

aROSA 

Cruising differently

Premium  
all  
inclusive

IN LOVE WITH  
**CITY & NATURE  
CRUISES 2020**

**DOURO** SEINE DANUBE RHINE/MAIN/MOSELLE **RHÔNE/SAÔNE**



# LOVE



*AT FIRST  
STRIDE.*

Are you familiar with the feeling of being completely overwhelmed by interesting sounds, new flavours and buildings you have never seen before? When you feel not only new horizons opening up with every stride you take, but also your heart? That is what it's like when you fall in love with a city. Budapest, Paris, Lyon, Porto, Antwerp, Vienna, Amsterdam and many other places await you. And A-ROSA is ideal for anyone who wants to have a wonderful time on the way to their new favourite city. We make sure your journey is a totally relaxing experience – thanks to the premium floating hotel that takes you to Europe's most beautiful cities. Here you can wake up to a new, magnificent view every day, pamper yourself in our spa and book activities on the spur of the moment, both on board and while ashore – from cycle tours for the whole family to private evening meals beneath the stars. And at the end of your river cruise with A-ROSA, you will not only have fallen in love with a new city but also with the entire holiday.

METROPOLITAIN

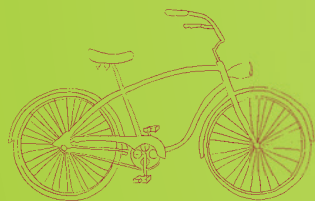




# THE GOLDEN HOLIDAY RULE: EVERYTHING, PLEASE!

## KEEP FIT.

Recharging your batteries has a lot to do with being active. Our routes offer plenty of chances to do so: fitness on board or bike tours ashore.



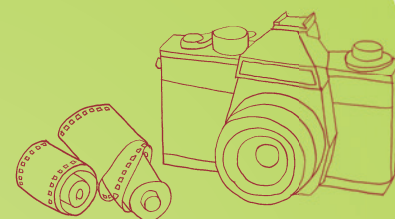
## ENJOY CULTURE.

Different city, different culture – that's part of the holiday, along with the choice of exploring on your own or with a local guide. There is also culture onstage on board in the evening.



## DISCOVER.

New cities, new people, new countryside! There is so much to discover. And we promise: you'll fall in love more than once.



## INDULGE IN GOOD FOOD AND DRINKS.

A good day starts with a nice cup of coffee and ends with a healthy, delicious dinner. Especially on holiday! And by no means will you be short-changed on your trip in this regard!

## RELAX.

Here you will find relaxation wherever you go: in the cabin, on the sun deck, in the SPA-ROSA, while sipping an aperitif at the bar or strolling around the city. That's just what holidays are for!





# A-ROSA

IS JUST THE RIGHT THING FOR ...



## THE WHOLE FAMILY.

Families are welcome on all our cruises! Many of our ships also offer added value, like the Kids Club, where all children can participate in age-appropriate programmes full of action and excitement in small groups while their parents enjoy some time for themselves. All family cruises are marked with "(F)".

## HOLIDAYS WITH FRIENDS.

Looking for time to see, enjoy and catch up with each other? Our cruises are the perfect choice for groups, too, because you always have the choice between spending time together or alone. We take care of everything else.

## TRAVELLERS ON THEIR OWN.

If you are travelling alone, there is a world of opportunity for you on an A-ROSA cruise. Would you like to explore the city on your own? We'll be happy to equip you with everything you need. Or perhaps you'd prefer to join a group? No problem – the friendly atmosphere on board means you'll feel at ease right from the start. What's also lovely is that many of our cruise dates only apply a minor surcharge for single cabins.

## SEASONED CRUISERS.

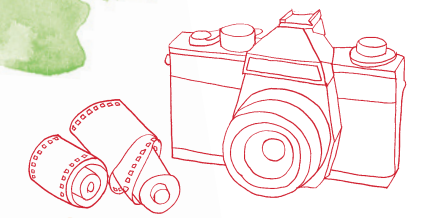
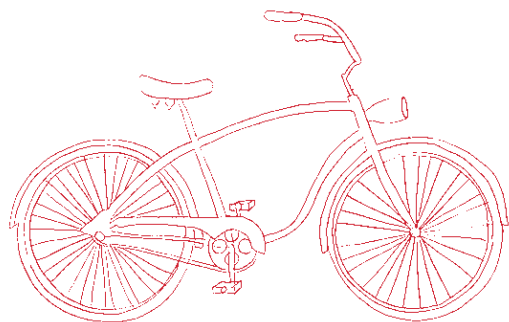
Do you like ocean cruises? Then there's a strong likelihood you'll feel right at home on the river, too. The comfort is the same, while the atmosphere is exceptionally private. In addition, our fleet not only brings you to the coast, but up the river and directly to the heart of Europe's most exciting cities. Short distances are guaranteed! And on the way there: breathtakingly cinematic scenery.

## FIRST-TIMERS.

Wondering what a river cruise is all about? Our short trips are the perfect way to test the river cruise waters – the ideal chance to get to know this type of travel.

## SPONTANEOUS, SMART SAVERS.

Those who like to travel spontaneously or need to watch their holiday budget will be pleased by our A-ROSA Basic rates. On certain travel dates, we offer these rates at short notice and for a limited number of guests.



## CITY LOVERS.

Those who travel with A-ROSA have the most beautiful cities in Europe at their feet. Would you like to wind your way through the canals of Amsterdam, taste authentic Hungarian goulash in Budapest or smile back at the Mona Lisa in Paris? We bring you there ... along the most relaxing route you could ever imagine.

## NATURE LOVERS.

Our routes amaze everyone with their entirely unique view of nature. The Rhône, for example, glides past UNESCO World Heritage sites like Arles and Avignon as well as world-famous wine-growing regions, olive orchards and the wild and romantic Camargue on its way to the coast. On the Rhine, fans of tulip blossoms will be happy cruising through tulip fields of Holland which burst into an array of brilliant colours between mid-April and early May. That's what makes A-ROSA the perfect choice for all those who can't get enough of beautiful landscapes.

## BIKE FANS.

Jump on the saddle and start pedalling immediately! Cycling provides a wonderful sense of freedom and is the ideal, environmentally friendly way to discover cities. Not only do you quickly get from A to B, but you can even see more of the city that way. Perfect! That is why we offer the bike packages from terranova on selected routes, which can be added to your cruise. These include five or six cycle tours with a guide, rental bike, luggage service, catering, transfers and much more besides. All trips with bookable bike tours from terranova are marked with "(T)". Further information and prices can be found at [www.arosa-cruises.com/terranova](http://www.arosa-cruises.com/terranova).

## ART AND CULTURE ADDICTS.

Rivers have always been a place where culture is created. After all, the first cities sprang up along their banks – places for ideas, exchange and inspiration. Whether you prefer painting, music or theatre, antique, classic or modern, you can dedicate a cruise with A-ROSA entirely to your favourite art form.

## FESTIVE FANS.

Things often only get really festive at the last moment at the end of the year. Why not get in the holiday mood a little earlier in 2020 and make things more relaxed? How about a cup of mulled wine on the Christmassy Champs-Élysées in Paris? Or an exciting shopping trip on the indulgent streets of Vienna? Or treat yourself to an unforgettable Christmas or New Year's Eve on the water in Europe's most beautiful cities? The festive period has never been so simple.





# ALL OF MY WISHES INCLUDED.

There are moments that are perfectly rounded off by a drink. A cup of black coffee couldn't be more suited to reading the paper in the morning. The hot coffee aroma wafting around the nose goes well with the feel of the newspaper. On the lounge beside the pool with the warm summer wind and as an accompaniment to the conversations that faintly drift through the air – an iced tea, please! A cool glass of rosé on the rocks while enjoying the magnificent view by the rail of the sun deck. Perfect!

You shouldn't compromise on such moments when on holiday. And you don't have to, because Premium all inclusive is part of the holiday feeling with A-ROSA. Decide on the spur of the moment whether or not to order a second daiquiri with your lunchtime snack and instead spend more time thinking about your plans for the next few days or chatting to your partner. Then you'll feel completely on holiday.

The A-ROSA family benefit: children travel for free.\* For example, for groups of 2 adults and 2 children, the second cabin is for free!

## Premium all inclusive.

- ✓ FullBoardPlus: refined breakfast, lunch and dinner buffets rich in variety, along with an embarkation snack and tea- or coffee time. Many cruises feature seasonal extras.
- ✓ High-quality drinks throughout the day
- ✓ 15% discount on spa treatments
- ✓ (Super) Early Booking Discount
- ✓ A-ROSA Travel Cancellation Insurance (for bookings made by 30 Nov 2019)
- ✓ Children 15 years and under travel free when accompanied by at least one adult. On the Douro: 25% discount for children.
- ✓ Bathrobe, toiletries and mineral water in the cabin
- ✓ Transfers between train station and ship (Rhine, Danube)

YOU'LL FIND A COMPLETE LIST OF OUR SERVICES ON PAGE 42/43.

\* at least one parent or adult with parental consent in the cabin, only valid for the cruise portion of the journey.





# SUN ON DECK.



# YOUR FAVOURITE PLACE WHEN TRAVELLING? **THE DINING TABLE.**

A slight breeze carries the scents wafting from the kitchen across the sun deck – a fusion of freshly squeezed lemon, peppercorns roasted in the pan and salmon from the oven, flavoured with a splash of white wine. A dream! In our restaurant, you can always treat yourself to a little break during your big break. That's EXACTLY how a holiday should be.

## OUR RECIPE FOR THE PERFECT CULINARY EXPERIENCE:

A BREAKFAST BUFFET,  
with nothing left to be desired.

TWO GOURMET BUFFETS DAILY,  
to make you perfectly happy every lunchtime and evening.

A CAKE BUFFET,  
handmade by the patissiers on board.

A HANDFUL OF REGIONAL SPECIALITIES,  
which will go straight into your recipe book.

A PINCH OF LIVE COOKING,  
to watch, admire and seek inspiration.

A SPLASH OF A-ROSA DINING AND A-ROSA DINING EXCLUSIVE,  
for real connoisseurs.

A SOUPÇON OF CULINARY SURPRISES,  
when departing, arriving or simply around midnight.

A GOOD PORTION OF THE BEST SERVICE,  
whether in the restaurant, in the lounge, on deck or in the suite.

AN EXTENSIVE DRINKS MENU,  
from A for aperitif to Z for zesty spritzer.



# I DO THE MOST FOR MYSELF BY DOING **NOTHING.**

If you wish to unwind in the evening from an exhilarating day of sightseeing, it doesn't matter whether you prefer to work out in the gym or head straight to the spa to relax; you will find exactly what you're looking for on board. Feel free to spend the next few hours moving no further than between the pool, the steam room and the sauna – nice and slowly. Round it all off by enjoying the magnificent views from the relaxation room. In the SPA-ROSA, all you have to think about is nothing but relaxing.

## THE FLEET.

### SPACIOUSNESS.

- Spaciously designed premium ships
- Large, comfortable cabins
- Expansive sun deck and SPA-ROSA
- Wide range of services included in the A-ROSA Premium all inclusive rate

### QUALITY.

- Modern, standardised fleet
- Pioneers in terms of facilities, technical equipment and safety
- Equipment made from high-quality materials
- Certified quality management according to DIN EN ISO 9001:2008

Guests who booked the A-ROSA Premium all inclusive rate receive a 15% discount on spa treatments.



## RECREATION.

- Relaxed atmosphere and ample sun loungers and sunshades on the sun deck
- Heated pool or whirlpool
- Shuffleboard, putting green and giant chessboard

## SPA-ROSA.

- Spacious spa area
- Top-class wellness services
- Wide range of beauty and body treatments
- Professionally trained staff
- Panorama sauna and steam sauna/organic sauna on the A-ROSA DONNA/STELLA/ALVA
- Panorama sanarium on the A-ROSA AQUA/FLORA/SILVA/VIVA and additional whirlpool with views outdoors on the A-ROSA AQUA/VIVA
- Comfortable relaxation rooms and vitalising showers





## COMFORTABLE CABINS

- Spacious, air-conditioned cabins, most with Juliette balconies, on the Douro with drop-down panorama windows
- Elegant design and first-class materials ensure an atmosphere of well-being



# THIS FEELS LIKE HOME.

A cabin is more than a mere place to sleep. It is the place where you completely unwind and feel at ease – your personal retreat on a holiday packed with experiences.

Our cabins have been created precisely for this purpose. High-quality materials, modern furnishings, pleasant colour schemes and an elegant design transform your cabin into a cosy home – with plenty of room for the entire family and a new, magnificent view every day.



## THE CABINS.

- Outside cabins only, most with Juliette balconies
- Elegant design and first-class materials
- 14 m<sup>2</sup> to 16.5 m<sup>2</sup> in size
- High-quality amenities: flat-screen TV, shower, air-conditioning and many more

## THE COMPLETE *LUXURY PROGRAMME.*

When you not only want your holiday to be wonderful, but also unique, then consider booking one of our amazing suites.

### SUITE SERVICES.

- Check-in and personal welcome on board from 12.00 pm
  - Welcome champagne
  - Suite cocktail with the hotel management
  - Room service from 7.00 am to 10.00 pm
  - Free minibar\*
  - Magazines in cabin
  - Fresh flowers and fruit every day
  - Additional cabin items and high-quality toiletries
  - Laundry and ironing service
  - Concierge service
- \* Douro: no minibar



YOU'LL FIND AN OVERVIEW OF ALL CABINS ON PAGE 48–50.





**THE FIRST HOLIDAY  
WITH EVERYONE  
ON BOARD.**



The A-ROSA ships are like a huge playground for children. There is a pool on board and you can even play on the upper deck! And if mum and dad want to relax in the sauna or enjoy a cup of coffee, the little ones will probably prefer to make paper ships or play minigolf on the deck. Things are guaranteed to be exciting in the Kids Club, turning the holiday into a perfect highlight for everybody.

## A-ROSA KIDS CLUB

**EASTER**  
(9–18 APRIL 2020)

RHINE – A-ROSA FLORA  
RHÔNE – A-ROSA STELLA  
SEINE – A-ROSA VIVA

**SUMMER**  
(25 JUNE–30 AUGUST 2020)  
RHINE – A-ROSA FLORA  
SEINE – A-ROSA VIVA

**AUTUMN**  
(8–25 OCTOBER 2020)  
RHINE – A-ROSA SILVA  
SEINE – A-ROSA VIVA

**CHRISTMAS & NEW YEAR**  
(22 DECEMBER 2020–6 JANUARY 2021)

RHINE – A-ROSA FLORA  
SEINE – A-ROSA VIVA

**AGE GROUP**  
CHILDREN AND YOUNG PEOPLE  
AGED 4 TO 15

**ACTIVITY TIMES**  
UP TO THREE TIMES PER DAY





# PLENTY OF ROOM FOR THE WHOLE FAMILY.



A pillow fight instead of a midday nap? The family cabin provides enough space for both. After all, midday breaks are as good for you as they are for the children. While the children sleep – or perhaps don't – you can relax a little. Sit on the bed with a cool drink, for example, and plan what you are going to do the following day. And when the kids rouse from their nap to decide on the next adventure, you will have everything you need – above all else, enough space.



