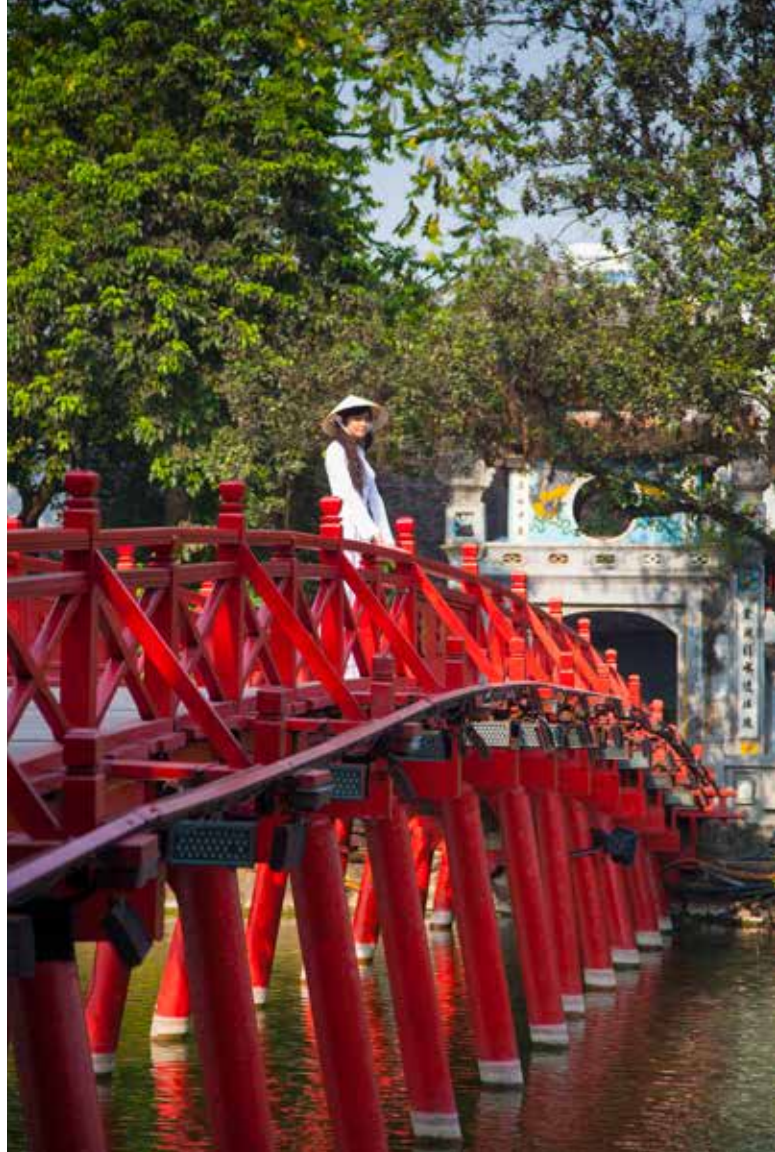
This program is very different from European river programs; attire is more casual due to the region's warmer temperatures. During the cruise/tour portion of your program, comfortable, lightweight clothing in lighter colors is strongly recommended. We suggest clothing that can be layered and sun hats.

Prepare for a variety of weather conditions, depending on your travel season and the regions through which you will be cruising. Layering clothing items is always your best bet, as this allows you to adjust to most temperatures, including artificially maintained temperatures, by removing or adding items throughout the day. You will participate in a significant amount of walking over uneven terrain during your time ashore. We recommend comfortable walking shoes with good ankle support. Sturdy sandals are another good option.

Don't forget to pack a lightweight waterproof jacket (preferably a hooded one) or even a heavier weight wind-breaker for colder temperatures.

To enter the temples and other holy sites, guests should ensure that their shoulders and knees are covered.

We recommend comfortable walking shoes, quick drying and lightweight clothing, and a bathing suit. For evenings, we recommend casual and cool attire; however, we require footwear to be worn at all times in the dining room. Sport jackets and cocktail dresses are not needed at any time during this program.



HEALTH AND MOBILITY

MOVING ABOUT THE SHIP

Because the ship will often be in motion and the decks will sometimes be slippery, you will need to take care when moving about the decks. Please be extra cautious when using the stairs onboard, as they may be steeper than you are used to. It's best to always use the handrails.

