

HELPFUL INFORMATION | EMERALD FAQ'S

CRUISE DIRECTOR

Every Emerald Waterways sailing has an experienced English speaking Cruise Director onboard.

LANGUAGE ON BOARD

The language on board is English. All staff, crew and tour guides speak English and all announcements and lectures will be made in English.

CURRENCY & CREDIT CARDS

Most countries visited in Europe will use the Euro, although some still have their own local currency. For small purchases ashore or in small towns, local currency is recommended. Many locations accept major credit cards. ATM machines are located onshore at some stops. Prior to departure you should confirm your ATM card and PIN will work overseas.

Countries in Southeast Asia will use their own, local currency. All purchases on board are charged to your shipboard account. The on board currency on our ships is the Euro. Shipboard accounts may be paid by Euro or credit card.

PLUG SOCKETS AND VOLTAGE

Electricity on board all ships is 220V. A Continental European plug will be required to use small appliances such as electric shavers, clocks, mobile phone chargers etc. We do not provide the required adaptors.

HAIRDRYERS

Hairdryers are available in all cabins on all Emerald Waterways ships.

DINING TIMES

Dining times will vary by ship & itinerary; times listed are typical, not exact.

Horizon Lounge:

Light Breakfast 6:30am - 10:00am

Light Lunch 1:00pm - 2:30pm

Reflections Restaurant:

Breakfast 7:30am - 9:30am

Lunch 1:00pm - 2:30pm

Dinner 7:00pm - 9:00pm

Reflections Restaurant features unreserved seating.

SWIMMING POOL & CINEMA

The on board pool is open from 6:00am until 5:00pm each evening when the water disappears and the room turns into a cinema. The pool is 6x4 meters and 140cm (4.6ft.) deep.

Do I need to reserve my seat to watch a film in the cinema?

The cinema can get busy, so it is best to reserve your place at Guest Services. If there is a high demand for a particular film, the Cruise Director will try and show the film again at another time.

Will popcorn be served during movie times?

Yes. Popcorn is served complimentary during all movies.

BICYCLES

Complimentary bicycles are available on board for guests to use at any time. Bikes should be reserved with Guest Service desk..

COFFEE & TEA

You will find tea and coffee machines located in the Horizon Bar and Lounge, and in the pool area at the ship's stern.

CABIN SAFES & MINI BARS

All cabins come with a secure safe for your valuables. Owner's One-bedroom Suites have a complimentary in-suite mini bar, restocked daily with wine, beer and soft drinks. All other cabins offer an in-suite mini bar at your own expense.

LUGGAGE TAGS

You will receive luggage tags in your pre-trip document packet. Please wait until you have claimed your luggage at your destination airport before placing the tags onto your luggage. This will ensure airline companies will not tear off this tag, as it is required to easily identify your luggage for transfer services and hotels.

PASSPORTS & VISAS

All passengers are required to possess a passport valid for 6 months beyond the conclusion of their trip. Please note: If your nationality (passport) differs from the country in which you reside, please take the time to check carefully with your local consulates concerning visa and passport requirements for your travels. Holidays can be disrupted or have to be altered altogether if the correct documents cannot be supplied at airports or borders, so check very carefully that you have the required papers.

Will I need a Visa for my river cruise?

U.S. passport holders don't require a visa for European cruises. A visa will be required for Southeast Asia cruises. It is the responsibility of the guest to ensure any visas required for the countries you'll be visiting during the cruise have been obtained.

Can Emerald Waterways arrange my passport and visas?

No, Emerald Waterways and/or their employees and their agents are not responsible for passport, visa requirements, entry, health or other requirements of the countries visited or for any loss sustained by you for failing to comply with laws, regulations, orders and/or requirements of countries visited, and will not be liable for any costs or cancellation penalties or inconvenience where travelers do not have a travel authorization, and are not permitted to travel.

TRAVEL INSURANCE

You are urged to arrange comprehensive travel insurance which includes coverage against loss of deposit or cancellation fees and covers any unforeseen circumstances that may occur during the tour. Emerald is not liable in any regard for your failure to adequately insure yourself, and you agree to indemnify and hold Emerald harmless for any expenses or delays incurred as a result of your failure to adequately insure yourself. Emerald Waterways offers its clients the opportunity to purchase travel protection through TripMate, Inc. We act as a broker. Once purchased, the Travel Protection Plan is non-refundable.