2 adults + 2 kids  
=  
2nd cabin for free!\*

## THE RIGHT CABIN FOR EVERY GANG OF RASCALS.

Danube Category A:  
2-bed outside cabin with extra bed

Rhine, Rhône and Seine Category S:  
2-bed outside cabin with extra bed

Rhine Category G:  
Family cabin with sofa bed and a top bunk bed  
(A-ROSA FLORA)

Danube and Rhine Category E and F:  
2-bed Junior suite and Balcony suite with extra bed  
(A-ROSA FLORA / A-ROSA SILVA)

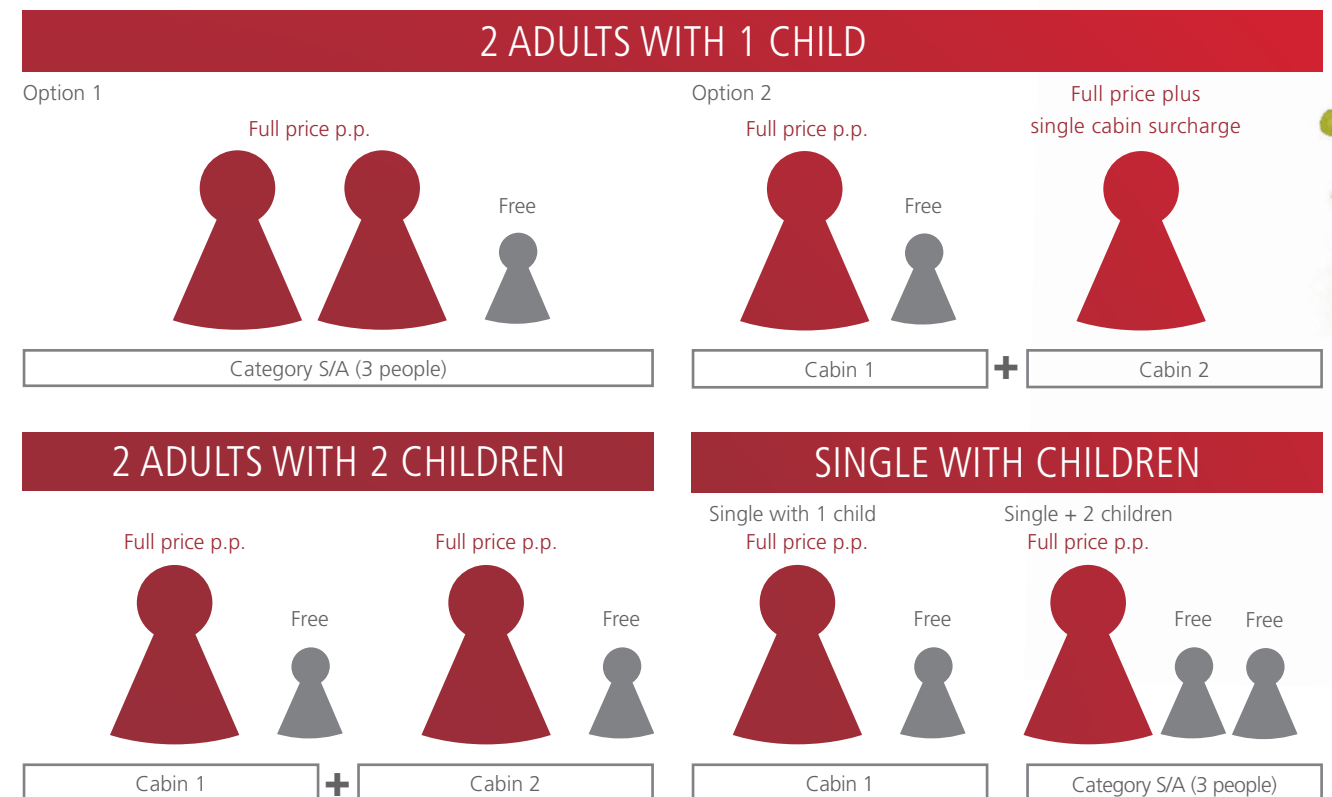
Danube, Rhine and Seine Category A, C and D:  
Each category has two cabins with connecting doors  
(A-ROSA AQUA / A-ROSA FLORA / A-ROSA SILVA / A-ROSA VIVA)



Children  
15 and under  
travel free\*



## BOOKING VARIATIONS (excluding Douro).



\* at least one parent or adult with parental consent in the cabin, only valid with the Premium all inclusive rate and for the cruise portion of the journey. A-ROSA ALVA: 25% discount for children on Douro cruises.



# EVERY CITY IS UNIQUE

A city can be explored in a thousand different ways – by bike, on a tram, with a guide, by strolling around, through the cuisine, with Google Maps – the possibilities are simply endless! Maybe you want to travel around Porto on the next tram and simply look out of the window. Discover the wild nature in the Camargue – by bike of course. And experience Paris from café to café and croissant to croissant. And if you're really not sure how to spend the day, A-ROSA has a number of different day trips to choose from – ranging from guided tours of the old quarters to jeep safaris and culinary tours. There is sure to be something for everyone.

AND JUST WAITING TO BE EXPLORED.



## DISCOVERY TOURS

City tours, city walks or sightseeing tours.



## ADVENTURE TOURS

Themed tours or excursions with unusual forms of transportation.



## BIKE TOURS

Guided bike tours for an energetic way to explore the region.



## FAMILY TOURS

Exciting and interactive excursions for young and old.



## GOURMET TOURS

Sample regional specialities directly from the producers.





# SING TO ME WITH FEELING.

NEW ON BOARD  
Our Singer-  
Songwriter Contest  
"Showtime".

# LIVE CONCERTS, LIVE EMOTIONS.



## International Music Award

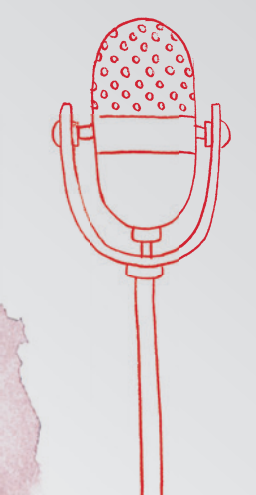
### A-ROSA Singer-Songwriter Contest

Are you someone who loves music? Do you enjoy hearing music being played in the background and equally appreciate being bowled over? By unknown talents, for example, who you not only consider gifted, but also so likeable that you wish they had the opportunity to showcase their skills to a wider audience.

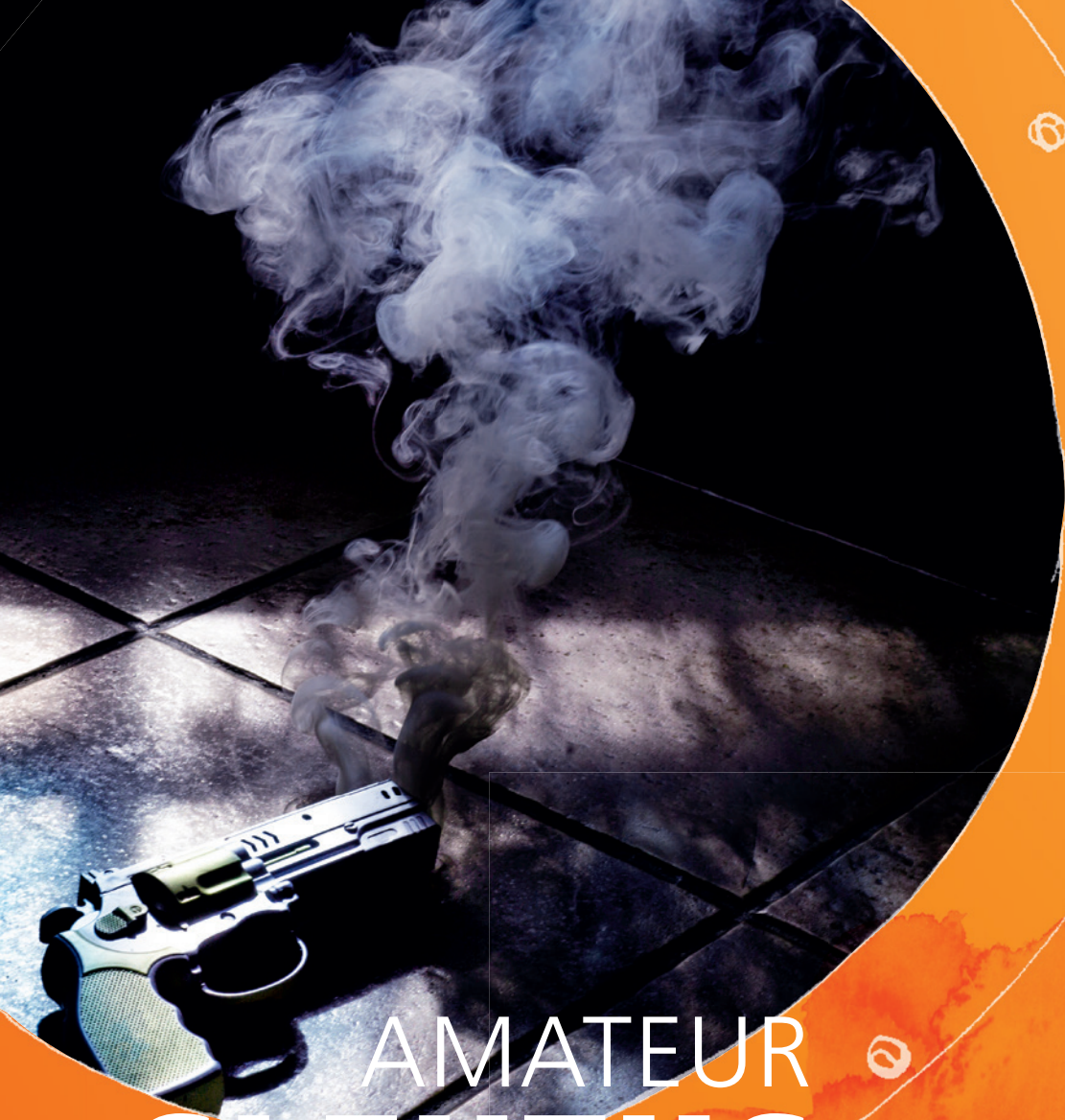
On selected A-ROSA cruises, you have the opportunity to give such young talents a chance as part of the A-ROSA Singer-Songwriter Contest "Showtime".

How exactly does it work? In 2019, we are casting talented young musicians who will then perform throughout 2020 on our seven-night cruises on the Rhine and the Danube. You will not only hear the singers perform live, but also be part of the jury that judges their performance. A winner will then be chosen at the end of 2020 from the regional winners of the contest. Their prize is an appearance at the International Music Award 2020. And who knows, maybe you will even discover the next big star of the music industry and help them achieve their breakthrough.

In addition to the sound and faces of the future, the focus is on innovation, commitment and attitude at this new award ceremony hosted by the Rolling Stone magazine. The artists are not presented with awards for their sales, but rather in categories such as "Commitment" and "Future". The winners are chosen by a high-calibre celebrity panel. What's more, well-known national and international artists perform at the ceremony.







Our new specials are fully included in the A-ROSA Premium all inclusive rate!

# AMATEUR SLEUTHS ON BOARD!

This cruise is ideal for passionate amateur sleuths. Search for evidence, hunt for clues and conduct enquiries. Learn anything you don't already know at training sessions and lessons on board. It's totally thrilling! Of course, it goes without saying that the holiday itself doesn't fall by the wayside. After all, this is still the main motive for your trip.

## A-ROSA MURDER MYSTERY CRUISE.

- On four cruises on the Rhine
- Professional actors stage a murder on board
- A four-day programme including criminology training, lessons and readings
- You can join the investigation team, examine evidence and conduct enquiries

RHINE MINI CRUISE  
AMSTERDAM &  
ROTTERDAM

A-ROSA FLORA:  
04.11. | 08.11. | 12.11. |  
16.11.2020

# AND CURTAIN UP!



Make your trip even more interesting on our impro cruises. Two actors bring one thing above all else on board: entertainment. They perform live on two evenings. Nobody knows exactly what the performance involves as improvising is all about interacting with the audience. You determine what happens – and you can sit back and relax when the ship becomes a stage.

## A-ROSA IMPRO CRUISES.

- In March and November on selected Danube cruises
- The two actors Romeo Meyer and Mirjam Woggon perform live onstage on two evenings
- Workshops are held on subjects such as spontaneity, improvisation and speed dating
- Additional spontaneous activities are organised throughout the trip

DANUBE MINI CRUISE VIENNA

A-ROSA DONNA:  
08.03. | 12.03. | 09.11. | 17.11. | 21.11.2020

DANUBE HIGHLIGHTS

A-ROSA DONNA:  
04.11.2020



# SURPRISE ME, PLEASE!

Global music star, intimate gig by a well-rated band, cabaret, musical or opera – prepare to be surprised by only finding out when certain events will be held once you are on board. Spontaneous parties, events, day trips and concerts are the best in any case when you turn up completely without expectations and leave totally thrilled and deliriously happy. Who knows, maybe you will come back with a new favourite band or a rediscovered love of musicals. Whatever the case, the evening is sure to end with a nice memory of a special experience.

## SECRET EVENT TOUR

- In March and November on the Rhine and Danube
- There are different events ranging from concerts and cabaret to musicals and opera
- You will only find out which events are being held and when you will be going once you are on board
- Participation is voluntary and completely free of charge

RHINE MINI CRUISE  
NETHERLANDS

A-ROSA FLORA:  
08.03.2020

RHINE MINI CRUISE  
MAIN & LORELEI

A-ROSA SILVA:  
13.03. | 17.03. | 04.11. |  
08.11. | 12.11. | 20.11.2020

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DANUBE MINI CRUISE  
VIENNA

A-ROSA DONNA:  
16.03.2020



# Et voilà: THE BEATING HEARTS of Europe.

**DOURO**  
PORTO  
Régua  
Pinhão  
Barca d'Alva  
Vega de Terrón

**SEINE**  
PARIS  
Mantes-la-Jolie  
Vernon  
Les Andelys  
Rouen  
Caudebec-en-Caux  
**LE HAVRE**

**DANUBE**  
Regensburg  
Passau  
Engelhartzell  
**LINZ**  
Melk  
Dürnstein  
Krems  
**VIENNA**  
**BRATISLAVA**  
Esztergom  
**BUDAPEST**  
Kalocsa  
Mohács  
Novi Sad  
**BELGRADE**  
Rousse  
Giurgiu  
Oltenita  
Fetești  
Brăila  
Tulcea  
Sulina

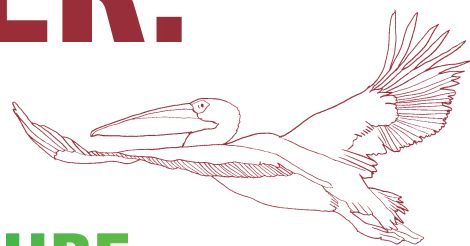
**RHINE, MAIN & MOSELLE**  
Terneuzen  
Chent  
**ANTWERP**  
Nijmegen  
**ROTTERDAM**  
Zaanstad  
**AMSTERDAM**  
Utrecht  
Harlingen  
Lelystad  
**DÜSSELDORF**  
**COLOGNE**  
Bonn  
Koblenz  
Cochem  
Bernkastel-Kues  
Trier  
Boppard  
St. Goar

**RHÔNE/SAÔNE**  
Chalon-sur-Saône  
Tournus  
Mâcon  
Trévoux  
**LYON**  
Vienne  
Tournon/Tain-l'Hermitage  
La Voulte  
Viviers  
Châteauneuf-du-Pape  
**AVIGNON**  
**ARLES**  
Port St. Louis

**STRASBOURG**  
Breisach  
Basel  
**FRANKFURT AM MAIN**  
Wertheim  
Würzburg  
Bamberg  
Nuremberg  
Regensburg  
**BRATISLAVA**  
Germersheim  
Speyer  
Mannheim  
Nierstein  
Bingen  
Mainz



# YOUR DREAM HOLIDAY: MEANDERING ALONG THE RIVER.



## DANUBE

The “Queen of Rivers” has as many faces as it has bends. Its 2,850 km journey begins as a small rill in the Black Forest. By the time it reaches Bavaria, it’s already become the strong current that served as one of the most important trade routes of the early Celts and Romans. It visits Vienna, inspires chefs, composers and royal families and passes the most famous grape varieties in the world as it meanders through the world heritage site of Wachau. The Danube runs through the spectacular scenery of ten nations and passes cities that seem to vie with each other for the most remarkable architecture. Bratislava is followed by Budapest and Belgrade. Finally, it reaches the Iron Gates, the highlight of the Cataract Passage, before the Danube branches out into thousands of channels that run into the Black Sea. Here your cruise begins anew – would you like to join us for part of it?

