

UNIWORLD[®]
BOUTIQUE RIVER CRUISES

CRUISE COMPANION

WESTERN, CENTRAL & SOUTHEAST EUROPE
ITALY • FRANCE • PORTUGAL & SPAIN

You deserve the best.



YOUR UNIWORLD EXPERIENCE STARTS

even before you step aboard

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 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.

- **Digital Media Platform Instructions**

We've included details about the digital media platform app on page 9, which provides access to popular newspapers and magazines while you are onboard your ship (*available on most European itineraries*).

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

Bon voyage,



ELLEN BETTRIDGE

CEO, Uniworld Boutique River Cruises

*Uniworld Travel Protection for U.S. citizens only. Speak to your Travel Advisor for assistance obtaining outside insurance coverage.

PRE-CRUISE/TOUR

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BOARDING PASS

FLIGHT:
DL9383
OPERATED BY:
NAME:
FROM:
TO:
DATE:

BOARDING:
15

AFTER BOARDING

EKT: 074475

AFTER

EKT: 074

DOCUMENTATION

PASSPORTS

All Uniworld river cruises require a passport. In most cases, passports must be valid for six (6) months after the scheduled return date from the trip. Each guest is fully responsible for obtaining and carrying the travel documents necessary for his or her travel itinerary. 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

Non-U.S. or non-Canadian citizens must contact each consulate of the country or countries to be visited for specific requirements. Information for U.S. citizens and Canadian citizens can also be found at **Uniworld.com** in the “Already Booked” section. In most cases e-visas can be obtained online in advance of travel. 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.

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 multiple-entry visas may be required, or 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. Please note that visa service providers will have additional fees for processing and mailing, in addition to the cost of the visa.

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.

TRAVEL PROTECTION PLAN

We strongly encourage you to purchase travel protection when traveling with Uniworld. Should you choose to travel on Uniworld without travel insurance coverage you will need to acknowledge your agreement to take full responsibility for all expenses (trip interruption, trip delay, medical expenses, quarantine expenses and emergency evacuation/repatriation) that may arise while traveling with Uniworld.



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

Uniworld sends all final cruise/tour and air documents between 21 and 30 days prior to your departure, provided that Uniworld 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:

- **Welcome Letter**
- **Cruise/Tour Ticket**
- **Passenger Contract**
(which is legally binding between Uniworld and each guest)
- **Airline Tickets or E-Ticket Confirmation**
(if international air ticket was purchased from Uniworld)
- **Schedule at a Glance Document**
- **Travel Protection Plan Pamphlet**
(if Uniworld travel protection was purchased)

DIGITAL MEDIA PLATFORM*

Enjoy free digital access to popular newspapers and magazines during your cruise. Once onboard, connect to the ship's complimentary Wi-Fi from your device to access our digital media platform, containing a wide selection of international newspapers and magazines.

**Not available on S.S. São Gabriel.*

TRAVEL ESSENTIALS

The following items are essential for any destination: comfortable walking shoes, sunglasses, sunscreen, a hat, an umbrella and a lightweight raincoat or outerwear garment appropriate for the seasonal weather conditions. It is recommended that you bring duplicates of prescription eyewear, copies of prescriptions for any medication, copies of credit card information and copies of your passport information page. 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 your carry-on baggage. Contact your air carrier for any additional regulations.

INTERNATIONAL DATA

We strongly recommend that you ensure you have an international plan for your mobile phone so you are able to make/receive calls and get directions should the need arise. Additionally, should there be any last-minute changes to embarkation, we will attempt to reach out to you via phone call or email.

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

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 adding or removing items throughout the day.

Pack a lightweight waterproof jacket (preferably hooded) or even a heavier-weight windbreaker for colder temperatures.

Comfortable, sporty, smart-casual daywear is fine both onshore and onboard. Everyday slacks, khakis, walking shorts and everyday skirts/dresses are recommended. For warmer temperatures, we suggest lightweight clothing that can be layered. For early spring and late fall departures, you'll find heavier cotton or wool tops and long-sleeved shirts, and pants perfectly suitable. 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.