PHYSICAL LIMITATIONS

Uniworld trips are exciting, relatively active vacations. While there will be plenty of time to relax, there will also be much to see and do. Your included excursions generally require an extensive amount of walking, as well as navigating numerous steps, cobblestone streets and uneven ground. During shore excursions, guests with physical limitations will find access to sites generally restricted. For your safety and enjoyment, we recommend that all guests be in good physical condition.

In addition, river ships, while spacious and elegant, are not in compliance with the Americans with Disabilities Act, and some do not have elevators. Embarkation/disembarkation facilities may be impossible to navigate with wheelchairs, scooters, walkers or any other mechanical device. The cruise/tour ship is not wheelchair accessible, nor is it designed to accommodate physically challenged travelers.

The use of mobility devices such as wheelchairs, walkers, scooters, etc., is not recommended for travel and such devices cannot be readily obtained in these regions.

Uniworld, at its sole discretion, reserves the right to refuse passage or to require a current passenger to end their trip if the passenger's state of health or physical condition may affect their own health, safety and enjoyment, or that of other passengers.

MEDICAL

Most of the hotels used will be near a clinic staffed by a doctor, but Uniworld does not employ staff nurses or doctors onboard its ships. Medical expenses and medical attention are the guests' own responsibility. Guests should bring their medications with them. Uniworld is not responsible for any costs incurred as a result of medical service or for the quality of medical care received. A Travel Protection Plan covering medical expenses is highly recommended.

SPECIAL DIETS

Please advise us of any special dietary restrictions in advance of your departure. This information will be provided to the proper personnel. To the extent possible, and in consideration of local conditions, every effort will be made to accommodate your needs. It is the guest's responsibility to provide us with as much detail as necessary concerning any medically related dietary concerns. Not all dietary requests can be accommodated, and we appreciate your understanding in this matter. Dietary restrictions should be reiterated to the service staff at the time of placing any order.

VACCINATIONS

All guests should direct questions about vaccinations to their personal physician. Guests may also consult the current recommendations of the Centers for Disease Control (CDC). The CDC website is [CDC.gov](https://www.cdc.gov) and the phone number is 800-232-4636.

You may also contact the consulates of the countries to be visited to determine vaccination requirements.



GENERAL MONEY MATTERS

Uniworld features a “cashless” environment onboard, and all charges are billed directly to each guest’s onboard account. Currency accepted onboard for settlement of final bills is either in the local currency or U.S. dollars (the total amount will be converted into U.S. dollars based on the onboard exchange rate). Major credit cards accepted are Visa and MasterCard, and these will incur extra bank charges for transactions, which will be your responsibility. Please contact your bank and/or credit card companies to let them know that you will be leaving the country to avoid any problems using your debit and/or credit card(s) overseas.

ATMs: The ships do not have ATMs onboard, but ATMs linked to major bank networks can be found onshore. Most debit and major credit cards can be used for cash withdrawals. Your bank can tell you which network your ATM card can access and whether a debit or credit card must be used. Make sure you have the correct PIN for the card you plan to use before leaving home, as the PIN is required for all money withdrawals. It is also recommended that you bring an overseas contact number for your bank or credit card company in case you require assistance while traveling.

Currency Exchange: Limited currency exchange is available onboard for the exchange of cash only. Credit cards cannot be accepted for money exchange. Most hotels and major tourist sites have exchange facilities. We recommend that you do not carry bills in large denominations, as many merchants are hesitant to accept them due to counterfeiting. The local banks can break larger bills into smaller denominations for you.

Credit Cards: Most major credit cards (Visa, MasterCard, American Express) are accepted worldwide. There may be some stores or locations where cash is preferred or where a particular credit card cannot be used for purchases. It is recommended to bring at least one major credit card, as well as an ATM card that is both a debit and credit card. It is not advisable to bring travelers checks.

Transaction Fees: Please note currency exchange transactions and ATM cash withdrawals always involve transaction fees. It is always best to inquire as to the fee before exchanging any money. ATMs will typically ask you if you accept the fee before enabling the transaction.



CURRENCY

Please note that crisp, new, unturned bills are recommended for paying in cash and/or exchanging currencies, as tattered bills are not accepted in Peru.