**Danube Classics, 7 nights – page 30**  
**Danube Mini Cruise Vienna, 4 nights – page 31**

More cruises at: [www.arosa-cruises.com/danube](http://www.arosa-cruises.com/danube)



## RHINE, MAIN & MOSELLE

If you just look at its source, the Rhine is Swiss – with German hillsides along for the ride. That’s why it visits three other countries and their major cities on its way to the North Sea. And it brings along plenty of wine from the best locations. The matching dishes are provided by the regions themselves: cheese from Basel, tarte flambée from Strasbourg, the “Debbekooche” potato dish from Koblenz and “Flönz” blood sausage from Cologne. Plus any number of good things from the Main and the Moselle. As the sea slowly comes into view, we see the busy side of the Rhine. Effervescent Amsterdam injects more multicultural esprit into the Rhine delta than the ancient Romans ever managed. And Rotterdam surpasses itself on a daily basis thanks to its lively artistic scene and of course the harbour workers in Europe’s largest seaport. And you? Which story would you like Father Rhine to tell you?

**Experience the Northern Rhine, 7 nights – page 32**  
**Experience the Southern Rhine, 7 nights – page 33**

More cruises at: [www.arosa-cruises.com/rhine](http://www.arosa-cruises.com/rhine)

## SEINE

The Seine follows a winding path through the history of France – and each epoch is remarkable in its own way. Million-year-old chalk cliffs, the medieval alleyways of Rouen, Monet’s water-lily pond in Giverny. In contrast, visitors to Le Havre admire France’s most modern seaport. And Paris? A singularly gigantic homage to today! Whether you wonder at Mona Lisa’s smile in the Louvre, take a break in the Jardin des Tuileries or shop to your heart’s content along the Champs Élysées, the present moment is what counts here.

**Seine Experience Normandy with Paris, 7 nights – page 36**  
**Rendez-vous on the Seine with Paris, 5 nights – page 37**

More cruises at: [www.arosa-cruises.com/seine](http://www.arosa-cruises.com/seine)



## RHÔNE & SAÔNE

In the Midi, France’s Mediterranean south, the attitude of the “Grande Nation” towards life seems to be tangible. Many would say it’s due to the special light which shines on remarkable buildings like the Papal Palace in Avignon. Or the scent of the lavender fields that welcomes travellers along the river like a friendly greeting. Others connect it to the traces of history, which are an integral part of the cityscapes, like the amphitheatre of Arles or the narrow medieval alleyways of Lyon. Perhaps it is also the pure pleasures that no French person can do without. You can get a fresh baguette, a good cheese and a glass of Châteauneuf-du-Pape pretty much anywhere here, at any time of day. The lesson in relaxing comes free of charge. When will you immerse yourself in the French way of “vivre”?

**Rhône Route Classique, 7 nights – page 34**  
**Rhône Route Rendez-vous, 5 nights – page 35**

More cruises at: [www.arosa-cruises.com/rhone](http://www.arosa-cruises.com/rhone)



## DOURO

The Portuguese owe a lot to the Douro river. The Douro is an important part of Portuguese history. It connects the Alto Douro region, where the luscious grapes grow, to Porto, where the grapes are worked to create delicious port wine. Along its course, it takes in breathtaking nature and Portuguese culture. Passing through villages where Jewish people and Muslims lived together in peace during the Inquisition. And ancient churches. The original sources of bygone monarchies and, of course, the beautiful azulejos. Let’s not mention that the Douro rises in Spain.

**Experience the Douro, 7 nights – page 38–39**

More cruises at: [www.arosa-cruises.com/douro](http://www.arosa-cruises.com/douro)





Danube Classics – 7 Nights

# THE DANUBE FLOWS THROUGH MANY AGES.

On our route along the Danube, it is almost as though past and present cannot agree on which one is in charge: between Upper Austria and Central Hungary it feels like time changes as fast as the views: Vienna, rose-coloured and ornate, as if fresh from the confectionery. Here oriental, German and French influences have all played their part. A city to fall in love with, to keep returning to, to learn another side of. Budapest, so magnificent on one side and so askew on the other, reinvented with ruin bars and offices located in former schools and factories. And then there's the Hungarian language! Finally, in untamed Bratislava, renaissance meets socialism, while science fiction thrives alongside the baroque.

Example: Cat. S (double occupancy) on 18 Oct 2020:

**7 NIGHTS PREMIUM ALL INCLUSIVE FROM € 999**

Price per person, including Super Early Booking Discount of € 100 (limited allotment) when booking by 30 Nov 2019.

**APRIL:** S 5 (E) | 12 (E) | A 19 | 26

**MAY:** B 3 | 10 | 17 | 24 | 31

**JUNE:** B 7 | 14 | 21 | 28

**JULY:** B 5 | 12 | 19 | 26

**AUGUST:** B 2 | 9 | 16 | 23 | 30

**SEPTEMBER:** B 6 | 13 | 20 | A 27

**OCTOBER:** A 4 | 11 | S 18

E = Easter

S | A | B = season, see pages 44–45

Dates with Super Early Booking Discount until 30 Nov 2019.

## HIGHLIGHTS:

- Three countries in one trip: Austria, Hungary and Slovakia
- The UNESCO World Heritage Site of Wachau with vineyards, apricot groves and romantic castles
- Explore the metropolises Vienna, Budapest and Bratislava

### DANUBE CLASSICS

DAY	ARR	DEP	CITY
1	–	5.00 pm	Engelhartszell, AT (Passau, DE)
2	1.00 pm	–	Vienna, AT
3	–	6.30 pm	Vienna, AT
4	8.00 am	10.00 pm	Esztergom, HU
4	3.00 pm	–	Budapest, HU
5	–	6.00 pm	Budapest, HU
6	12.00 pm	5.00 pm	Bratislava, SK
7	–	–	Passage Wachau in the morning, AT
7	12.00 pm	4.00 pm	Melk, AT
8	7.00 am	–	Engelhartszell, AT (Passau, DE)



Danube Mini Cruise Vienna – 4 Nights

# WHY TAKE PHOTOS? THE DANUBE IS UNFORGETTABLE.

Memories are made of moments. And unforgettable memories are made of special moments. You will experience just such moments on your Danube cruise to Vienna. In the Schlägener Loop, the Danube makes two spectacular U-turns before finally deciding to take the most beautiful route to Vienna: through the narrow Wachau valley, a UNESCO World Heritage Site, the home of great wines, ancient castle ruins and monasteries. You'll be spoiled for choice in Vienna: historical buildings and museums, naturally, but also unexpected delights like a café that sells furniture, crazy second-hand shops and a tiny basement where you can listen to the finest jazz music. Linz will captivate you with its exciting stylistic contrasts, from Baroque to contemporary. Alone the Lentos Art Museum, which features works from the 20th and 21st centuries, and the Ars Electronica Centre, with its high-tech exhibits, will keep you busy for hours.

### DANUBE MINI CRUISE VIENNA

DAY	ARR	DEP	CITY
1	–	5.00 pm	Engelhartszell, AT (Passau, DE)
2	–	–	Passage Wachau, AT
2	1.00 pm	–	Vienna, AT
3	–	6.30 pm	Vienna, AT
4	2.00 pm	11.00 pm	Linz, AT
5	7.00 am	–	Engelhartszell, AT (Passau, DE)



Example: Cat. S (double occupancy) on 8 March 2020:

**4 NIGHTS PREMIUM ALL INCLUSIVE FROM € 449**

Price per person, including Super Early Booking Discount of € 50 (limited allotment) when booking by 30 Nov 2019.

**MARCH:** S 8 (S) | 12 (S) | 16 (S) | 20 | 24 | 28

**APRIL:** S 1

**NOVEMBER:** S 9 (S) | 13 | 17 (S) | 21 (S)

S = special cruise

S = season, see pages 44–45

Dates with Super Early Booking Discount until 30 Nov 2019.

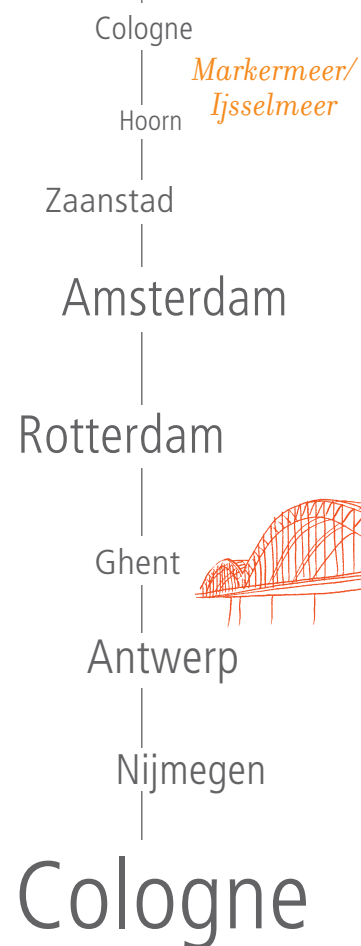




Experience the Northern Rhine – 7 Nights



Experience the Southern Rhine – 7 Nights



# FROM ONE GEM TO THE NEXT.

Antwerp is the diamond capital. But Rotterdam, Ghent, Nijmegen and, in particular, Amsterdam are also real gems. Where else do you immediately get the feeling of belonging as a visitor? Where else can you find crazy and wonderful things on every street corner? The jingling of bicycle bells blends with the music from open windows, and the day trippers from the A-ROSA ship blend in with the locals in the bars and restaurants. While travelling between the cities, the wind whistles around your nose, and you are overcome by an unforgettable feeling of freedom. And then there's a treat for your eyes, too, as another old Dutch fishing town appears with its ancient stepped gables and colourful cutters.

## EXPERIENCE THE NORTHERN RHINE

DAY	ARR	DEP	CITY
1	–	5.00 pm	Cologne, DE
2	–	–	Crossing the Markemeer/Ijsselmeer, NL
2	12.00 pm	11.00 pm	Hoorn, NL
3	6.00 am	12.00 pm	Zaanstad, NL
3	1.00 pm	11.00 pm	Amsterdam, NL
4	8.00 am	2.00 pm	Rotterdam, NL
4	–	–	Afternoon harbour tour of Rotterdam, NL
4	–	–	Passage Dutch Delta in the evening, NL
5	7.00 am	6.30 pm	Ghent, BE
5	–	–	Passage Western Scheldt in the evening, NL
6	3.00 am	6.00 pm	Antwerp, BE
6	–	–	Passing the harbour of Antwerp, BE
7	9.00 am	1.00 pm	Nijmegen, NL
8	6.00 am	–	Cologne, DE

Example: Cat. S (double occupancy) on 18 Oct 2020:

**7 NIGHTS PREMIUM ALL INCLUSIVE FROM € 999**

Price per person, including Super Early Booking Discount of € 100 (limited allotment) when booking by 30 Nov 2019.

**MAY: B 17 | 24 | 31**

**JUNE: B 7 (T) | 14 | 21**

**AUGUST: B 16 | 23 (T) | 30 (T)**

**SEPTEMBER: B 6 | 13 | 20 A 27 (T)**

**OCTOBER: A 4 | 11 (F) S 18 (F)**

F = family cruise | T = bike tours terranova

S | A | B = season, see pages 44–45

Dates with Super Early Booking Discount until 30 Nov 2019.



# THE RHINE HAS MANY FACES. ONE NICER THAN THE OTHER.

The Rhine is unique and certainly not monotonous. It constantly shows a different side of itself. Sometimes grim, sometimes charming. Sometimes magical, sometimes powerful. Sometimes bewitching, sometimes clear. No voyage is as diverse as a voyage on the Rhine. Town houses, cathedrals, fortresses and castles? Half-timbered, granite and sandstone buildings? Of course! The Rhine has it all. The Rhine takes in baroque and gothic architecture and looks majestic on photos, but, in fact, its true home lies between wild cliffs and dense forest, between medieval castles and small villages, whose vineyards it has fertilised over the course of its history.

## EXPERIENCE THE SOUTHERN RHINE

DAY	ARR	DEP	CITY
1	–	5.00 pm	Cologne, DE
2	11.00 am	4.00 pm	Mainz, DE
3	1.00 pm	–	Kehl, DE (Strasbourg, FR)
4	–	1.00 pm	Kehl, DE (Strasbourg, FR)
5	8.30 am	7.30 pm	Basel, CH
6	7.30 am	1.00 pm	Breisach, DE
7	–	–	Passage Lorelei & UNESCO World Heritage Site Rhine Gorge in the afternoon, DE
7	4.00 pm	10.00 pm	Koblenz, DE
8	6.00 am	–	Cologne, DE

Example: Cat. S (double occupancy) on 15 Apr 2020:

**7 NIGHTS PREMIUM ALL INCLUSIVE FROM € 1,029**

Price per person, including Early Booking Discount of € 70 (limited allotment) when booking by 29 Feb 2020.

**APRIL: S 8 (E) | 15 (T) A 22 | 29**

**MAY: B 10**

**JUNE: B 28**

**JULY: B 5 | 12 | 19 | 26**

**AUGUST: B 2 | 9**

E = Easter | T = bike tours terranova

S | A | B = season, see pages 44–45

Dates with Super Early Booking Discount until 30 Nov 2019.

### HIGHLIGHTS:

- The UNESCO World Heritage Site Rhine Gorge with the wild Lorelei passage
- The vast cathedral in Strasbourg
- The cultural metropolis of Basel with its new museum foundations Beyeler and Tinguely

Cologne

Mainz

Strasbourg

Basel

Breisach

Lorelei

Koblenz

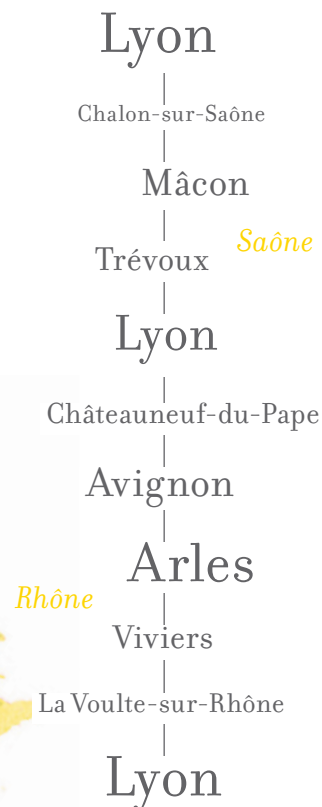
Cologne





# RELAX ON THE RHÔNE

The Rhône has a lot to offer: grazing wild horses and ancient ruins along the banks, people playing boule in marketplaces and sun everywhere. But all is slow-paced. The most famous grapevines in the world grow in their own time in Burgundy. You will never get tired of the medieval, baroque, yet modern, mercantile city of Lyon with its labyrinthine alleyways. You may well grow tired from eating though, as this is known as la ville de gueule, or the gourmet city, for a reason. Then it's on to picturesque Provence, where even your watch will immediately slow down. Here, you will savour the joie de vivre, along with the beautiful colours and natural landscape. And you will notice that, at this time of the year, all of your photos will look as though they were taken from a picture book.