For evenings, any resort-type wear is perfectly suitable; however, we do ask that you not wear shorts to dinner. Men may want to bring one sport jacket for dressier restaurant venues and for special events onboard such as the Captain's Welcome and Farewell festivities. Women may wish to bring a cocktail dress or two for finer dining or entertainment experiences.

GOLDEN PARTY

One evening during each European cruise, you are invited to join the crew and your fellow guests onboard for a Golden Party celebrating our 50th Anniversary! Come as you are or dress in gold, then get ready to dance the night away.

SILENT DISCO*

Find your own rhythm at our Silent Disco one evening, during which each guest will wear their own pair of headphones playing a selection of different musical styles.

**Not available on S.S. Joie de Vivre and S.S. São Gabriel.*



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 and cobblestone streets. During shore excursions, guests with physical limitations may have difficulty accessing all sites. For your safety and enjoyment, we recommend that all guests be in good physical condition. This is particularly important in extensions such as Interlaken, where the high altitude of Jungfrauoch may make extensive walking difficult.

While spacious and elegant, river ships are not in compliance with the Americans with Disabilities Act, and some do not have elevators. Uniworld, at its sole discretion, reserves the right to refuse passage or to require a current guest to end his or her trip if the guest's state of health or physical condition may affect his or her own health, safety and enjoyment, or that of other guests.

Use of mobility devices such as wheelchairs, walkers, scooters, etc., for tours or onboard use must be approved in advance. Additionally, guests who need assistance should travel with a companion who can assist them with any needs. Our onboard team and local staff are not able to offer services such as pushing or carrying wheelchairs.

MEDICAL

Uniworld does not employ staff nurses or doctors onboard its ships, nor can the onboard gift shop carry medications that are sold over the counter in the U.S. and other countries (most European nations allow the sale of medications by licensed pharmacies only). Should you require medical attention, you will need to obtain it at local facilities at your own expense. 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** 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). The major credit cards accepted are Visa, MasterCard, and American Express; please note that any associated bank transaction fees are the responsibility of the cardholder. 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 (U.S. dollars and euros).^{*} Credit cards cannot be accepted for money exchange. All 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. 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 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.

^{*}*There is no currency exchange available onboard S.S. São Gabriel in Portugal.*

CURRENCY

Austria, Belgium, Bulgaria, Croatia, France, Germany, Italy, Luxembourg, The Netherlands, Portugal, Slovakia, Slovenia, and Spain: The currency in much of Europe is the euro. The euro comes in banknote denominations of 5, 10, 20, 50, 100, 200, and 500. One euro is divided into 100 cents, and coin denominations are 1, 2, 5, 10, 20, and 50 cents, or 1 euro and 2 euros.

Czech Republic: Currency in the Czech Republic is the koruna. Notes come in denominations of 100, 200, 500, 1,000, 2,000, and 5,000 korunas. Bureaux de change are available nationwide, and money can be exchanged in banks, at road border crossing points and by authorized dealers. ATMs are widespread throughout the Czech Republic, and most major international credit and debit cards are accepted.

Hungary: Hungarian currency is the forint, which comes in banknote denominations of 500, 1,000, 2,000, 5,000, 10,000, and 20,000 forints. Hotels, banks and bureaux de change can all be used for currency exchanges, along with some restaurants, airports, railway stations and travel agencies. All currency exchange receipts should be retained in case they need to be presented to officials. ATMs are available in most towns, and the vast majority of international credit cards are accepted in larger establishments.

Romania: Currency in Romania is the new leu. Notes come in denominations of 10, 20, 50, 100, 200, and 500 leu. Currency can be exchanged at banks and at authorized dealers, as well as in many shops, hotels and restaurants. All receipts should be kept in case they are required by customs or other officials. ATMs are becoming more popular, though they are not widespread. Credit and debit cards may be accepted in larger hotels and restaurants, though their use is not widespread.

