

UNIWORLD[®]
BOUTIQUE RIVER CRUISES

CRUISE COMPANION

VIETNAM & CAMBODIA

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.

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

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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 for most guests. 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.

Obtaining required visas is the sole responsibility of the guest. Country requirements are subject to change at any time. 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.

Vietnam: A multiple entry visa (or two single-entry visas) for Vietnam is currently required for US and Canadian citizens.* Visas can be obtained through Vietnam's e-visa online portal. Visas for Vietnam cannot be obtained on arrival.

Cambodia: Our local team will assist guests with obtaining a single-entry Cambodia visa on entry, and guests should bring \$50 USD cash for payment. For guests beginning their cruise/tour in Hanoi, a visa can be obtained at the Siem Reap airport. For guests beginning their cruise/tour in Ho Chi Minh City, a visa can be obtained during the river crossing into Cambodia. Cambodia also offers e-visas that can be obtained in advance through the Cambodian government portal.

Alternately, guests may purchase their visas from a visa processing service. Please note that the use of any visa processing service will include additional costs including mailing/courier fees, and other service fees.

More information on visas for Vietnam and Cambodia can be found on Uniworld.com in the "Already Booked" section.

All costs associated with obtaining a visa, as well as any costs incurred due to incorrect visa information, are the responsibility of the guest. Uniworld will not be responsible for advising and/or obtaining required travel documentation for any guest, or for any delays, damages and/or losses, including missed portions of your trip, related to improper or absent travel documentation.

**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 **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

Uniworld strongly recommends that all guests 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

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

- **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)
- **Cruise/Tour Companion Guide**
- **Travel Protection Plan Pamphlet**
(if Uniworld 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 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 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.

It is recommended that you pack quick drying and lightweight clothing, and a bathing suit. For evenings, we recommend casual and cool attire. Sport jackets and cocktail dresses are not needed at any time during this program.

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.

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

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 guest to end their trip if the guest's state of health or physical condition may affect their own health, safety and enjoyment, or that of other guests.

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** 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 and most charges are billed directly to each guest’s onboard account, except for Gift Shop purchases and Spa services. Currency accepted onboard for settlement of final bills is either in Cambodian riel 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 ship does 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

Cambodia: Currency is the Cambodian riel (KHR). There is no division into coins. Banknote denominations are 50, 100, 200, 500, 1,000, 2,000, 5,000, 10,000, 20,000, 50,000, and 100,000.

Vietnam: Currency is the Vietnamese dong (VND). There is no division into coins. Banknote denominations are 1,000, 2,000, 5,000, 10,000, 20,000, 50,000, 100,000, 200,000, and 500,000.

USD is widely accepted in both Cambodia and Vietnam.

ATMs in Cambodia supply both U.S. and Cambodian currencies.

ATMs in Vietnam supply only Vietnamese dong.

Rules for foreign currencies require crisp, new, untorn 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. 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.

It is recommended to keep the currency exchange receipt should guests wish to revert the currency before departing Cambodia and/or 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:** USD, Vietnamese dong and Cambodian riel
- **Credit Card:** Will be charged in local currency

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. Remember to check for both international (over the water) and domestic (intra-continental) 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.

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).

BAGGAGE ABOARD THE SHIP

While the airlines have strict limitations on luggage, you are welcome to bring additional bags onboard the ship. However, baggage storage onboard is limited.

Visit [Uniworld.com/Baggage](https://www.uniworld.com/Baggage) to learn more.

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 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.

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

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.

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. Port locations and addresses can be found at **[Uniworld.com/port-locations](https://www.uniworld.com/port-locations)**.

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.

If you made your own flight and travel arrangements, you'll need to make your way independently to the airport at your own expense.

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

**See page 18 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.*

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

Contact in Ho Chi Minh City:

+84 973 068 181

Contact in Hanoi:

+84 903 736 773

Emergency Numbers:

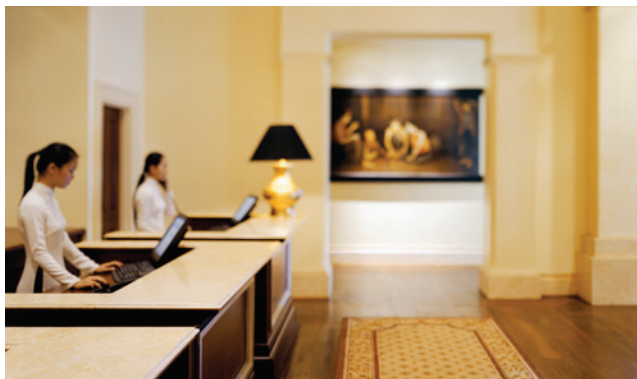
+855 12 773 835

+855 68 889 779

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 portage. 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 in the "Already Booked" section on the Uniworld website.

Please be advised that during land stays and extensions, all guests, regardless of cabin category, 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

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 the tap water while onboard or onshore. The ship's water supply comes from the river after passing through a sterilization process. The water is suitable for bathing and brushing teeth, but not consumption. Complimentary reusable water bottles are provided with water refilling stations on the main and upper deck. To save water and reduce detergent use, we will only change towels daily if they are placed on the floor.

INTERNET ACCESS

Complimentary Wi-Fi is available throughout the ship in your cabin and public areas. You may use your own laptop computer to access our wireless Internet. Expect the connectivity speed to be slower than your home connection.

During land stays complimentary Wi-Fi is available in all of the hotels for all guests.

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.

Note: Suites have phones, but only for internal calls.

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. To use any electrical product from the U.S., you will need a 2-pin plug adapter in Cambodia, a 3-flat-pin-type plug adapter in Vietnam and a voltage converter.

SWIMMING POOL

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

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 on the Lotus Deck (in the dining room) and is clearly indicated with signs. The ship is equipped with life rafts. Additional information will be provided during the ship's safety briefing.

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 guests onto lifeboats.

LAUNDRY

The ship provides self-service washing, drying and ironing facilities at no additional fee.

Your hotels will offer full-service laundry and dry-cleaning options at an additional cost.

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 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

There is a gift shop onboard with a limited selection of souvenirs and other sundries. The hours of operation are adjusted to each day's program. Purchases at the gift shop can be paid for in cash or with a major credit card at the time of purchase.

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

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 suites when the ship is docked. From time to time in Vietnam and Cambodia, 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 onboard offer beds draped in fine linens, air conditioning, safe, walk-in rain shower and amenities, hair dryer, makeup mirror, slippers, robes, minibar, and wardrobe.

Note that suites have phones, but only for internal calls.

ELEVATORS

The *Mekong Jewel* is equipped with an elevator that serves the Lotus, Orchid, and Sun Decks.



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 guests 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 guests return to the ship.

GRATUITIES

Gratuities for onboard and onshore personnel (ship staff, crew, 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

Uniwold 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 Orchid 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.

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 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.

Ensuring the safety and security of Uniworld guests is our top priority. Guests will be accompanied by two ship staff during all excursions on this itinerary. In addition, all docking facilities along the Mekong will be patrolled by security personnel.



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 or 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 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?

Uniwold 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 up to 50 people and are air-conditioned whenever possible. 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, 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.

DONATIONS

This itinerary is part of our donations program, an effort to help communities with demonstrated needs reach travelers who may be looking to show appreciation to their hosts in a unique and impactful way.

If you are interested, please visit [Uniworld.com/Donations](https://www.uniworld.com/Donations) for up-to-date information on how to participate.



You deserve the best.



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