Example: Cat. S (double occupancy) on 11 Apr 2020:  
**7 NIGHTS PREMIUM ALL INCLUSIVE FROM € 1,029**  
 Price per person, including Early Booking Discount of € 70 (limited allotment) when booking by 29 Feb 2020.

**APRIL:** S 11 (F) (E) A 18 | 25\*  
**MAY:** B 2 (T) | 9 | 16 | 23 (T) | 30  
**JUNE:** B 6 | 13 (T) | 20 | 27  
**JULY:** B 11 | 25  
**AUGUST:** B 8 | 22 | 29  
**SEPTEMBER:** B 5 | 12 | 19 (T) A 26  
**OCTOBER:** A 3 | 10 (T) S 17

F = family cruise | E = Easter | T = bike tours terranova  
 S | A | B = season, see pages 44–45  
 \* itinerary may change due to lock closure.  
 Dates with Super Early Booking Discount until 30 Nov 2019.

**RHÔNE ROUTE CLASSIQUE**

DAY	ARR	DEP	CITY
1	–	9.00 pm	Lyon, Rhône
1	–	–	Panorama cruise through Lyon Old Town
2	12.00 pm	8.00 pm	Chalon-sur-Saône, Saône
3	2.00 am	2.00 pm	Mâcon, Saône
3	6.00 pm	7.00 pm	Trévoux*, Saône
3	10.00 pm	–	Lyon, Rhône
4	–	2.00 pm	Lyon, Rhône
5	10.30 am	11.00 am	Châteauneuf-du-Pape*, Rhône
5	1.30 pm	–	Avignon, Rhône
6	–	12.00 pm	Avignon, Rhône
6	3.30 pm	9.00 pm	Arles, Rhône
7	8.00 am	8.30 am	Viviers*, Rhône
7	12.30 pm	1.30 pm	La Voulte-sur-Rhône*, Rhône
8	3.30 am	–	Lyon, Rhône

\* Excursion stop



# WHERE HEART MEETS SOUL.

There is really nothing better than travelling through the south of France together. This is what the Rhône and Saône think, too, as they join up in Lyon and embark towards the Mediterranean. Fellow travellers are welcome. The sun sinks into the river as you savour a glass of Côtes du Rhône. Medieval Viviers is waiting for you. The Ardèche has carved out an important part of the ambience, with its magical grottoes in the lime sandstone up to 300 metres deep. The ancient Roman city of Arles has even more impressive rocks in store, as does magnificent Avignon, the papal city. Finally, we return to Lyon for a second date with the city and perhaps even an everlasting love.

Example: Cat. S (double occupancy) on 3 Nov 2020:  
**5 NIGHTS PREMIUM ALL INCLUSIVE FROM € 729**  
 Price per person, including Super Early Booking Discount of € 70 (limited allotment) when booking by 30 Nov 2019.

**MARCH:** S 22 | 27  
**APRIL:** S 1 | 6 (F) (E)  
**OCTOBER:** S 24 | 29  
**NOVEMBER:** S 3

F = family cruise | E = Easter  
 S = season, see pages 44–45  
 Dates with Super Early Booking Discount until 30 Nov 2019.

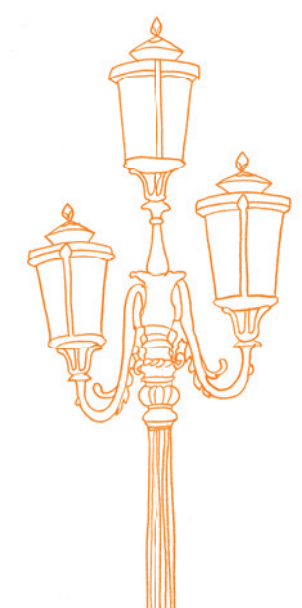
**RHÔNE ROUTE RENDEZ-VOUS**

DAY	ARR	DEP	CITY
1	–	9.00 pm	Lyon
2	1.00 pm	7.00 pm	Viviers
3	3.30 am	2.00 pm	Arles
3	6.00 pm	–	Avignon
4	–	12.00 pm	Avignon
5	9.00 am	9.30 am	Vienne*
5	1.00 pm	–	Lyon
6	Disembarkation	–	Lyon

\* Excursion stop

**HIGHLIGHTS:**

- The natural region of Camargue with its wild horses, black bulls and flamingos
- Avignon, the papal city, with all its majesty, and Vieux Lyon with its winding alleyways







Seine Experience Normandy with Paris – 7 Nights

# FRANCE'S DREAM COUPLE: PARIS AND NORMANDY.

Paris marks the start and end of your cruise – and in-between is wonderful Normandy. Here you can get used to pure tranquillity and nature. And history! You will pass by Les Andelys, Caudebec-en-Caux, blooming meadows and dense forests on your way to Rouen, the 2,000-year-old capital of Normandy. Rouen is renowned for its many church towers and half-timbered houses, but the city is also associated with its national heroine Joan of Arc, who met her end at the stake here in 1431. Exploring the history of Rouen in one of the many museums is definitely a fascinating experience. In Vernon, you will then find plenty of rest and relaxation – in the famous garden of Claude Monet, for example, or in the huge park of the captivating Château de Bizy – before heading back to Paris for the grand finale. With even more culture. À bientôt!

## SEINE EXPERIENCE NORMANDY WITH PARIS

DAY	ARR	DEP	CITY
1	–	9.00 pm	Paris
2	11.00 am	6.00 pm	Les Andelys
3	4.00 am	–	Caudebec-en-Caux
4	–	8.00 am	Caudebec-en-Caux
4	12.00 pm	–	Rouen
5	–	8.00 pm	Rouen
6	4.30 am	2.00 pm	Vernon
7	2.00 am	–	Paris
8	Disembarkation	–	Paris

### HIGHLIGHTS:

- A stroll through Honfleur with sea air, half-timbered houses and port flair
- Claude Monet's garden in Giverny
- Admire the lights of the Eiffel Tower from the Palais du Trocadéro

Example: Cat. S (double occupancy) on 15 Oct 2020:

**7 NIGHTS PREMIUM ALL INCLUSIVE FROM € 999**

Price per person, including Super Early Booking Discount of € 100 (limited allotment) when booking by 30 Nov 2019.

**APRIL:** S 9 (F) | E | 16 A 23 | 30\*

**MAY:** B 7 | 14 (T) | 21 | 28

**JUNE:** B 4 (T) | 11 | 25 (F)

**JULY:** B 16 (F) | 23 (F)

**AUGUST:** B 13 (F) (T) | 20 (F) | 27

**SEPTEMBER:** B 3 (T) | 10 | 17 A 24

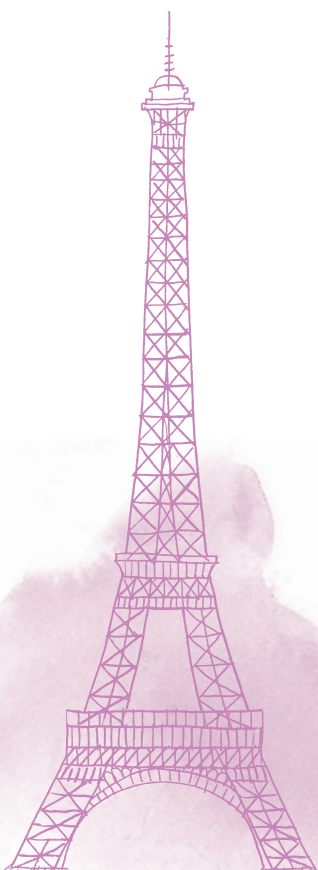
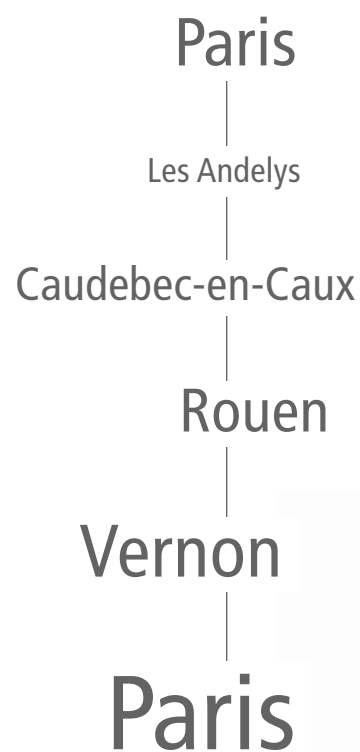
**OCTOBER:** A 1 (T) | 8 (F) S 15 (F)

F = family cruise | E = Easter | T = bike tours terranova

S | A | B = season, see pages 44–45

\* itinerary may change due to lock closure.

Dates with Super Early Booking Discount until 30 Nov 2019.



Rendez-vous on the Seine with Paris – 5 Nights

# PARIS, MON AMOUR!



Paris soon casts its spell over visitors. That's because Paris has everything that makes a cosmopolitan city and more besides – fashion, art, cuisine, history, plus plenty of charming spots and even more charming cafés. The art of savoir vivre must have been invented here. It will be difficult to see all of Paris, so think carefully about what you especially want to do, but make sure you plan enough time to take a stroll, because this is a real must in Paris! The historic city of Rouen lies further north along the Seine. The 19-year-old Joan of Arc was burned at the stake in the centre of this city in 1431. However, such bleak thoughts quickly vanish when you see the many striking buildings and museums. The enormous Gothic cathedral is located in a beautiful medieval setting. The Seine winds through forest

and cliffs here, as though it wanted to delay its passage before it bids farewell to beautiful France and joins the sea. Your A-ROSA ship will take you on towards Vernon, the adopted home of Claude Monet. If you take a stroll through the countryside here, you will recognise some of the motifs from his paintings. In particular, the most beautiful water-lily pond in the world.

Example: Cat. S (double occupancy) on 20 March 2020:

**5 NIGHTS PREMIUM ALL INCLUSIVE FROM € 729**

Price per person, including Super Early Booking Discount of € 70 (limited allotment) when booking by 30 Nov 2019.

**MARCH:** S 20 | 25 | 30

**APRIL:** S 4

**JULY:** B 2 (F) | 30 (F)

**OCTOBER:** S 22 | 27

**NOVEMBER:** S 01 | 06 | 11\*

F = family cruise

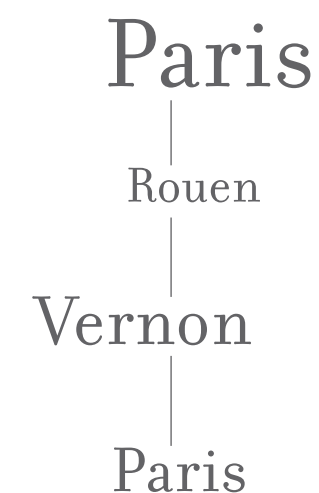
S | A | B = season, see pages 44–45

\* itinerary may change due to lock closure.

Dates with Super Early Booking Discount until 30 Nov 2019.

## RENDEZ-VOUS ON THE SEINE WITH PARIS

DAY	ARR	DEP	CITY
1	–	8.00 pm	Paris
2	3.00 pm	–	Rouen
3	–	10.00 pm	Rouen
4	8.00 am	8.00 pm	Vernon
5	8.00 am	–	Paris
6	Disembarkation	–	Paris







Experience the Douro – 7 Nights



# SAUDADE – YEARNING FOR PORTUGAL.

Saudade describes that nice feeling of longing, just like wanderlust. This word is as much a part of your Portugal trip as bacalhau (the delicious dried and salted cod), port and the fado melodies. You will start out in Porto and travel through the Alto Douro Valley – the world's oldest protected wine-growing region, to Vega de Terrón. Salamanca is not far from here – the Spanish city famous for its historic university and numerous sandstone buildings. In Barca d'Alva, you are once again amid the vineyards of the Alto Douro Valley. Small, quaint towns such as Pinhão and Régua are perfect for taking a walk and sampling the wine afterwards. On day six, it is time to take your leave with a farewell cocktail. That's no reason to feel sad, because Porto still awaits you with two days packed with discoveries before it is time to head for home with many memories – and the feeling of saudade.

## EXPERIENCE THE DOURO

DAY	ARR	DEP	CITY
1	–	–	Porto, PT
2	–	7.00 am	Porto, PT
2	1.00 pm	2.00 pm	Régua*, PT
2	5.00 pm	–	Pinhão, PT
3	–	1.00 pm	Pinhão, PT
3	7.00 pm	–	Vega de Terrón, ES
4	–	12.00 pm	Vega de Terrón, ES
4	12.30 pm	–	Barca d'Alva, PT
5	–	9.00 am	Barca d'Alva, PT
5	11.15 am	12.15 pm	Pocinho*, PT
5	5.30 pm	–	Pinhão, PT
6	–	7.00 am	Pinhão, PT
6	9.00 am	2.00 pm	Régua, PT
6	6.30 pm	–	Bitetos, PT
7	–	6.45 am	Bitetos, PT
7	8.30 am	9.00 am	Cais da Lixa*, PT
7	11.00 am	–	Porto, PT
8	–	–	Porto, PT

\* Excursion stop

Example: Cat. S (double occupancy) on 28 Oct 2020:

**7 NIGHTS PREMIUM ALL INCLUSIVE FROM € 1,349**

Price per person, including Super Early Booking  
Discount of € 100 (limited allotment) when booking by  
30 Nov 2019.

**APRIL:** S 1 | 8 (E) | A 15 | 22 | 29

**MAY:** B 6 | 13 | 20 | 27

**JUNE:** B 03 | 10 | 17 | 24

**JULY:** B 01 | A 08 | 15 | 22 | 29

**AUGUST:** A 05 | 12 | 19 | B 26

**SEPTEMBER:** B 02 | 09 | 16 | 23 | 30

**OCTOBER:** A 14 | 21 | S 28

**NOVEMBER:** S 04 | 11 | 18

E = Easter

S | A | B = season, see pages 44–45

Dates with Super Early Booking Discount until 30 Nov 2019.

### DOURO – PREMIUM ALL INCLUSIVE

- ✓ FullBoardPlus with gourmet buffets and served main course for dinner
  - ✓ High-quality drinks throughout the day
  - ✓ Free use of onboard facilities
  - ✓ Super Early Booking Discount (limited allotment) until 30 Nov 2019
- And many more services.



# TCHAU DOURO, OLÁ LISBOA!

FROM € 649  
PER PERSON

## THE JOURNEY CONTINUES

It can't be over just yet – are you thinking of your last day on the Douro and wishing you could hang around for another few days? Não tem problema – no problem. We are working with our partner Olimar to give you a few extra days to enjoy in Lisbon – for even more Portugal. The trip simply continues from Porto by coach. Plenty of highlights await you on the way to Lisbon: small, charming towns, breathtaking buildings, and of course the magnificent Atlantic coast. You then don't have to say farewell to Portugal until you get to Lisbon – and where could be more fitting than in the city of fado music, which suits wanderlust so well.

Our partner in Portugal: **OLIMAR**

With Olimar, we have a real Portugal expert to oversee the continuation of our trip. The travel operator has been organising excursions and trips in Portugal for 45 years. Olimar will take over from day eight – and show you the best places in and around Lisbon.