Serbia: Currency in Serbia is the Serbian dinar. Notes come in denominations of 10, 20, 50, 100, 200, 500, 1,000, 2,000, and 5,000 Serbian dinars. Currency can be exchanged at bureaux de change and in exchange machines in Belgrade. ATMs are available, though few accept international credit and debit cards. Credit and debit cards may be accepted in larger hotels and restaurants, though acceptance is not widespread.

Switzerland: Currency in Switzerland is the Swiss franc. The Swiss franc is available in banknotes that bear the value of 10, 20, 50, 100, 200, 500, or 1,000 francs. International currencies can be exchanged at banks and foreign exchange dealers while on tour in Switzerland. You will need to show your passport as proof of identity for foreign exchange transactions. All popular credit cards, such as Visa, MasterCard, and American Express, are accepted widely in shops, airports, railway stations and other payment centers across Switzerland.



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.

Remember to check for both international (over the water) and domestic (intracontinental) regulations, as limitations differ depending on flight routings.

Onboard the ship and motorcoaches, storage space is very limited. Therefore, for your comfort and convenience on the cruise/tour as well as on pre- or post-cruise/tour land stays or optional extensions we ask that you bring one (1) suitcase per person and one (1) carry-on bag per person (excluding purses). Please note that there may be a fee assessed on-site for excess baggage.

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 damage to baggage and personal belongings. A Travel Protection Plan covering lost, stolen or damaged baggage is highly recommended.

LUGGAGE TAGS

All of your baggage must have luggage tags attached containing your first and last name, address, and mobile phone number.

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

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 am 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 Cruise/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.



TRANSFERS

AIRPORT ARRIVAL TRANSFERS

If you purchased air through Uniworld and your flights coincide with our Transfer Guidelines, your Group Arrival Transfer—or any Private Car Transfer that was booked with Uniworld—will be reflected on your Cruise Ticket with arrival transfer instructions. Pre-purchased private transfers are non-refundable.

For guests who have purchased a pre-cruise optional extension with Uniworld, transfers will be provided as part of the extension if you provided Uniworld with flight information. Your transfer will be reflected on your Cruise Ticket including arrival transfer instructions.

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, or canceled or missed flights; for missed cruise/tour or extension days; or for extra costs resulting from delayed, changed, canceled or missed flights.

AIRPORT DEPARTURE TRANSFERS

If you purchased air through Uniworld and your flights coincide with our Transfer Guidelines, your Group Departure Transfer—or any Private Car Transfer that was booked with Uniworld—will be reflected on your Cruise Ticket including departure transfer instructions. In this case, you'll be transferred to the airport for your flight home. This is provided only at the actual end of the cruise/tour. Porterage services at the airport are not included. Pre-purchased private transfers are non-refundable.

For guests who have purchased a post-cruise optional extension with Uniworld, transfers will be provided as part of the extension if you provided Uniworld with flight information. Your transfer will be reflected on your Cruise Ticket with departure transfer instructions.

INDEPENDENT ARRANGEMENTS

If you made your own flight and travel arrangements, you'll need to make your way independently to the hotel or ship per your itinerary at your own expense. Docking assignments for river cruise/tour vessels can change at the last minute. Port locations and addresses can be found at [Uniworld.com/Port-Locations](https://www.uniworld.com/Port-Locations).

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 follow the guidelines below.

Upon clearing customs, look for the Uniworld representative at the designated location on your Cruise/Tour Ticket. If you cannot find the Uniworld representative, please contact the transfer provider or our European Guest Services team using the phone number in the Transfers 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, and 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, you will need to get to the next stop on the ship's itinerary at your own expense. Using the ship's phone number shown on your Cruise/Tour Ticket, please contact the ship for its exact location on your revised date of arrival. The ship's personnel will advise you on the best course of action. Uniworld is not responsible for missed transfers or additional costs incurred in getting to the next destination due to missed or delayed flights.