Cambodia: Currency is the Cambodian riel (KHR), but the USD is widely accepted. ATMs in Cambodia supply both U.S. and Cambodian currencies.

Vietnam: Currency is the Vietnamese dong (VDN). Note that ATMs do not supply USD in Vietnam. Be advised: Due to a new regulation by the Monetary Authorities of Vietnam, the ship can no longer receive payment in USD through their credit card terminals onboard. To simplify the new regulation, the ships will display both Vietnamese dong and USD on all onboard charges and guests will have two payment options to choose from:

- **Cash:** Can pay in USD
- **Credit Card:** Will be charged in Vietnamese dong

Rules for foreign currencies require crisp, new, unturned bills for paying in cash and/or exchanging currencies, as tattered bills may not be accepted. Most places such as hotels, restaurants, shops, suppliers, and even local vendors follow this rule very strictly. It is recommended to bring small notes in USD such as 1, 2, 5, 10, 20 rather than 50 or 100. It is also recommended to bring USD instead of any other currencies as USD is widely accepted.

AIR TRAVEL

BAGGAGE LIMITATIONS*

Airline baggage restrictions change frequently, and each guest needs to check with his or her specific air carrier for limitations concerning baggage weight, baggage size, carry-on regulations, and excess or overweight baggage charges. This information can be found on the carrier's website or on Uniworld's website at Uniworld.com/Baggage. Remember to check for both international (over the water) and domestic (intracontinental) regulations, as limitations differ depending on flight routings. Overweight or excess baggage charges vary, and guests who exceed an airline's recommended limit may be asked by the airline to pay fees ranging from \$25 to \$80 USD, or possibly more, per infraction.

There are no restrictions concerning the number of bags each person can bring with him or her onboard the ship. However, baggage storage space onboard is limited. Guests are encouraged to limit their baggage to one (1) piece per person for their own comfort and convenience.

Keep an eye on your baggage and all personal belongings—they are solely your responsibility throughout the trip. Uniworld is not responsible for loss, theft, or damaged baggage and personal belongings. A Travel Protection Plan covering lost, stolen or damaged baggage is highly recommended.

For intra-Vietnam and intra-Asia flights, only one (1) suitcase per person can be checked, and it must weigh no more than 44 pounds (20 kg) total per person (not per bag). Each checked bag should have dimensions not exceeding 62 linear inches (157 cm). You will be asked by the airline to pay fees of approximately \$5 or

more (USD) per pound (0.45 kg) in excess of this weight limit. One (1) carry-on is allowed per person. Your carry-on should not exceed 17" x 14" x 8" (43 cm x 35 cm x 20 cm) and should not weigh more than 15 pounds (7 kg).

AIRPORT SECURITY AND CHECK-IN

It is advisable to contact the airline in advance of your departure to verify that there have been no changes to the flight number or schedule found on your travel documents. After your travel documents are issued and sent to you, Uniworld is not responsible for notifying guests of any changes in flight schedules.

Please make sure you arrive at the airport at least two and a half (2.5) hours prior to your scheduled departure to complete check-in and security procedures. For peak travel times, you may want to arrive three (3) hours prior to your scheduled departure time.

INTRA-DOMESTIC AIR TICKETS

Your intra-domestic air tickets will be issued on tour, and your boarding passes will be given to you by your Cruise/Tour Manager at the airport.

Due to weather, traffic, and scheduling needs, included flights can be scheduled to depart in the morning. Every effort will be made to schedule flights that depart at 8:00 a.m. or later; however, in some cases it may be necessary to book an earlier flight. An early wake-up call may be required for these flights. Your Tour Manager will provide you with departure instructions for each included flight.

Included flights are part of your cruise/tour base rate and will be economy class for all guests regardless of cabin category for the cruise portion of the itinerary.

*Baggage allowance is subject to change. We recommend contacting the airline ahead of your trip to confirm.

TRANSFERS

AIRPORT ARRIVAL TRANSFERS

If your cruise/tour package includes a group arrival transfer (and your flights coincide with our transfer guidelines and have been communicated to Uniworld), or if you have purchased a private arrival transfer from Uniworld, you will be greeted by a Uniworld representative and transferred to the hotel. Guests who have purchased a pre-cruise/tour optional extension will also be met by a Uniworld representative at the airport of the city in which the extension is to take place. You will be met as you exit the secure customs area.