### A-ROSA POST CRUISE PROGRAMME FROM € 649 PER PERSON UNTIL 30 NOV 2019 INCL. EARLY BOOKING DISCOUNT OF € 50 PER PERSON

DAY	CITY
Wed, Day 8	Departure from Porto by modern coach Aveiro and Coimbra including lunch Lisbon with dinner and overnight stay in Hotel Fénix Urban – 4* or similar
Tue, Day 9	Breakfast in the hotel Sightseeing tour of Lisbon with lunch in Belém, dinner in a typical local restaurant and overnight stay in Hotel Fénix Urban – 4* or similar
Fri, Day 10	Breakfast in the hotel Drive along the coastal road to Sintra via Cascais and Estoril We visit the royal palace here and enjoy lunch Free evening in Lisbon
Sat, Day 11	Breakfast in the hotel or a packed lunch Transfer to Lisbon Airport by bus



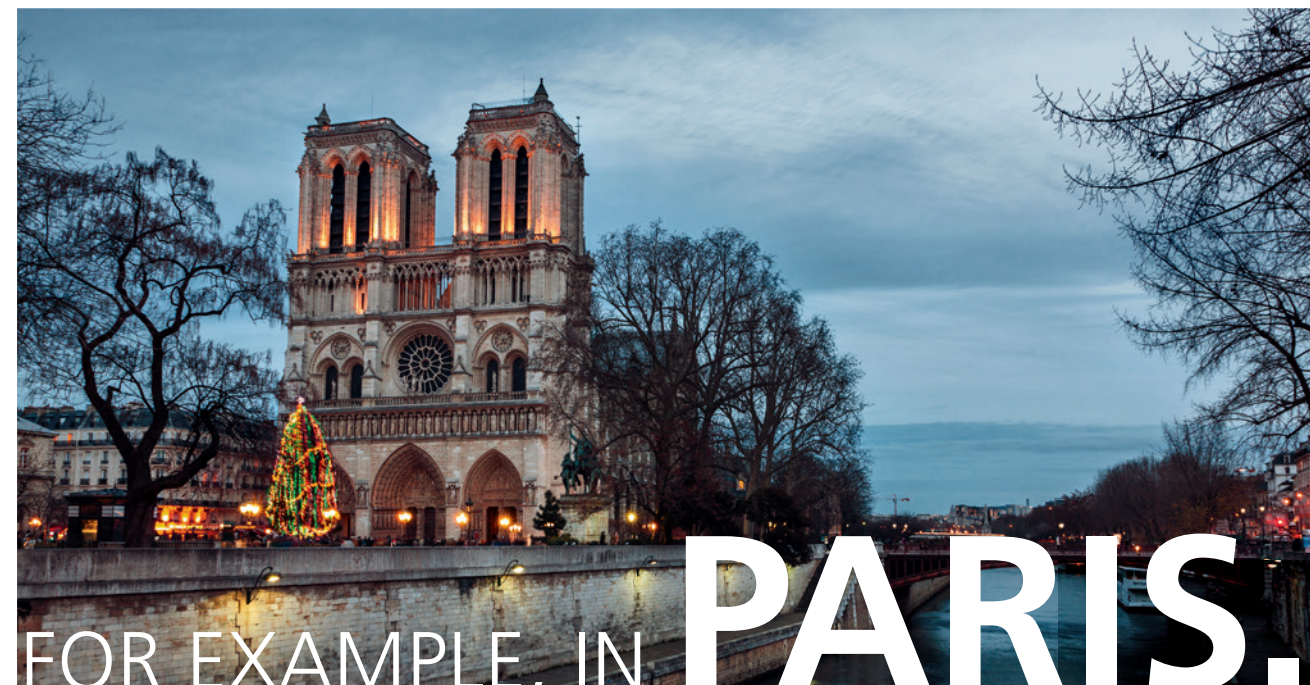
Seine Enchanting Lights – 4 Nights

# ADVENT MEANS ARRIVAL.

Rouen is even lovelier than usual during the pre-Christmas season, when its narrow streets are adorned with festive decorations. Maybe you'll be brave enough to takt to the ice at the skating rink in front of the famous cathedral? The Champs-Élysées plays host to one of the French capital's wonderful Christmas markets. Paris' grandest boulevard is always a paradise for shoppers, but Advent marks the arrival of charming wooden huts offering handicrafts, Christmassy treats and traditional French fare. Immerse yourself in a sea of twinkling lights and marvel at the ice sculptures and the beautiful big wheel, which provides an unforgettable view of the enchanting winter scene lined with illuminated trees. During the festive period, the City of Lights truly does live up to its name.

## SEINE ENCHANTING LIGHTS

DAY	ARR	DEP	CITY
1	–	8.30 pm	Paris
2	3.30 pm	11.00 pm	Rouen
3	11.00 am	9.00 pm	Mantes-la-Jolie
4	5.30 am	–	Paris
5	Disembarkation	–	Paris



Paris

Rouen

Mantes-la-Jolie

Paris

Example: Cat. S (double occupancy) on 20 Nov 2020:

**4 NIGHTS PREMIUM ALL INCLUSIVE FROM € 449**

Price per person, including Super Early Booking Discount of € 50 (limited allotment) when booking by 30 Nov 2019.

**NOVEMBER: S 16 | 20 | 24 A 28**

**DECEMBER: A 2 | 6 | 10 S 14 | 18**

S | A = season, see pages 44–45

Dates with Super Early Booking Discount until 30 Nov 2019.

Rhine Christmas North – 5 Nights

# MORE GLITTER THAN ANY CHRISTMAS TREE.

Antwerp knows a thing or two about Christmas sparkle; after all, this small city in Belgium is the capital of the diamond trade. But during Christmas, Antwerp itself is also a jewel – from the ship, you'll have a wonderful view of its grand houses with their decorated stepped gables. In Amsterdam, house boats with Christmas lights bob on the canals with the creative locals seeming to compete to produce the most

festive look. And incidentally, most of the city's many museums are open for anyone wanting an alternative to choirs of angels and tinsel.

## RHINE CHRISTMAS NORTH

DAY	ARR	DEP	CITY
Tue 22.12.	–	5.00 pm	Cologne, DE
Wed 23.12.	5.00 pm	–	Antwerp, BE
Thu 24.12.	–	4.00 pm	Antwerp, BE
Fri 25.12.	9.00 am	7.00 pm	Amsterdam, NL
Sat 26.12.	3.00 pm	11.30 pm	Düsseldorf, DE
Sun 27.12.	6.00 am	–	Cologne, DE

Example: Cat. S (double occupancy) on 22 Nov 2020:

**5 NIGHTS PREMIUM ALL INCLUSIVE FROM € 829**

Price per person, including Super Early Booking Discount of € 70 (limited allotment) when booking by 30 Nov 2019.

**DECEMBER: A 22 (F)**

F = family cruise

A = season, see pages 44–45

Danube New Year's – 7 Nights

# WALTZ YOUR WAY INTO THE NEW YEAR.

A stunning fireworks display takes place in the Prater, while the bells of St. Stephen's Cathedral ring so loudly that there can be no doubt: Happy New Year! Throughout the "New Year's Eve Trail" in the city centre, couples sway to the rhythm of waltzes. Meanwhile, guests on the A-ROSA also celebrate, toast each other and dance until the early hours. But this cruise is more than just one big

New Year's party. On the beautiful blue Danube, you'll also be amazed by the wonderful baroque Budapest, enjoy Bratislava's vitality and mixture of styles, pay homage to modern art in Linz, and take a little bit of the three-four rhythm back home with you in your blood.

## DANUBE NEW YEAR'S

DAY	ARR	DEP	CITY
Sun 27.12.	–	5.00 pm	Engelhartzell, AT (Passau, DE)
Mon 28.12.	–	–	Passage Wachau, AT
Tue 29.12.	8.30 am	6.00 pm	Budapest, HU
Wed 30.12.	11.00 am	11.00 pm	Bratislava, SK
Thu 31.12.	8.00 am	–	Vienna, AT
Fri 01.01.	–	6.00 am	Vienna, AT
Fri 01.01.	1.00 pm	9.00 pm	Dürnstein, AT
Sat 02.01.	9.00 am	10.00 pm	Linz, AT
Sun 03.01.	7.00 am	–	Engelhartzell, AT (Passau, DE)

Example: Cat. S (double occupancy) on 27 Dec 2020:

**7 NIGHTS PREMIUM ALL INCLUSIVE FROM € 1,399**

Price per person, including Super Early Booking Discount of € 100 (limited allotment) when booking by 30 Nov 2019.

**DECEMBER: B 27**

B = season, see pages 44–45

Super Early Booking Discount until 30 Nov 2019.

Cologne

Antwerp

Amsterdam

Düsseldorf

Cologne



## OUR TOP RATE: FOR UNLIMITED ENJOYMENT.

Enjoy your wonderful time in **maximum comfort**, with the **fully carefree rate** from A-ROSA.

### INCLUDED SERVICES

- **FullBoardPlus:** refined breakfast, lunch and dinner buffets rich in variety, along with embarkation snack and tea and coffee time. Many cruises feature seasonal extras like a midnight snack.
- **High-quality drinks throughout the day:** tea, coffee, and coffee specialities, soft drinks, draught beer, as well as sparkling wine and a selection of wines, cocktails and long drinks. All day, not only during meal times. Certain specialities and beverages bear a surcharge; these include champagne.
- Free use of onboard facilities, such as the sauna & fitness area
- 15% discount on SPA-ROSA treatments
- Transfers between train station and ship<sup>1</sup>
- Toiletries and bathrobe in cabin
- Onboard entertainment and activities, changing daily
- Harbour fees
- Various other services and interests

### A-ROSA TRAVEL CANCELLATION INSURANCE

For all "A-ROSA Premium all inclusive" bookings made on or before 30 November 2019, A-ROSA will automatically include cancellation insurance. If you cancel your trip or need to begin your trip at a later date for reasons covered by your cancellation insurance, the cancellation costs under the terms of the contract and the additional costs for delayed commencement of your trip will be reimbursed to you. The excess amount is 20% of the reimbursable damages, or at least € 25 per person. For detailed information about A-ROSA's insurance protection, see [www.arosa-cruises.com](http://www.arosa-cruises.com).

### REQUESTED CABIN INCLUDED

Choose exactly which cabin you would like to have. When available, we will reserve your requested cabin by cabin number.

### CHILDREN TRAVEL FREE OF CHARGE (except Douro)

Children 15 years and under with at least one parent or adult with parental consent in the cabin travel for free (limited allotment). On Douro cruises, children get a discount of 25% on the cruise portion of the journey when accompanied by at least one adult. More information and details at [www.arosa-cruises.com/kids](http://www.arosa-cruises.com/kids).

### EARLY BOOKING DISCOUNTS

When you book our Premium all inclusive rate before the given deadline, you benefit from our attractive **Super Early Booking Discount of up to € 300 per person (limited allotment)**. See our speedy chart (page 44/45) to see the exact booking deadlines to avail of the discount. All travel dates and the corresponding discounts are listed on [www.arosa-cruises.com](http://www.arosa-cruises.com).

### COMBI-CRUISES

Many of our cruises can easily be combined as desired. Not only does an entirely individual and extensive cruise experience await you; when you book our Premium all inclusive rate, you'll also enjoy our **A-ROSA Combi-discount of 10% on the first and second cruise of your combi-cruise**. When most other guests are at the end of their trip, you can look forward to the second part of your holiday waiting ahead of you. You simply remain on board. For more information, please contact our A-ROSA Service Center at tel. +49 381 202 6001 or [service@arosa.de](mailto:service@arosa.de).

## IT'S UP TO YOU: THE RATE FOR FLEXIBLE (OR SPONTANEOUS) RELAXATION.

For certain cruise dates, we offer a limited number of places for our "A-ROSA Basic" rate for a limited time. The "A-ROSA Basic" rate includes the following services:

- Breakfast buffet
- Free use of onboard facilities, such as the sauna and fitness area
- Onboard entertainment and activities, changing daily
- Harbour fees

### BOOKING TERMS & CONDITIONS

**The perfect rate for all spontaneous A-ROSA guests who are flexible in their choice of date and route.** In addition to the cruise, the rate includes the expansive A-ROSA breakfast buffet; we recommend booking our FullBoardPlus to go with it. We select the date, route, ship, cabin category and cabin number for you.

You'll receive the exact travel dates and information about the route, ship and cabin with cruise confirmation within seven days of booking. ("A-ROSA Basic" is only available for selected dates and in a limited number. Suites, A-ROSA cruise specials and the A-ROSA packages are not available under the "A-ROSA Basic" rate.)

**It is possible to book the FullBoardPlus with the "A-ROSA Basic" rate.** However, this can only be done for the entire cruise and for everyone in a cabin up to seven days before departure. Prices per person and night: FullBoardPlus € 29 or € 14 for children (aged 2 to 15). Children two and under are free of charge. When booking upon embarkation: € 39 per person per night. Guests who do not book the FullBoardPlus along with the "A-ROSA Basic" rate can sign up on board for the buffets and A-ROSA Dining for a surcharge.

Comparison of services		
	Premium all inclusive	Basic
FullBoardPlus	•	
Breakfast buffet	•	•
High-quality drinks throughout the day	•	
A-ROSA Travel Cancellation Insurance (when booking by 30 Nov 2019)	•	
Transfer train station – ship – train station <sup>1</sup>	•	
Children travel free of charge <sup>2</sup>	•	
(Super) and Early Booking Discount (limited allotment)	•	
15% discount on SPA-ROSA treatments	•	
Mineral water in cabin	•	
Free Wi-Fi	•	
Toiletries and bathrobe in cabin	•	
Use of onboard facilities	•	•
Onboard entertainment and activities	•	•

Comparison of booking terms and conditions		
	Premium all inclusive	Basic
Free choice of date, ship and route	•	
Free choice of cabin category and number	•	
Possible option booking (up to 30 days before departure)	•	
10% reduction on combi-cruise bookings (off cruise rate) <sup>3</sup>	•	
Mini-group discount of 4% on cruise rate (6 or more paying in full) <sup>3</sup>	•	
Option to book balcony and junior suite	•	
Option to book bike packages (cruises of 7 nights or more)	•	
Children's discount (1 adult per 2-bed cabin)	Children free of charge <sup>2</sup>	•
Cancellation fee up to 31 days before departure	25%	35%
Booking change fees (up to 30 days prior to departure)	One time free of charge	€ 200

<sup>1</sup> Guests receive an extra voucher, valid for day of embarkation or disembarkation in Cologne and Engelhartzell.

<sup>2</sup> At least one parent or adult with parental consent in the cabin, only valid with the Premium all inclusive rate and for the cruise portion of the journey. Except Douro: 25% discount for children.

<sup>3</sup> Cannot be combined with other discounts or reductions.





# SPEEDY CHART

<sup>1</sup> Super Early Booking Discount applies to each person paying in full and selected dates until 30 Nov 2019. Limited allotment.

<sup>2</sup> Early Booking Discount applies to each person paying in full. For departures between March and September the Early Booking Discount applies to bookings made by 29 Feb 2020; for departures between October and December and in January 2021 to bookings made by 31 Aug 2020. Limited allotment.

<sup>3</sup> The single supplement applies to categories A, B, C & D. There is a limited number of single cabins. Single occupancy is not available for cabins in category S, G, E & F.