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 exit the baggage claim area and locate 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 pm. If you arrive at the hotel before 2 pm, you may need to wait until the room becomes available. Hotel check-out must be no later than 12 pm. 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 portage. Most feature at least one (1) special sightseeing program. Your 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 in 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. Gratuities for personnel on extensions and land stays are not included.

ARRIVALS AND DEPARTURES

EMBARKATION

Guests are to embark no later than two (2) hours prior to the scheduled sailing time.

On embarkation day, the ship is being cleaned and prepared for your arrival. Most of the ship's facilities, including your stateroom or suite, will not be available before 3 pm. We appreciate your understanding and cooperation. Should you arrive at the ship earlier than 3 pm, you may leave your baggage at the Front Desk and take a walk in the area or relax in the lounge. Please keep your hand baggage with you at all times. Complimentary coffee, water and light snacks will be available for your enjoyment.

DISEMBARKATION

About two (2) evenings before your departure from the ship, your Cruise/Tour Manager will brief all guests about what to expect on the morning of disembarkation and what time to have baggage available for pickup, and will distribute any documentation necessary to make your departure as smooth as possible.

All guests must vacate their staterooms and suites no later than 8 am the day of disembarkation so the staff and crew can prepare for the next group of guests. Breakfast hours are coordinated around airport transfer times, which, in some cases, can be very early in the morning. It is not unusual in some destinations to have airport transfers as early as 4 am. In such cases, we will provide guests with coffee, tea, juices and pastries from our 24-hour coffee station.





ONBOARD AMENITIES

DINING

Your ship's main onboard restaurant provides a relaxed environment and accommodates all guests for breakfast, lunch and dinner, offering both local and international cuisine. Additionally, specialties of the chef and regional dishes will be featured during dinner.

All beverages are included during your cruise (premium wines and spirits, local beers, coffee, tea and more). This excludes our Diamond Menu of specialty wines and spirits, available for an additional cost.

Note: Amenities and deck plans may differ per itinerary. Please refer to Uniworld.com for full details.

In addition, select ships offer special dining options, such as private or progressive dining. Reservations for special dining options are necessary as space is limited and can only be made onboard the ship.

All mealtimes are scheduled around tour departures, and breakfast can take place very early in the morning.

Please notify Uniworld immediately 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 that every request can be met in all cases.

COMPLIMENTARY BEVERAGE PROGRAM

Complimentary beverages onboard include wine, beer, spirits, specialty coffee and tea, soft drinks and mineral water.

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.

WATER

The ship has been outfitted with a sophisticated filtration system, and the tap water in each stateroom and suite is safe for drinking. In addition, drinking water is provided in your stateroom or suite for your comfort. Also, for your convenience, we've provided two reusable, eco-friendly water bottles in each stateroom and suite that may be refilled and carried along on your shore excursions. The bottles are yours to keep as a souvenir of your voyage.

INTERNET ACCESS

You may use your own laptop computer to access our wireless Internet service (Wi-Fi). Complimentary Wi-Fi is available throughout the ship and is generally best in the main lounge.

Internet connection might not be available in remote areas or when transiting locks. Expect the connectivity speed to be slower than your home connection and not suitable for services requiring a high bandwidth, such as video calls and streaming. Internet hotspots for those are available to rent. Please check with the Front Desk for more information.

SAFETY DEPOSIT BOX

Each stateroom and suite onboard and hotel room onshore comes equipped with a safe. We urge you to leave valuables at home. Uniworld is not responsible for any valuables left in your stateroom or suite. Any charge to return "lost and found" property onboard 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.

LAUNDRY

A launderette containing a self-service washing machine, dryer and iron is available for your use. There are no dry-cleaning facilities. The ship also provides washing, drying and ironing services for a fee.

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 Sun 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 ship's suites are equipped with an emergency map. Life jackets and life rings are only available on the Sun Deck.