WATER LEVELS

Water levels on Europe's rivers vary and that can occasionally mean disruption to our itineraries. If we're unable to continue sailing certain rivers due to water level problems, we'll do everything we can to minimize the impact this has on your vacation and make alternative arrangements for the rest of the itinerary. This could mean arranging coach transfers, organizing ship swaps, providing hotel accommodation or finding alternative attractions to visit – all of which are weather dependent.

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STAR-SHIPS

Draft: 1.45m / Speed: 25km/h

Height: 6m / Length: 135m / Width: 11.45m

Crew Members: 47 / Staterooms: 20 / Suites: 72 / Guests: 182

CABIN SIZE

Owner's One-bedroom Suite (category SA) - 315 sq. ft.

Grand Balcony Suite (Category S) - 210 sq. ft.

Emerald Panorama Balcony Suites (categories A, B, C, R, P) - 180 sq. ft.

Emerald Stateroom (categories D, E) - 162 sq. ft.

Emerald Single Stateroom (category ES) - 117 sq. ft.

CLOTHING

We recommend casual and comfortable clothing. Please bring comfortable walking shoes as you will need these daily while sightseeing, which includes walking over rough and uneven ground. Closed shoes are recommended to keep out the dust and sand. For winter months we recommend a warm coat, gloves, water-resistant footwear and an umbrella. Dinner attire is casual-open-neck shirts, slacks and dresses. Coats and ties may be worn but are not required. On certain evenings, such as Welcome and Farewell Dinners, you might like to dress up.

HEALTH AND VACCINATIONS

Health facilities, hygiene and disease risks vary worldwide. So to ensure your safety throughout your cruise, seek advice regarding your specific health requirements as early as possible. If you have any pre-existing medical conditions or mobility difficulties, you should inform us at the time of booking.

MOBILITY

Emerald Waterways welcomes disabled guests but wishes all guests to understand that limitations could exist on board and during shore excursions. The elevators on our ships service three out of four decks, with access to the Sun Deck only possible using stairs. Under appropriate circumstances guests are welcome to use collapsible wheelchairs on board. Many tours are conducted from motor coaches, so guests need to be able to climb up and down the stairs to board. Some shore excursions may require movement over cobblestones or up and down stairs; accordingly, guests with limited mobility will require the services of a responsible companion to be traveling with them. If you have any medical, physical or other special needs, please contact our travel advisors for further information and have a look at our deck plan to gain an understanding of the layout of any particular ship.

WALKING

All of our itineraries include excursions which involve a certain amount of walking to tour each destination, occasionally over uneven streets and up and down stairs. When we have included walking tours one group will always be designated as slower paced.

MOTOR COACH TRAVEL

To experience the full range of regional attractions during our itineraries, there will be a certain amount of motor coach travel required.

DISCOVER MORE OPTIONAL TOURS

During your cruise, you can book onto a range of optional activities for a number of destinations on board the ship. Alternatively, pre-book before you travel by calling 1-855-222-3214. Optional tours are at an additional cost, subject to availability and seasonal operations, and may be subject to minimum/maximum numbers.

LAUNDRY FACILITIES

Guests staying in an Owner's One-bedroom Suite can take advantage of four items laundered daily, free of charge – while guests staying in Grand Balcony Suites are allocated two complimentary items daily. Laundry facilities are available to all other guests at a fee. There is no dry cleaning available.

WI-FI

Wi-Fi connection availability and speed will vary depending on where the ship is positioned and the number of users,. WiFi can be slow to use and there may be occasions when no signal is available. Guests staying in an Owner's One-bedroom Suite will have complimentary use of an iPad throughout the cruise.

SMOKING

Smoking is not permitted inside motor coaches, indoors on any ship, or on balconies – we may highlight further areas throughout your cruise where smoking isn't permitted. There are areas available to smoke on the ship's outside decks, however we can't guarantee these facilities will be available. On motor coach journeys we'll aim to ensure that there are frequent stops.

BAGGAGE ALLOWANCE

Please be aware that excess baggage is always at your own expense. You're entitled to carry one suitcase per person, with the total sum of its length, width and height not exceeding 62 inches/158 cm and weight 44 lbs/20 kg.

BATHROBES & SLIPPERS

Bathrobes & slippers are available for each guest in every stateroom.

TIPS & GRATUITIES

All tipping and gratuities for both on board and shoreside staff are included in the price of an Emerald Waterways vacation.

FITNESS ROOM

All Star-Ships feature a Fitness Room with exercise machines and free weights.

SALON & SPA SERVICES

On board all ships guests may take advantage of our salon & massage services at their own expense. Pricing & appointments are available once on board.