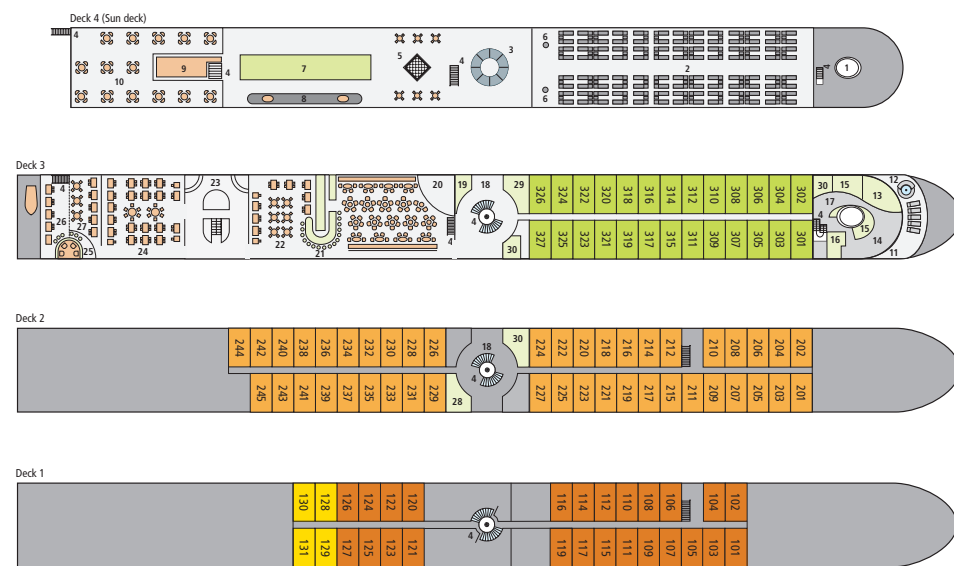
Danube Rhône, Rhine, Seine & Douro																		
Cabin category		S outside, Rhône, Rhine and Seine with extra bed		A out side Danube with extra bed		G outside, family cabin (A-ROSA FLORA)		B outside, with panorama window (Danube)		C outside, with Juliette balcony (Douro with drop-down panorama window)		D outside, with Juliette balcony (Douro with drop-down panorama window)		E outside, Junior Suite		F outside Balcony Suite		
Deck		Deck 1		Deck 1		Deck 1		Deck 3		Deck 2		Deck 3		Deck 3		Deck 3		
Occupancy per cabin		2		3		2		3		2		2		2		3		
Duration	Season	Super Early Booking Discount by 30 Nov 2019 <sup>1</sup>	Early Booking Discount by 29 Feb 2020 or 31 Aug 2020 <sup>2</sup>	Single supplement <sup>3</sup>	Rates for "A-ROSA Premium all inclusive" from/to port of departure/arrival acc. to route per person													
Danube, Rhône, Rhine, Seine 7 nights	S			20 %	€ 1,099	€ 799	€ 1,299	€ 949	€ 1,299	€ 949	€ 1,529	€ 1,629	€ 1,729	€ 2,589	€ 1,899	€ 3,459	€ 2,499	
	A	€ 100	€ 70	25 %	€ 1,299	€ 949	€ 1,499	€ 1,099	€ 1,499	€ 1,099	€ 1,779	€ 1,879	€ 1,979	€ 2,969	€ 2,299	€ 3,959	€ 2,999	
	B			30 %	€ 1,499	€ 1,099	€ 1,699	€ 1,199	€ 1,699	€ 1,199	€ 1,979	€ 2,079	€ 2,179	€ 3,269	€ 2,449	€ 4,359	€ 3,199	
Douro 7 nights	S			20 %	€ 1,449	–	€ 1,649	–	–	–	–	–	€ 2,049	€ 2,249	–	–	€ 4,049	–
	A	€ 100	€ 70	25 %	€ 1,649	–	€ 1,849	–	–	–	–	–	€ 2,249	€ 2,449	–	–	€ 4,449	–
	B			30 %	€ 1,849	–	€ 2,049	–	–	–	–	–	€ 2,449	€ 2,649	–	–	€ 4,849	–
Rhône, Seine 5 nights	S			20 %	€ 799	€ 599	€ 929	€ 679	€ 929	€ 679	–	€ 1,069	€ 1,139	€ 1,429	€ 1,149	€ 1,699	€ 1,299	
	B	€ 70	€ 50	30 %	€ 1,049	€ 749	€ 1,199	€ 849	€ 1,199	€ 849	–	€ 1,379	€ 1,479	€ 1,849	€ 1,449	€ 2,219	€ 1,649	
Rhine 5 nights	A	€ 70	€ 50	25 %	€ 899	€ 669	€ 1,049	–	€ 1,049	€ 799	–	€ 1,229	€ 1,329	€ 1,999	€ 1,499	€ 2,659	€ 1,939	
Danube, Seine 4 nights	S			10 %	€ 499	€ 359	€ 619	€ 459	€ 619	€ 459	€ 659	€ 719	€ 769	€ 959	€ 729	€ 1,149	€ 899	
	A	€ 50	€ 30	20 %	€ 549	€ 399	€ 659	–	€ 659	€ 499	–	€ 769	€ 829	€ 1,049	€ 799	€ 1,249	€ 999	
	B	–		30 %	€ 789	€ 589	€ 879	–	–	–	–	–	€ 1,049	€ 1,129	–	–	–	–

MORE DEPARTURES AND ITINERARIES AVAILABLE AT [WWW.AROSA-CRUISES.COM](http://WWW.AROSA-CRUISES.COM)





# DECK PLANS RHINE, SEINE A-ROSA AQUA A-ROSA VIVA



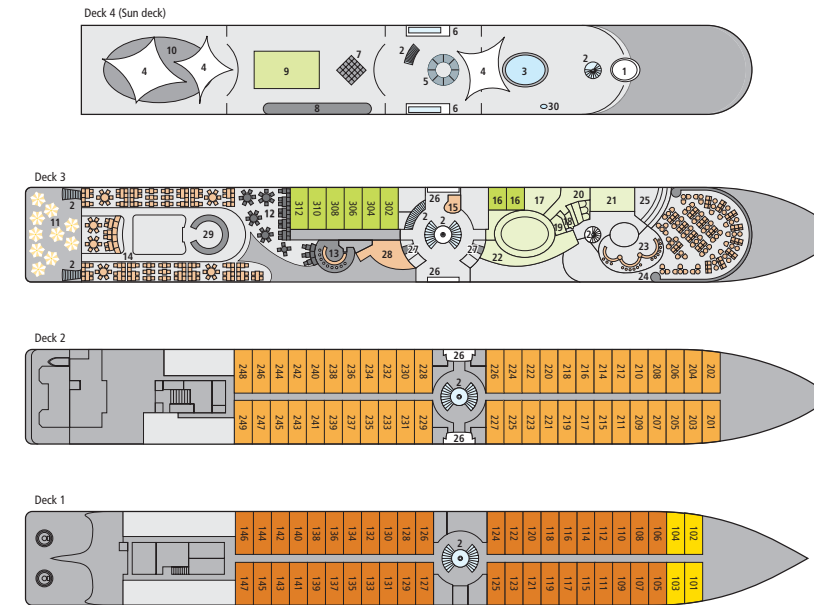
- 01 Wheelhouse
- 02 Recliners and awnings
- 03 Light dome
- 04 Stairs
- 05 Giant chessboard
- 06 Shower
- 07 Putting green
- 08 Shuffleboard
- 09 Mobile bar and grill station
- 10 Outdoor restaurant
- 11 SPA outdoor area
- 12 Whirlpool
- 13 Gym
- 14 SPA relaxation area
- 15 Massage/beauty
- 16 Sanarium
- 17 SPA reception
- 18 Lobby
- 19 Excursion counter
- 20 Lounge
- 21 Bar
- 22 Café/restaurant
- 23 Buffets and live cooking
- 24 Market restaurant
- 25 Bar (indoor/outdoor)
- 26 Restaurant outdoor area
- 27 Wine bar
- 28 Reception
- 29 Onboard shop
- 30 Toilets

SHIPYARD: Neptun Werft GmbH, Warnemünde  
 PASSENGERS: max. 202 guests | CABINS: 99 outside cabins per ship  
 FLAG: Germany | LENGTH: 135 m | WIDTH: 11.4 m  
 SPEED: max. 22 km/h | POWER: 4 x 331 kW/a total of 1,800 HP  
 YEAR OF CONSTRUCTION: 2009 A-ROSA AQUA; 2010 A-ROSA VIVA

## 2 CABINS WITH CONNECTING DOOR PER DECK

(A-ROSA AQUA | A-ROSA VIVA: 302 + 304/202 + 204/106 + 108;  
 A-ROSA SILVA: 126 + 128/228 + 230/326 + 328; A-ROSA FLORA: 228 + 230/322 + 324)

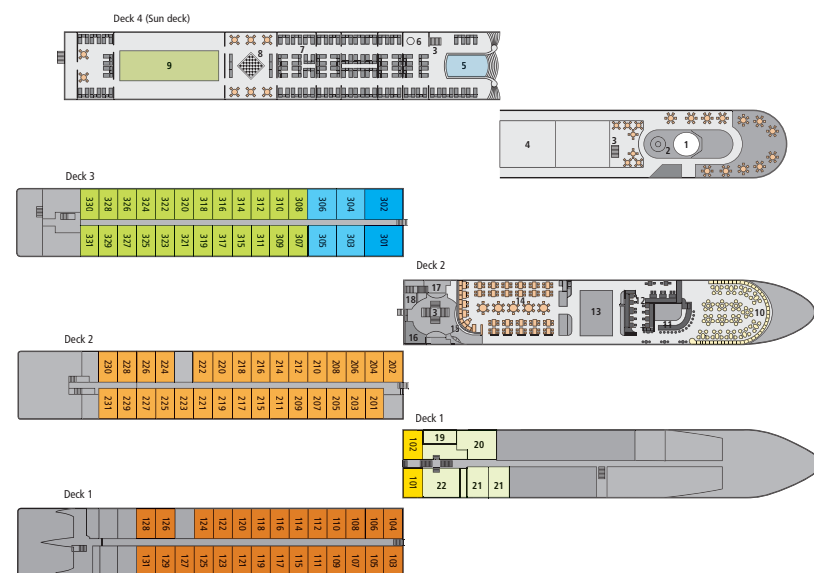
# DANUBE A-ROSA DONNA



- 01 Wheelhouse
- 02 Stairs
- 03 Swimming pool
- 04 Awnings
- 05 Light dome
- 06 Gangways
- 07 Giant chessboard
- 08 Shuffleboard
- 09 Putting green
- 10 Grill station
- 11 Restaurant outdoor area
- 12 Day lounge/market restaurant
- 13 Café/bar
- 14 Lobby
- 15 Reception
- 16 Massage/beauty
- 17 Finnish sauna
- 18 Organic sauna
- 19 Changing rooms
- 20 Massage showers
- 21 Relaxation area
- 22 Gym
- 23 Bar
- 24 Lounge
- 25 Stage/dance floor
- 26 Entrance
- 27 Toilets
- 28 Onboard shop
- 29 Market restaurant/buffet area

SHIPYARD: Neptun Stahlbau GmbH, Warnemünde  
 PASSENGERS: max. 206 guests | CABINS: 100 outside cabins per ship  
 FLAG: Germany | LENGTH: 124.5 m | WIDTH: 14.4 m  
 SPEED: max. 24 km/h | POWER: 2 x 800 kW/a total of 2,174 HP  
 YEAR OF CONSTRUCTION: 2002 A-ROSA DONNA

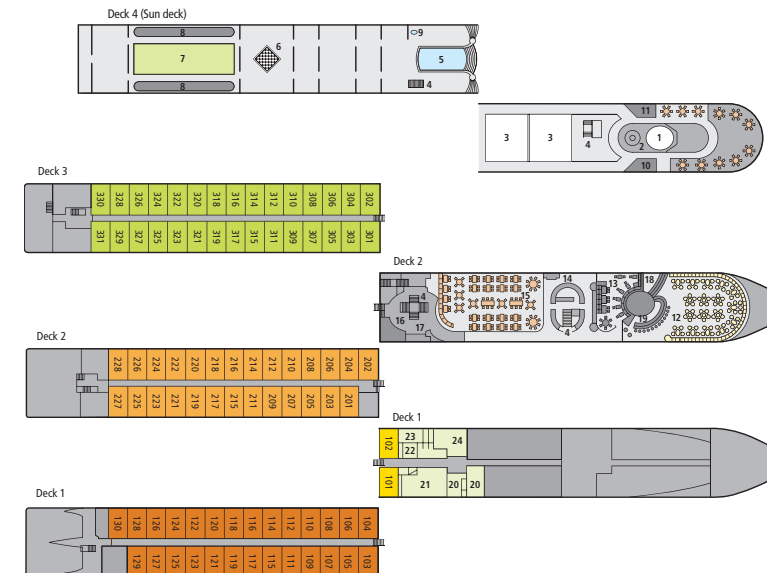
# RHINE, DANUBE A-ROSA FLORA A-ROSA SILVA



- 01 Wheelhouse
- 02 P'tit bar
- 03 Grill buffet/drinks and beverages buffet
- 04 Stairs
- 05 Restaurant outdoor area
- 06 Swimming pool
- 07 Shower
- 08 Recliners
- 09 Giant chessboard
- 10 Putting green
- 11 Shuffleboard
- 12 Lounge
- 13 Bar
- 14 Wine bar/day lounge
- 15 Buffets and live cooking
- 16 Market restaurant
- 17 Onboard shop
- 18 Reception
- 19 Lobby
- 20 Toilets
- 21 Organic sauna
- 22 SPA relaxation area
- 23 Massage/beauty
- 24 Gym

SHIPYARD: Neptun Werft GmbH, Warnemünde  
 CABINS SILVA: 89 outside cabins per ship, 4 Junior suites, 2 Balcony suites, max. 186 guests  
 CABINS FLORA: 83 outside cabins per ship, 7 Junior suites, 4 Balcony suites, 2 family cabins, max. 183 guests  
 FLAG: Germany | LENGTH: 135 m | WIDTH: 11.4 m  
 SPEED: max. 22 km/h | POWER: 4 x 331 kW/a total of 1,800 HP  
 YEAR OF CONSTRUCTION: 2012 A-ROSA SILVA; 2014 A-ROSA FLORA

# RHÔNE/SAÔNE A-ROSA STELLA



- 01 Wheelhouse
- 02 P'tit bar
- 03 Awnings
- 04 Stairs
- 05 Swimming pool
- 06 Giant chessboard
- 07 Putting green
- 08 Shuffleboard
- 09 Outdoor shower
- 10 Beverages buffet
- 11 Grill buffet
- 12 Lounge
- 13 Day lounge/wine bar
- 14 Buffet
- 15 Market restaurant
- 16 Reception
- 17 Lobby
- 18 Dance floor/stage
- 19 Bar
- 20 Massage/beauty
- 21 Gym
- 22 Steam sauna/organic sauna
- 23 Finnish sauna
- 24 Relaxation room

SHIPYARD: Neptun Werft GmbH, Warnemünde  
 PASSENGERS: max. 174 guests | CABINS: 86 outside cabins per ship  
 FLAG: Germany | LENGTH: 125.8 m | WIDTH: 11.4 m  
 SPEED: max. 24 km/h | POWER: 2 x 800 kW/a total of 2,174 HP  
 YEAR OF CONSTRUCTION: 2005 A-ROSA STELLA