Ho Chi Minh City and Siem Reap meets standard guidelines but Hanoi does not. In Hanoi, a Uniworld representative will meet you after passport control, baggage claims and customs. They will be outside the arrival hall at column 9-10. Please claim all of your baggage before exiting baggage claim.

Please note that transfers are nonrefundable. Transfers are only provided on the actual start day of the cruise/tour. There may be a waiting period of up to two (2) hours for scheduled airport transfers, depending on groupings of flight arrivals. Uniworld will not be responsible for late arrivals or missed transfers due to delayed, changed, canceled or missed flights; for missed cruise/tour or extension days; or for extra costs resulting from delayed, changed, canceled or missed flights.

Flight information and pre-trip arrangements for all guests making their own flight arrangements must be given to Uniworld no later than 45 days prior to departure in order for transfers to be arranged. Your flight arrangements must also be made in accordance with Uniworld's recommended transfer guidelines. For complete details, visit Uniworld.com/Transfers.



Guests who have purchased an optional pre-cruise/tour extension or extra hotel nights with Uniworld will be provided transfers as part of the extension or extra night purchase as long as Uniworld has received their flight information no later than 45 days prior to departure.

If your cruise/tour package does not include transfers (i.e., for flights outside Uniworld's recommended transfer time guidelines or if flight details have not been communicated to Uniworld in time), then please make your way to the ship or hotel as per your itinerary at your own expense.

AIRPORT DEPARTURE TRANSFERS

If your cruise/tour package includes a group departure transfer (and your flights coincide with our transfer guidelines and have been communicated to Uniworld), or if you have purchased a private departure transfer from Uniworld, you will be transferred to the airport for your flight home. Transfers are only provided on the actual end day of the cruise/tour. Porterage services at the airport are not included.

In accordance with Uniworld's transfer guidelines, all guests making their own flight arrangements are required to provide Uniworld with their flight information and post-trip arrangements no later than 45 days prior to departure in order to receive transfers. For complete details, please see the "Terms & Conditions" section on our website, Uniworld.com.

Guests who have purchased an optional post-cruise/tour extension or extra nights with Uniworld hotel stays will be provided transfers as part of the extension or extra nights purchase as long as Uniworld has received their flight information no later than 45 days prior to departure.



If your cruise/tour package does not contain transfers (i.e., for flights outside Uniworld's recommended transfer time guidelines or if flight details have not been communicated to Uniworld in time), then please make your way from the ship or hotel as per your trip itinerary at your own expense.

PRIVATE CAR TRANSFERS

Guests who make independent flight arrangements and arrive outside Uniworld's recommended transfer time guidelines can purchase private car transfers from Uniworld at an additional cost. Private car transfers are only available on the cruise/tour start and end dates.

Please ask your preferred travel professional or Uniworld for details. In some locations, private transfers are not available due to the distance between the airport arrival city and the port of embarkation and disembarkation.

AIR TRAVEL ISSUES

LATE FLIGHT ARRIVALS AND MISSED FLIGHTS

If your package includes a Uniworld arrival transfer and you experience a travel delay of any kind, please adhere to the following instructions.

Advise an airline representative at the airport that you are a cruise/tour passenger bound for a specific location at a specific date and time to meet your group. Depending on the nature of the delay, Uniworld's ground staff can, at times, track flight changes. If your flight arrangements were drastically altered, it is unlikely that the ground staff will be notified of your specific flight changes in time, but Uniworld's representative will follow up on your flight's arrival in order to try to meet you. Due to security protocols enacted after September 11, 2001, airlines very rarely provide updated flight information to third parties in such cases.

If you are still within North America, please contact Uniworld by calling 800-733-7820 and advise us of the situation. We will do our best to ensure that you are met and transferred upon your revised arrival.

If you are outside North America when you experience the travel delay, please contact the transfer provider in your arrival city. Their contact information is shown in the transfer section of your Cruise/Tour Ticket.