ICE MACHINE

On most ships a self-service ice machine is available. Please ask the bartender for an ice bucket when required.

SUSTAINABILITY

At Uniworld, we're passionate about giving back to the planet we so love to explore, which is why we've made a number of sustainable choices onboard our cruises, with a careful eye towards luxury improvements. We use full-size toiletry containers in our bathrooms, gift reusable water bottles to guests for use on excursions, and instituted new food waste reduction technology in our kitchens. These are just a few of the changes we've made to enhance your experience with quality products while also protecting our environment, supporting our goal to reach Net Zero carbon emissions by 2050!

Note: Amenities and deck plans may differ per itinerary. Please refer to Uniworld.com for full details.



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

The Fitness Center is open 24 hours a day. Use of the fitness equipment is at your own risk.

GIFT SHOP

There is a gift shop onboard with a limited selection of toiletries, souvenirs and other sundries. All purchases are charged to your shipboard account. The hours of operation are adjusted to each day's program. No over-the-counter medications are available, in accordance with international laws.

Note: S.S. Elisabeth and S.S. Victoria do not have gift shops onboard.

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/tour 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.

SPA TREATMENTS AND MASSAGE*

Spa treatments and massage services are available onboard the ship. These services are available for a fee and can be paid for at the time you settle any of your onboard charges prior to disembarkation from the ship.

**Available on select ships. Additional fee for spa services. Please refer to Uniworld.com for details.*

STATEROOMS AND SUITES

Every riverview stateroom and suite is lavishly appointed with handcrafted Savoir® Beds of England[†], luxurious 100% Egyptian cotton sheets and European duvets. Staterooms and suites also include an individual thermostat for air-conditioning and/or heat, a flat-screen TV, an internal telephone, a safety deposit box, a bathroom stocked with Asprey[‡] bath and body products, a luxurious bathrobe for each guest, complimentary bottled water, and a hair dryer. Electrical current is 220V, the European standard; however, each stateroom and suite has one 110V outlet. The majority of staterooms have hotel beds that can be positioned separately or together.[‡] Non-allergenic bedding is available upon request. Your stateroom or suite will be serviced by your Stateroom/Suite Housekeeper on a daily basis. Security and maintenance checks may also be performed. Your ship features butler service in the suites.

†Amenities on S.S. Elisabeth, S.S. Victoria, S.S. Antoinette, S.S. Emilie, and S.S. São Gabriel may differ from those of a Uniworld company-owned ship.

‡Not available on S.S. Emilie.

ELEVATORS

The following ships are equipped with an elevator that services all decks except the Sun Deck:

S.S. Antoinette

S.S. Beatrice

S.S. Bon Voyage

S.S. Catherine

S.S. Elisabeth

S.S. Emilie

S.S. Joie de Vivre

S.S. La Venezia

S.S. Maria Theresa

S.S. São Gabriel

S.S. Victoria

River Duchess

LOUNGE AND COFFEE STATION

The onboard lounge provides spectacular, expansive views at every turn. Relax in the comfort of soft chairs and sofas upholstered in fine fabrics and leathers. Plus, you can enjoy our full-service bar.

Complimentary coffees and teas are available at each ship's coffee station 24 hours a day. The lounge also serves specialty coffees and finely brewed teas on order.

FRONT DESK

The Front Desk operates 24 hours a day. The Night Receptionist will make hourly safety checks of the ship.

Note: Amenities and deck plans may differ per itinerary. Please refer to Uniworld.com for full details.



ONSHORE EXPERIENCE

EXCURSIONS

Each cruise/tour program includes comprehensive shore excursions led by a local English-speaking expert; these excursions have been designed to provide you with the best possible experience ashore.

A complete day-by-day shore excursion itinerary is available online. Details for your particular itinerary can also be found at Uniworld.com.