# CABINS & SUITES



S



A A-ROSA AQUA/VIVA/STELLA/FLORA/SILVA



C D



G



B



A A-ROSA DONNA (triple occupancy)



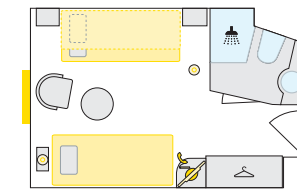
E



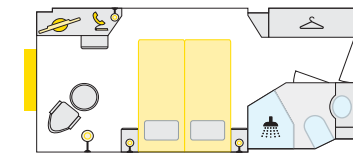
C D

# CABINS & SUITES

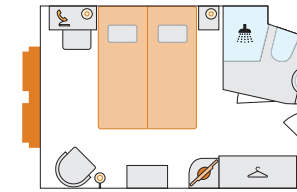
## SHIPS ON THE RHÔNE/SAÔNE, SEINE, RHINE/MAIN/MOSELLE, DANUBE



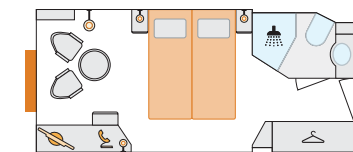
**S** 2-bed outside cabin, with extra bed  
14.5 m<sup>2</sup>/Deck 1  
A-ROSA AQUA / VIVA / STELLA / FLORA / SILVA



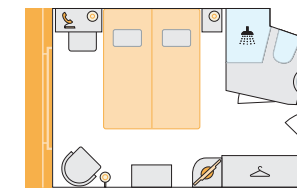
**S** 2-bed outside cabin  
14.5 m<sup>2</sup>/Deck 1  
A-ROSA DONNA



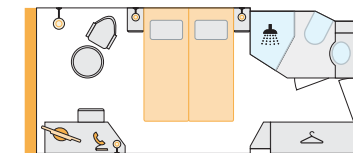
**A** 2-bed outside cabin  
14.5 m<sup>2</sup>/Deck 1  
A-ROSA AQUA / VIVA / STELLA / FLORA / SILVA



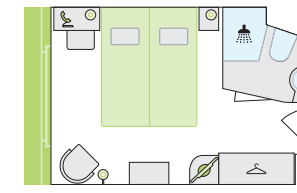
**A** 2-bed outside cabin,  
15.5 m<sup>2</sup>/Deck 1  
A-ROSA DONNA



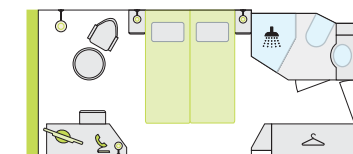
**C** 2-bed outside cabin, Juliette balcony  
14.5 m<sup>2</sup>/Deck 2  
A-ROSA AQUA / VIVA / STELLA / FLORA / SILVA



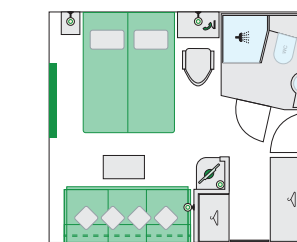
**C** 2-bed outside cabin, Juliette balcony  
16 m<sup>2</sup>/Deck 3  
A-ROSA DONNA



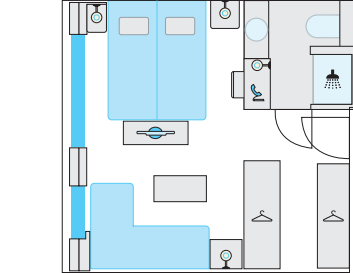
**D** 2-bed outside cabin, Juliette balcony  
14.5 m<sup>2</sup>/Deck 3  
A-ROSA AQUA / VIVA / STELLA / FLORA / SILVA



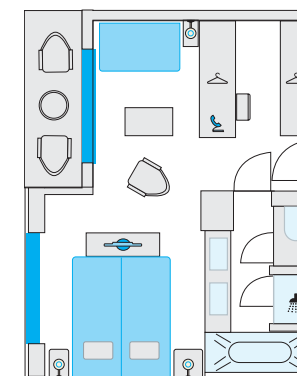
**B** 2-bed outside cabin, with panorama window  
16 m<sup>2</sup>/Deck 3  
A-ROSA DONNA



**G** Family cabin, 2-bed outside cabin with 2 extra beds  
18.5 m<sup>2</sup>/Deck 1  
A-ROSA FLORA



**E** 2-bed Junior suite, Juliette balcony  
21 m<sup>2</sup>/Deck 3  
A-ROSA FLORA / SILVA



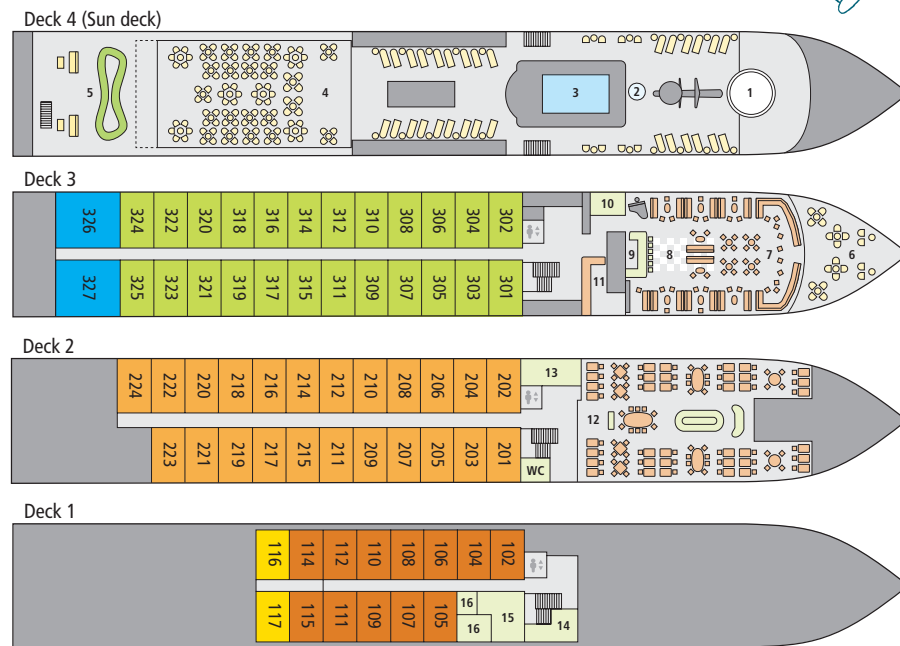
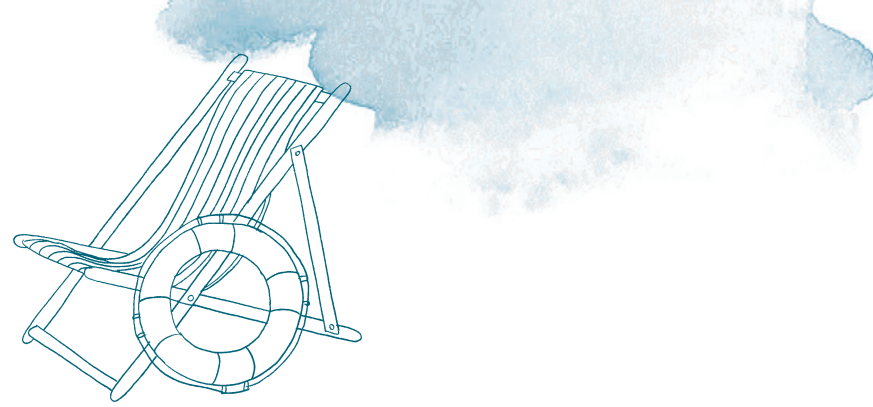
**F** 2-bed Balcony suite, balcony and Juliette balcony  
29 m<sup>2</sup>/Deck 3  
A-ROSA FLORA / SILVA

**ADDITIONAL INFORMATION:** The windows can only be opened in the cabin category of 2-bed outside cabin C and D with Juliette balcony and suites. Double beds cannot be separated (except SILVA and FLORA 103–106). Rhine/Seine: Each deck (cabins A, C, D) has 2 cabins available with a connecting door for use as family cabin. On the A-ROSA DONNA the cabins on deck 1 in category A are also available with an extra bed: cabin number 107 | 108 | 124 | 125 | 126 | 127 | 142 | 143 | 144 | 145



# DECK PLAN

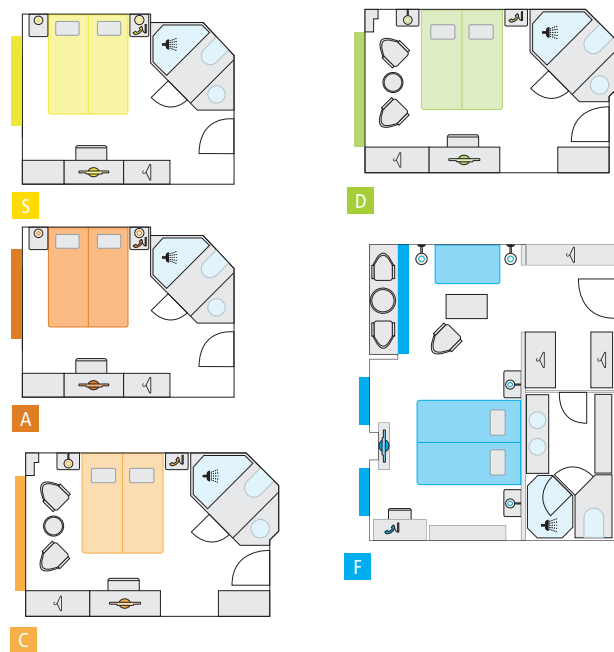
## DOURO A-ROSA ALVA



- 01 Wheelhouse
- 02 Outdoor shower
- 03 Swimming pool
- 04 Outdoor restaurant with awnings
- 05 Putting green
- 06 Lounge outdoor area
- 07 Lounge
- 08 Stage/dance floor
- 09 Bar
- 10 Onboard shop
- 11 Reception
- 12 Market restaurant
- 13 Gym
- 14 Massage
- 15 SPA relaxation area
- 16 Sauna

- Lift
- Stairs

## SHIP ON THE DOURO



- S** 2-bed outside cabin, S, 12 m<sup>2</sup>  
Deck 1
- A** 2-bed outside cabin, A, 12 m<sup>2</sup>  
Deck 1
- C** 2-bed outside cabin, C, with drop-down panorama window, 13 m<sup>2</sup>  
Deck 2
- D** 2-bed outside cabin, D, with drop-down panorama window, 13 m<sup>2</sup>  
Deck 3
- F** 2-bed Balcony suite, F, with panorama window and balcony, 29 m<sup>2</sup>  
Deck 3

- PASSENGERS:** max. 126 guests
- CABINS:** 63 outside cabins
- LENGTH:** 79.8 m
- WIDTH:** 11.4 m
- SPEED:** max. 22 km/h
- YEAR OF CONSTRUCTION:** 2018
- FLAG:** Portugal
- SHIP FACILITIES:**
  - Swimming pool
  - Bar with panorama lounge and outdoor area
  - Market restaurant
  - Fitness centre and SPA-ROSA
  - Lift between Deck 1 and Deck 3
- CABIN FACILITIES:**
  - TV
  - Individually controlled air-conditioning system
  - Bathroom with shower and toilet

**THOSE IN NEED OF ASSISTANCE AND PEOPLE WITH LIMITED MOBILITY:** The ship has a lift between Deck 1 and Deck 3. However, the sun deck is only accessible via stairs, which may mean there are some limitations. For personal consultation, please call +49 381 202 6001.

## A-ROSA onboard information A-Z

# ONBOARD ABC'S

### ANNOUNCEMENTS

Public and automated announcements can be heard on deck and in the cabins (via onboard TV) and primarily inform guests of outings on land and important programme points. Announcements are in English and German on international ships.

### CHANGING MONEY

Unfortunately, money cannot be changed on board. However, there are exchange offices near our berth at most ports.

### CONCIERGE SERVICE

Our reception team is available to meet your individual requests (e.g. reserving tickets for cultural events and special outings or organising transfers). All suite guests on our A-ROSA FLORA & A-ROSA SILVA can enjoy our concierge service: we are available around the clock to ensure your even greater well-being.

### CUSTOMS REGULATIONS

Please note that the import or export of goods and currency is subject to the prevailing customs regulations.

### DIETARY RESTRICTIONS

Please contact your head chef at the start of your cruise regarding any dietary restrictions. Please let us know of any allergies or food intolerances at least two weeks prior to your trip by calling our A-ROSA Service Center at tel. +49 381 202 6001.

### DRESS CODE

Feel free to dress as you like, comfortably and casually, on board and during outings on land. Remember to wear warmer clothing on deck in the evening. Firm shoes are recommended for outings on land. Smart-casual clothing is recommended when visiting the restaurant on board. We request, however, that you do not wear swimwear or sportswear, nor go barefoot, in the restaurants and bars. We recommend that men wear long trousers in the restaurant in the evening.

### FOOD & ALCOHOL

In general, you may not bring food and/or alcoholic beverages on board when you embark.

### FORMS OF PAYMENT

The currency on board is the euro. During the cruise, use your onboard credit card, which also functions as the key card to your cabin. At the end of the cruise, you have the choice to settle your tab in cash, with your Maestro/EC card or with one of the following credit cards: American Express, Mastercard or Visa. For technical reasons, you cannot pay with a debit card or Travellers Cheque Card.

### GUESTS WITH DISABILITIES OR LIMITED MOBILITY

All ships have steps, which may restrict mobility. Please contact our Service Center at tel. +49 381 202 6001 for individual advice.

### INTERNATIONAL

The international ships (bilingual German/English) are accompanied by an international host:  
Danube: A-ROSA DONNA, A-ROSA SILVA  
Rhine: A-ROSA AQUA, A-ROSA FLORA, A-ROSA SILVA  
Rhône & Saône: A-ROSA STELLA  
Seine: A-ROSA VIVA  
Douro: A-ROSA ALVA

### INTERNET

Guests can access the Internet using Wi-Fi on board A-ROSA ships. Please take into account that some legs of the cruise may have weaker connections to the Internet. You can get more information on availability, terms of usage and charges at the reception desk. Use of Internet connections under the valid terms of usage is free of charge for guests with the Premium all inclusive rate.

### ITINERARY

You can see the planned itinerary in the catalogue description; this information is subject to change. High and low tide, maintenance work and traffic-related delays at locks and bridges may cause last-minute changes to the route. In rare cases of major high or low water or force majeure, sections of the route may have to be covered by bus or rail and/or overnight stays at hotels may be required.

### LANGUAGE ON BOARD

The languages on board our international ships are English and German. Documents are available in English and our international hosts are on hand to give assistance.

### PHYSICIAN

A physician is available on board every route to the Danube Delta. On all other routes, emergency care is ensured by the infrastructure of the navigated area.

### PORT BERTH

Due to heavy river traffic, it is usual for port authorities to assign the same berth to multiple ships. In such cases, the ships are next to each other, which may block the view from your cabin. Unfortunately, A-ROSA has no influence over this situation.

### SMOKING

Smoking is only permitted on the exterior decks. Please do not throw your cigarette butts overboard, instead use the receptacles provided. Smoking is strictly forbidden in the interior of the ship and in the cabins. Please note that smoking is forbidden in the locks.

### SOCKETS AND POWER SUPPLY

Onboard voltage is 220 V/50 Hz. There is a reversible 220/110 V socket in the bathroom for electric razors and toothbrushes; it is not suitable for other electric devices. There are multiple (220 V) sockets available in the cabins.