Upon arrival at the airport of the cruise/tour start city, look for the Uniworld representative in their designated area.* If you cannot find our representative, please contact the transfer provider in your arrival city. Their contact information is shown in the transfer section of your Cruise/Tour Ticket. If unable to match you up with a scheduled group transfer, the transfer provider will ask you to make your way to the ship or hotel at your own expense.**



Costs incurred due to missed transfers are the responsibility of the guest; in most cases, compensation can be obtained from your Travel Protection Plan provider or airline carrier.

If your delay is serious enough that you miss the starting point of your cruise/tour, please contact the transfer provider in your arrival city to determine the exact location of your cruise/tour group on your revised date of arrival. Their contact information is shown in the transfer section of your Cruise/Tour Ticket. The office personnel will advise you on the best course of action. Uniworld is not responsible for missed transfers or additional costs due to missed or delayed flights.

**See page 24 for Airport Arrival Transfers.*

***In Vietnam, guests should take the green and white taxis. These taxis are approved by the Department of Transportation (also called the Ministry of Transport). Keep in mind that drivers may not speak English. If not, guests should write down the name of the hotel clearly and hand the note to the driver. The same policy applies to Hanoi and Ho Chi Minh City.*

If you are unable to reach the transfer provider listed on your Cruise/Tour Ticket, please contact the emergency lines for your destination.

Vietnam & Cambodia

Contact in Ho Chi Minh City:

+84 973 068 181

Contact in Hanoi:

+84 903 736 773

Emergency Numbers:

+855 12 773 835

+855 12 599 566



BAGGAGE DELAYS

Baggage delays do unfortunately occur from time to time, especially during peak travel periods. First and foremost, do not leave the baggage area without completing a Lost Baggage Report with your air carrier. This report is essential to the tracking of your claim. If traveling with a companion, we recommend that one (1) person exits the baggage claim area and locates the transfer representative to inform him or her of the situation. This will allow the representative to ensure that transfers are properly provided. Give the air carrier a copy of your travel itinerary and the ship's contact information.

Report your lost baggage to the Uniworld representative and provide your Uniworld Cruise/Tour Manager with a copy of your Lost Baggage Report. This will assist our staff in helping to locate your baggage as quickly as possible. Uniworld is not responsible for loss, theft or damage to baggage and/or personal belongings. A protection plan covering lost, stolen or damaged baggage is available through the Uniworld Travel Protection Plan.

HOTEL CHECK-IN AND CHECK-OUT

Please note that every effort is made to ensure that your hotel room is available and ready for occupancy upon your arrival at the hotel. This is not always possible due to differences in hotel check-in times and scheduled airport-to-hotel transfers. Most hotels do not allow check-in earlier than 2:00 p.m. If you arrive at the hotel before 2:00 p.m., you may need to wait until the room becomes available. Hotel check-out must be no later than 12:00 p.m.. If your arrival or departure schedule does not coincide with these times, you may ask the hotel to store your baggage while you explore independently.

PRE- OR POST-CRUISE/TOUR LAND STAY OR OPTIONAL EXTENSION

All Uniworld land programs are fully hosted and include daily breakfast, transfers and portorage. Most feature at least one (1) special sightseeing program. Your Cruise/Tour Manager or on-site Uniworld representative will host a welcome briefing upon your arrival to familiarize you with the scheduled program and to provide additional information about optional excursions, dining recommendations and shopping tips. Details about your pre- or post-cruise/tour land stay are available on the "Already Booked" section on the Uniworld website.

Please be advised that during land stays and extensions all guests, including those booked in suites on our ships, will be booked in standard rooms in a 4- to 5-star hotel.



ONBOARD AMENITIES

DINING

Please notify Uniworld in advance if you have any special dietary concerns or considerations that need to be taken into account while traveling with us. We will do our best to ensure that your request is accommodated, but we cannot guarantee this will happen in all cases.

COMPLIMENTARY BEVERAGE PROGRAM

India: Complimentary house wine, local spirits and beer, soft drinks, tea and coffee will be served throughout the cruise. Onshore lunches include complimentary coffee and tea. Onshore dinners include complimentary house wine, local beer, soft drinks, coffee, and tea.

Complimentary house wine, local spirits and beer, soft drinks, tea and coffee will be served throughout the cruise. Onshore lunches include complimentary soft drinks, coffee, and tea. Onshore dinners include complimentary house wine, local beer, soft drinks, coffee, and tea.