LET'S GO EXCURSIONS

On most ships, complimentary bicycles and Nordic walking sticks are available for your onshore enjoyment. Bicycle and walking paths are easily accessible from some of the ports of call. Your Cruise/Tour Manager can offer recommendations. The number of bicycles and Nordic walking sticks available is limited, and they can only be reserved through the Front Desk 24 hours in advance of the time you wish to use them (or on the day of, if available). Their use is solely at your own risk; all guests must sign a release form prior to using bicycles or Nordic walking sticks.

NIGHTS OUT EXCURSIONS

From private concerts to local nightlife experiences, this line of included excursions goes the extra mile to bring you uniquely memorable moments.

MASTERPIECE COLLECTION EXPERIENCES

Masterpiece Collection are optional experiences that go above and beyond our daily selection of included excursions and can be booked for an additional fee. Select *Masterpiece Collection* Optional Experiences can be pre-booked. Please note that requests to pre-book must be made by calling our Reservations Team no later than 6 days prior to departure and are subject to availability. Some venues are limited in the number of guests they can accommodate. Guests can book onboard (space permitting) and pay in euros. Pre-booked *Masterpiece Collection* Optional Experiences are refundable up to 5 days prior to the cruise/tour start date; if inside of 5 days they are non-refundable. Select *Masterpiece Collection* Optional Experiences require a minimum number of participants and are subject to cancellation (with full refund) if minimum is not met. Prices are subject to change. *Masterpiece Collection* excursions may not operate if they occur on a holiday.

MAKE TRAVEL MATTER® EXPERIENCES

Traveling with Uniworld means you're traveling with purpose—supporting sustainable tourism as well as local communities and wildlife. Our MAKE TRAVEL MATTER® Experiences take that even further, offering our guests the opportunity to partake in unique local excursions that directly impact the communities we explore in a positive way.

They are selected with great care using a proprietary assessment tool endorsed by industry experts, which ensures that our MAKE TRAVEL MATTER® Experiences directly advance United Nations Global Goals.

GRATUITIES

Gratuities for onboard personnel (ship staff, crew, Cruise/Tour Manager) are included during the cruise/tour. For onshore personnel, we recommend a €2 per person per day gratuity for guides and €1 per person per day for drivers.

SHOPPING

Time for shopping is allowed for within the framework of most sightseeing programs. Actual time available for shopping may be limited due to tour constraints. Keep in mind that many shops in Europe may be closed on Sundays and holidays. Shopping recommendations can be made by your Cruise/Tour Manager and shipboard staff. Larger stores accept most major credit cards. Market vendors and small stores usually only accept local currency. It is a good idea to take a small amount of cash for on-the-spot gratuities or to purchase souvenirs or sundries.

QUIETVOX

Uniwold is proud to use Quietvox portable audio headset systems on shore excursions and tours, so that you will always be able to hear your local expert's commentary with ease and comfort. Connection to the local expert's transmitter takes about 40 seconds, so if you do not hear the local expert straight away, please be patient. The Quietvox system can be used with hearing aids that are compatible with a telecoil induction loop. All you need to do is replace the regular Quietvox earpiece with the telecoil. We have a limited number of telecoil induction loops onboard available to loan, so please inquire with the Cruise/Tour Manager once you are on the ship.

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 and conditions.

VISITORS

Visitors are generally not permitted onboard the ship and are not allowed to join any shore excursions. Please make arrangements to meet your friends and relatives onshore.

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 guests, smoking is not permitted on sightseeing or transfer vehicles.

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



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 shore excursions are carefully coordinated to the ship's daily schedule. Prior to dinner each evening, your Cruise/Tour Manager 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 is available digitally on the screen in the lobby and to access via TVs in the staterooms. This program provides a written overview of all events taking place the next day—whether onboard or ashore.

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 exacting standards in mind. To ensure your maximum enjoyment of each excursion, all motorcoaches seat 40 to 45 people and are air-conditioned whenever possible. 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. Rest stops will be provided throughout the course of the excursions, and most of the motorcoaches used for excursions will have onboard toilets.

Is smoking allowed on shore excursions/tours?

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



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