MAIL

Stamps are available for purchase at the Front Desk. Mail is posted daily unless local mail facilities are not available. Uniworld is not responsible for mail that is not properly delivered to the addressee by the postal service.

HEALTH AND HYGIENE

As part of our commitment to a clean, safe and healthy onboard environment, Uniworld practices a strict sanitization protocol on our ships. To assist us in this important matter, we kindly ask all guests to frequently wash their hands and consistently use the hand-sanitizer machines when entering the ship and the restaurant. The machines are located just inside the main entrance of the ship and at the entrance of the restaurant. We thank you in advance for your cooperation in this very important matter.

WATER

Please do not drink or brush your teeth with the tap water while onboard or onshore. The ship's water supply comes from the river after passing through a sterilization plant. It is suitable for washing but should not be consumed. Complimentary reusable water bottles will be provided onboard so water can be consumed safely. To save water and reduce detergent use, we will only change towels daily if they are placed on the floor.

INTERNET ACCESS

Wi-Fi is available in staterooms as well as public areas. Complimentary Wi-Fi is available in the public areas of all hotels; charges may apply for Internet access in guest rooms. The Internet connection might not be available in remote areas. Expect the connectivity speed to be slower than your home connection.

SAFETY DEPOSIT BOX

Hotel rooms and onboard suites come equipped with a safety deposit box. We urge you to leave your valuables at home. We are not responsible for any valuables left in the suites. Any charge to return “lost and found” property will be at the owner’s expense. Please beware of pickpockets when ashore.

PHONE INFORMATION

When placing calls with mobile devices while overseas, it is necessary to enter your country’s international access code prior to entering the phone number for the ship, hotel or transfer contact. For example, guests in the U.S. and Canada will dial 011, followed by the phone number listed on the Cruise/Tour Ticket.

Suites on the *Mekong Jewel* have a phone that connect internally.

ELECTRICAL CURRENT

Voltage is 220V/50Hz in all hotels and onboard the ship. On the ship, outlets that accommodate both 110V and 220V appliances are available in the suites. In the hotels, dual-voltage appliances or a voltage converter will be needed. In addition, you will need a two-round-pin-type plug adaptor in Cambodia, and a three-flat-pin-type plug adaptor in Vietnam.

SWIMMING POOL

The swimming pool is located on the Sun Deck of the *Mekong Jewel*.

LAUNDRY

The ships provide washing, drying and ironing services for a fee. The *Mekong Jewel* sailing in Vietnam and Cambodia will have a self-service launderette however all other ships do not have a self-service launderette or dry cleaning facilities onboard. Your hotels will offer full-service laundry and dry cleaning options at an additional cost.

MUSTER STATIONS

In the event of an emergency, the ship’s whistle will blast repeatedly and alarm bells will ring. A deck plan of the ship is provided in your suite. Please familiarize yourself with the location of the ship’s muster station. Proceed immediately to the muster station, where you will put on a life vest and await further instructions. The muster station is located in the dining room on the Lotus Deck and is clearly indicated with signs.

Note that we are not required by Class Societies to carry lifeboats since it is much quicker to beach the vessel on the nearest sandbar or riverbank and evacuate by foot than to transfer passengers onto lifeboats.

EMERGENCY PROCEDURES

The ship is outfitted with modern smoke detectors, fire alarms, extinguishers and hoses. Alarms are situated at regular intervals along different decks and outside all public areas. Fire extinguishers are located at regular intervals around the Promenade Deck and outside public rooms. The Cruise/Tour Manager will give passengers a safety briefing upon arrival, which will include a test of the emergency alarm and a demonstration of life jacket location and use. The ships’ suites are equipped with an emergency map and life jackets. Extra life jackets and life rings are available on the Sun Deck.

INSECT PRECAUTIONS

External doors and gauze windows should be kept closed at all times. At night, if on deck or going ashore, make sure to apply repellent to your ankles and other exposed skin. While you can expect to encounter insects, these insects are relatively harmless. Make sure to switch off lights when leaving your suite so as not to lure them in. On the fast-flowing river, mosquitoes are rarely seen while sailing.

ONBOARD FACILITIES

SUN DECK ACCESS

For safety reasons, access to the Sun Deck may be limited or restricted while passing through locks, areas with low bridges, and during inclement weather.

FITNESS CENTER

A fitness center is available onboard and at all hotels. Use of the fitness equipment is at your own risk.

GIFT SHOP

Additional bank charges (3.5–5%) may apply when paying by credit card.

There is a small gift shop onboard the ship.

MOORING AND DOCKING FACILITIES

Local river authorities allocate docking space based upon ship arrivals and departures in port. Typically, river ships dock facing upstream, against the current. Occasionally, port conditions require ships to tie up alongside each other, in which case guests may be required to walk through another ship to get to their own ship. This is part of the river cruise experience and is perfectly normal and beyond the control of Uniworld. Guests may experience obstructed views from staterooms and suites when the ship is docked. From time to time in Vietnam and India, the ship will anchor in the middle of the river and you will be transferred via sampan to the shore.

MASSAGE

Massage services are available onboard the ship. These services are available for a fee and can be paid for in cash or with a credit card at the time of purchase or at the time you settle any of your onboard charges prior to disembarkation from the ship.

SUITE AMENITIES

We want you to be as comfortable as possible during your voyage with us. Our stewarding team will do their best to ensure the highest possible standards of cleanliness and comfort in your room. Please do not hesitate to ask if you require anything at all, and please let us know if you are not satisfied with any aspect of our service.

All suites have their own air-conditioning, minibar, mini-safe, luggage storage, wardrobe, writing desk, emergency button and amenities, including hair dryers, robes and slippers. All suites on the Orchid Deck and Sun Deck have private balconies, and all suites on the Lotus Deck have French balconies. Note that suites have phones, but only for internal calls.

ELEVATORS

The *Mekong Jewel* are equipped with an elevator that serves all guest floors.





ONSHORE EXPERIENCE

EXCURSIONS

Details about group shore excursions are posted on the daily schedule. Our next sailing time will be listed on the daily schedule, and passengers are requested to note this before disembarkation.

Group shore excursions are led by local experts and are accompanied by a member of the ship's staff. When disembarking for onshore excursions, passengers will receive a boarding pass from the Cruise/Tour Manager at the Reception Desk, and the boarding pass shall be returned to the crew when passengers return to the ship.

CAMBODIAN WATER FESTIVAL

The Cambodian Water Festival, or Bon Om Touk, is a 3-day celebration that takes place around late October to mid-November. In 2024, it will span from November 14 to November 16. Bon Om Touk heralds the end of the rainy season, which the locals celebrate by racing dragon boats on the river—making the Mekong the best place to be!

GRATUITIES

Gratuities for onboard and onshore personnel (ship staff, crew, Cruise/Tour Manager, local experts, drivers) are included, both during the cruise-tour as well as on any pre- or post-cruise land extensions.

SHOPPING

Time for shopping is usually, but not always, allowed for within the framework of the sightseeing programs. The actual amount of time available for shopping may be limited due to tour constraints. Shopping recommendations can be made by your Cruise/Tour Manager. Larger stores accept most major credit cards, while market vendors and small stores usually accept the local currency only. It is a good idea to take a small amount of cash in local currency to use for on-the-spot gratuities and to purchase souvenirs or sundries.

VOX

Uniworld uses the Vox portable audio headset system on shore tours, so that you will always be able to hear your Cruise/Tour Manager commentary with ease and comfort.

TERMS & CONDITIONS

OMISSIONS

Uniworld is not responsible for omissions, print and/or presentation errors within brochures, websites or other media where such information may be presented; we reserve the right to make corrections as required.

RESPONSIBILITY AND WAIVER

The guest accepts the terms and conditions of the Passenger Ticket Contract when participating in any organized shore excursion/tour that is provided by Uniworld. Participation in some shore excursions or tours may also be subject to an independent operator's own Terms & Conditions.

VISITORS

Visitors are generally not permitted onboard the ship and are not allowed to join any shore excursions.

SMOKING

The ship enjoys a nonsmoking environment in all public areas and in the suites. Smoking is allowed only on the aft section of the upper Sun Deck. Hotels do not permit smoking except in specific areas; all guest rooms reserved are nonsmoking. For the comfort of all passengers, smoking is not permitted on sightseeing or transfer vehicles.

***Please Note:** Deck plans may differ per itinerary. Please refer to Uniworld.com for full details.*

SECURITY

In the countries in which we operate, tourists are rarely targets for theft, but caution is encouraged nonetheless. A 24-hour watch is kept on the gangplank in order to control access to the ship, but please keep your deck door locked when it is not in use and at night. All staterooms and suites have a combination-type safe; please use a number you can remember, like the last four digits of your phone number or your date of birth. The company cannot be held liable for loss of money, jewelry or other valuable items from the ship, from a hotel or while on an excursion ashore during a voyage. In the Conditions of Carriage, you are required to have taken out personal travel insurance to cover these possibilities.

FREQUENTLY ASKED QUESTIONS

I'm concerned about my physical ability. What do I do?

Guests with mobility concerns should discuss their concerns with Uniworld staff in advance of their departure. Guests requiring the use of a mobility device, such as a wheelchair, motorized scooter or walker, may not be able to participate in many shore excursions or use such devices onboard the ships. Also, guests who are limited in their ability to walk long distances may also have difficulties, as there is often uneven terrain on many shore excursions.

How accurate and up-to-date are the shore excursions and tour descriptions?

Uniworld does everything possible to ensure that shore excursions are performed as promoted. In certain circumstances, or for reasons beyond the control of Uniworld, it may not be possible or practical for the excursion to be performed exactly as written. The decision not to operate, to alter the operation, to change content, and/or to otherwise adjust or modify any element of the excursion as advertised is at the sole discretion of Uniworld. We always take into account the safety and best interests of our guests and the overall product delivery. Any such modifications to excursions will not result in eligibility for a refund.

What time will excursions depart?

All onshore excursions are carefully coordinated to the ship's daily schedule. Prior to dinner each evening, your Cruise/Tour Manager, local expert will brief all guests about what activities will take place the next day. This briefing includes information about departure times, specifics about the shore excursions/tours not covered in this booklet, shopping and restaurant recommendations, and other important information about the port of call. In addition to the briefing, a daily program will be distributed to each guest's stateroom or suite every evening.

Can the itinerary change? What if it does?

You can count on the value of Uniworld's vast experience and regional knowledge to make sure you enjoy your cruise/tour even when conditions beyond our control occur. The very nature of a river, with its sources and networks of bridges and locks, means that there will be times when weather or other conditions in a region require Uniworld to make adjustments and modifications to the operation of an itinerary. Itineraries may need to be altered specifically because of water levels. Although every effort is made to keep itineraries as advertised, Uniworld reserves the right to make changes and substitutions as necessary to ensure the safety of our guests and the vessels. Time permitting, every possible effort will be made to alert guests in advance of boarding of any known changes. Otherwise, all guests will be informed onboard of amendments. Any changes to itineraries, including the addition of extensive motorcoach touring to affect delivery of the intended itinerary operation, will not result in eligibility for a refund.

Does each motorcoach or walking group have its own English-speaking tour guide?

Yes. Each motorcoach or walking group has its own English-speaking local expert. Uniworld tries very hard to ensure that our guides are of the highest quality and well-versed in their subjects to make sure that you have the best possible time ashore.

What is the transportation like on excursions?

Uniworld works with some of the world's best tour companies, all of which are chosen with our standards in mind. To ensure your maximum enjoyment of each excursion, all motorcoaches seat 40-50 people and are air-conditioned whenever possible. We also feature 29- to 45-seaters in regions such as Vietnam, and Cambodia. Rest stops will be provided throughout the course of the excursions and most of the motorcoaches will have onboard toilets. There are a few destinations where the equipment may not be of a similar standard and, in such cases, the best possible transportation will be arranged. This may come in the form of sampans, skiffs, tuk-tuks and other modes of transportation specific to the region.

Is smoking allowed on shore excursions/tours?

Smoking is not allowed while on the motorcoach, and many historical venues now request that visitors not smoke anywhere on-site. We ask all our guests who smoke not to do so while on excursions/tours.

PACK FOR A PURPOSE & DONATIONS

Uniworld is a proud member of **Pack for a Purpose**, a charitable organization developed to assist travelers, like you, who would like to expand their generosity beyond their own communities, and bring much needed supplies to the destinations they are traveling to.

You will have the chance to visit a local village during your journey to handout your donations.

For more information, please visit Uniworld.com/pack-for-a-purpose.



You deserve the best.



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