### TIPPING

Our crew is passionate about their jobs and aims to give every guest an unforgettable holiday. If you are satisfied, our employees are happy to accept a tip as recognition of their service. Most guests honour their efforts with € 5 to € 10 per guest and day. At the end of the cruise, there is a tip box for the entire crew at the reception desk. Naturally, you are free to give employees individual tips at any time, or to settle tips using your onboard tab.

You will find the full set of onboard ABC's in your cabin and online at [www.rosa-cruises.com](http://www.rosa-cruises.com).





# GENERAL TERMS AND CONDITIONS 2020

Dear Guests, please read the following Terms and Conditions of Travel carefully. They shall become, insofar as they are effectively agreed upon, the content of the travel contract to be concluded between the customer and A-ROSA Flussschiff GmbH. They are supplementary to legal provisions of sections 657a–y BGB (German Civil Code) and Articles 250 and 252 of the Introductory Act to the German Civil Code (EGBGB), and fulfil these.

## 1. CONCLUSION OF THE TRAVEL CONTRACT/ OBLIGATIONS FOR FELLOW TRAVELLERS

1.1. The following applies to all booking channels (e.g. in a travel agency, direct booking with the operator, by telephone, online, etc.): a) This offer is based on the trip advertisement and the supplementary information provided by A-ROSA Flussschiff GmbH for the respective trip to the extent it is available to the customer at the time of booking.

b) The customer is responsible for all contractual obligations of the travellers for whom he/she makes the booking as for his/her own obligations to the extent he/she has assumed this obligation by making an express and separate declaration.

c) If the content of the booking confirmation from A-ROSA Flussschiff GmbH differs from the content of the booking, it shall be deemed a new offer from A-ROSA Flussschiff GmbH that shall be binding for a period of 10 days. The contract shall be concluded on the basis of this new offer if A-ROSA Flussschiff GmbH has drawn attention to the change regarding the new offer and fulfilled its pre-contractual information obligations and if the customer has accepted the offer within the binding period set by A-ROSA Flussschiff GmbH by making an express declaration or down payment.

d) If an option booking is made, the planned trip shall be reserved for three working days. After this period, the option will automatically become a confirmed booking. Within this period, the customer may choose another travel date or another route free of charge or cancel the trip free of charge.

1.2. Bookings made **orally, by telephone, in writing, by email, text message or by fax** are subject to the following provisions:

a) By making a booking (registering for travel), the customer makes an offer to A-ROSA Flussschiff GmbH to conclude the travel contract with binding effect.

b) The contract shall be formed when the booking confirmation (declaration of acceptance) of A-ROSA Flussschiff GmbH is received. It does not require any particular form. Upon or immediately after the conclusion of the contract, A-ROSA Flussschiff GmbH shall send the customer confirmation of the booking in written or electronic form.

1.3. With regard to **e-commerce bookings (e.g. online, app, teledemia)**, the conclusion of contracts is subject to the following provisions:

a) The electronic booking process is explained to the customer in the respective application.

b) The customer will have the option to correct his/her entries or delete or reset the entire booking form, and the use of this option will be explained.

c) The website will list the contractual languages that are offered for making the electronic booking.

d) If the text of the contract is stored by A-ROSA Flussschiff GmbH, the customer will be informed about this and about his/her option to access the text of the contract at a later time.

e) By clicking on "Book" (book with binding obligation to pay), or a similar formulation, the customer makes an offer to A-ROSA Flussschiff GmbH to conclude the travel contract with binding effect.

f) The customer will receive an electronic confirmation stating that his/her registration for travel was received without undue delay (acknowledgement of receipt).

g) The fact that the registration for travel is transmitted by clicking on the button does not give rise to a claim by the customer that a contract will be formed.

h) The contract is only formed upon the customer's receipt of the booking confirmation from A-ROSA Flussschiff GmbH on a durable medium. If the website confirms the booking immediately after the customer clicks on "Book" (book with binding obligation to pay) by displaying the respective immediate booking confirmation on the screen, the travel contract is formed when this booking confirmation is displayed. In this case, an interim notification regarding receipt of the booking in accordance with

f) above is not required, insofar as the customer is given the option to save the booking confirmation on a durable medium and to print it out. However, the binding effect of the travel contract does not depend on the customer actually making use of these options to save or print it.

1.4 A-ROSA Flussschiff GmbH emphasises that, in accordance with legal provisions of sections 312(7), 312g(2) sentence 1 no. 9 BGB), there is no right of revocation for travel contracts pursuant to Section 651a and 651c BGB concluded by distance selling (letters, catalogues, telephone calls, faxes, emails, text messages, radio, teledemia and online services); instead, the customer has statutory rights of withdrawal and termination, especially the right of withdrawal pursuant to Section 651h BGB (see also 7 in this regard). However, a right of revocation exists if the contract for travel services pursuant to Section 651a BGB was concluded away from business premises, unless the oral negotiations on which the contract conclusion is based were conducted based on the consumer's previous order; there is no right of revocation in the latter case.

## 2. PAYMENT

2.1 A down payment of 25% of the travel price is due for payment following contract conclusion (receipt of the booking confirmation) and receipt of the risk coverage certificate pursuant to Section 651 r BGB in conjunction with Article 252 EGBGB. When the down payment has been made, the full premium for an insurance policy brokered by A-ROSA Flussschiff GmbH shall also fall due. Payment is made by credit card or transfer directly to A-ROSA Flussschiff GmbH, depending on the payment method chosen by the customer. Unless expressly agreed otherwise with A-ROSA Flussschiff GmbH, payments to intermediary travel agencies do not discharge the obligation to make payment. The outstanding amount shall fall due 30 days before the start of the trip insofar as the risk coverage certificate has been issued and A-ROSA Flussschiff GmbH can no longer exercise its right of revocation for the reasons set out in 5.2. Where bookings are made within 30 days of the start of the trip, the travel price shall be due in full without delay insofar as the risk coverage certificate has been issued.

2.2. If the customer does not make the down payment and/or the outstanding payment by the agreed due dates, even though A-ROSA Flussschiff GmbH is willing and able to duly render the contractual services and has fulfilled its statutory information obligations and the customer does not have a statutory or contractual right of retention, A-ROSA Flussschiff GmbH shall be entitled, after issuing a reminder and setting a final deadline, to cancel the travel contract and charge the customer cancellation costs as set out in 7.2 sentence 2 to 7.5.

2.3. After full payment for the cruise, but no earlier than three weeks before the start of the cruise, the customer will be issued with his or her travel documents.

## 3. SERVICES AND PRICES

3.1. The scope of the services, which A-ROSA Flussschiff GmbH is obliged to perform, is set out in the contents of the booking confirmation in association with the catalogue or cruise description valid at the time of the cruise, subject to all the information and explanations contained therein, including any individual agreements.

3.2. Connecting journeys by train/coach/plane must be organised and booked by the customer himself/herself. Upon request, A-ROSA Flussschiff GmbH is prepared to act as an agent for arranging such connecting journeys.

3.3. Any concessions arising from the age of the customer shall be based on the customer's age on the date of the start of the cruise.

## 4. CHANGES TO CONTRACTUAL CONTENT BEFORE THE START OF THE TRIP THAT DO NOT AFFECT THE TRAVEL PRICE

4.1 Deviations in essential characteristics of the travel services from the agreed content of the travel contract which were not caused by A-ROSA Flussschiff GmbH in bad faith and which become necessary after the conclusion of the contract shall be permitted vis-à-vis A-ROSA Flussschiff GmbH before the start of travel

if the deviations are not of major significance and do not impair the overall nature of the trip booked.

4.2. A-ROSA Flussschiff GmbH is obliged to clearly and comprehensibly inform the customer of changes to services immediately after it becomes aware of the reason for such on a durable medium (e.g. also by email, text message or voice message) in a manner that highlights the change. In the event of a significant change to an essential characteristic of a travel service or a deviation from the customer's particular specifications that have been included in the travel contract, Section 651g BGB applies. If the change affects the content of the travel contract, the customer shall be entitled, within a suitable period set by A-ROSA Flussschiff GmbH, at the same time as communication of the change to either accept the change, cancel the travel contract without charge or request a place on a substitute trip if A-ROSA Flussschiff GmbH has offered such a trip. The customer may choose to respond, or not respond, to the communication from A-ROSA Flussschiff GmbH. If the customer responds to A-ROSA Flussschiff GmbH, he/she may either agree to the change, request a place on a substitute trip if such has been offered or cancel the contract free of charge. If the customer does not respond to A-ROSA Flussschiff GmbH at all or within the period set, the communicated change shall be deemed to have been accepted. A-ROSA Flussschiff GmbH will draw the customer's attention to this fact in the communication regarding the service change in accordance with 4.2 in a clear, comprehensible manner that highlights the change.

4.3. Any warranty claims shall remain unaffected insofar as the changed services are deficient. A-ROSA Flussschiff GmbH is obliged to inform the customer about deviations from services without delay. In the event of significant deviations in the travel services from the agreed content of the travel contract before the start of the trip, the customer shall be entitled to cancel the contract. Following the communication from A-ROSA Flussschiff GmbH, the customer shall be obliged to assert this cancellation right without delay.

4.4. If the carriage costs, in particular fuel costs, increase in relation to those which existed at the time of the conclusion of the travel contract, A-ROSA Flussschiff GmbH will increase the price of the cruise in accordance with the following calculation:

a) In the case of an increase relating to an individual seat, A-ROSA Flussschiff GmbH may demand an increased amount from the customer.

b) In other cases, the additional amount demanded by the transport company per means of transport will be divided by the number of seats on the agreed means of transport. A-ROSA Flussschiff GmbH may demand from the customer the increased amount for an individual seat calculated in this way.

4.5. If charges such as taxes, port or airport fees which existed at the time the contract was concluded are increased to the detriment of A-ROSA Flussschiff GmbH, the travel price may be increased by a corresponding proportional amount.

4.6. Such increases shall only be permissible insofar as the period between the conclusion of the contract and the agreed date of the cruise is longer than four months and the circumstances leading to the increase had not occurred before the contract was concluded and were unforeseeable for A-ROSA Flussschiff GmbH at the time the contract was concluded. In the event of a later change to the travel price, A-ROSA Flussschiff GmbH must inform the customer without delay. Price increases after the 20th day before the start of the cruise shall be invalid. If the price increases by more than 8%, the customer shall have the right to cancel the contract without charge or request a place on a trip of at least the same value, provided that A-ROSA Flussschiff GmbH is in a position to offer the customer such a trip without additional charge from among those it has on offer. After being informed by A-ROSA Flussschiff GmbH about the price increase, the customer shall be obliged to assert this right without delay.

4.7. A-ROSA Flussschiff GmbH is obliged to pass on price reductions to the customer in accordance with the above.

## 5. CANCELLATION BY A-ROSA FLUSSSCHIFF GMBH ON GROUNDS OF CONDUCT AND CANCELLATION OF THE CONTRACT OWING TO THE MINIMUM NUMBER OF PARTICIPANTS NOT BEING REACHED

5.1. A-ROSA Flussschiff GmbH may terminate the travel contract without notice if, despite warnings from A-ROSA Flussschiff GmbH, the customer/traveller continually causes disturbances or behaves in violation of the contract (danger to life and limb) to such a degree that the immediate cancellation of the contract is justified. This does not apply if the conduct in violation of the contract is based on a violation of the tour operator's information obligations. If A-ROSA Flussschiff GmbH cancels the contract, it retains its claim to the travel price; it must, however, take into account the value of any savings in expenses as well as any benefits that may accrue through alternative utilisation of services not utilised by the person concerned, including any amounts refunded by the respective service providers. In these cases, the staff employed by A-ROSA Flussschiff GmbH and the ship's crew are explicitly authorised to protect the interests of A-ROSA Flussschiff GmbH.

5.2. If the minimum number of participants (110 persons) specified in the catalogue or the booking confirmation is not reached, A-ROSA Flussschiff GmbH may cancel the travel contract up to 35 days prior to the start of the trip. A-ROSA Flussschiff GmbH is obliged to inform the traveller that the precondition for the cancellation of the cruise has been met as soon as this situation arises and to send him/her the cancellation declaration without delay. If the trip is not undertaken for this reason, A-ROSA Flussschiff GmbH must refund the customer's payments made towards the travel price without delay, and in any case within 14 days after receipt of the cancellation declaration.

## 6. BAGGAGE AND ANIMALS ON BOARD VESSELS OPERATED BY A-ROSA FLUSSSCHIFF GMBH

Baggage must contain only items for passengers' personal use. In particular, travellers are not permitted to bring drugs, weapons, ammunition or explosive/flammable substances onto the riverboats. In accordance with international agreements, any drug offences will be reported to the local authorities. Animals are not permitted to be taken on board A-ROSA riverboats.

## 7. CANCELLATION BY THE CUSTOMER BEFORE THE START OF THE CRUISE/CANCELLATION COSTS

7.1 The customer may cancel the travel contract at any time before the start of the trip. A cancellation declaration must be sent to A-ROSA Flussschiff GmbH. If the trip was booked through a travel agent, the cancellation declaration may also be sent to this agent. The customer is advised to send the cancellation declaration on a durable medium.

7.2 If the customer cancels before the start of the trip or does not begin the trip, A-ROSA Flussschiff GmbH loses its claim to the travel price. A-ROSA Flussschiff GmbH may instead demand suitable compensation for the travel arrangements made prior to the cancellation and its expenses in accordance with the actual travel price, unless it is responsible for the cancellation or extraordinary circumstances arise at or in the immediate vicinity of the destination that have a significantly adverse effect on the execution of the trip or the transport of persons to the destination. In the event of cancellation by the customer, a percentage rate of compensation for travel arrangements made and expenses incurred shall become payable, the amount of which depends on the date when the cancellation declaration is received and the expected amount of saved expenses. We therefore recommend that any cancellation declaration be made in writing. The percentage rate of compensation is calculated as follows:

a) Standard rate: A-ROSA Premium all inclusive rates

- up to 31 days before departure 25 %
- 30 days or less before departure 40 %
- 24 days or less before departure 50 %
- 17 days or less before departure 60 %
- 10 days or less before departure 80 %
- 3 days before departure until the day of departure or cancellation on the day of arrival or no-show 90 %

In case of partial cancellation of a child up to 15 years travelling free of charge and accompanied by at least one full-paying adult with parental consent in a double cabin, A-ROSA Flussschiff GmbH will charge a handling fee of € 100.

b) Special rate: A-ROSA Basic rates

- up to 31 days before departure 35 %
- 30 days or less before departure 50 %
- 24 days or less before departure 60 %
- 17 days or less before departure 75 %
- 10 days or less before departure 85 %

- 3 days before departure until the day of departure or no-show 90 %

c) For additional themed packages with a separate booking code, such as wellness packages, and also for arrival and departure arrangements and extended stays in hotels, the standard rate shall apply (7.2.a.).

7.3. Before the trip begins, the traveller may request, in accordance with Section 651e BGB, that a third party assume his/her rights and obligations arising from the travel contract. Such a declaration shall be deemed timely if A-ROSA Flussschiff receives it seven days before the start of the trip. A-ROSA Flussschiff GmbH may refuse to accept substitution by the third party if he/she does not satisfy the specific travel requirements or if statutory provisions or administrative orders stand in the way of his or her participation. If a third party enters into the contract, that person and the customer shall be jointly and severally liable to A-ROSA Flussschiff GmbH in respect of the travel price and any additional costs arising from such substitution. For the substitution of a passenger, A-ROSA Flussschiff GmbH will charge an additional fee of € 50 per person for the cruise only. Costs arising from the substitution in respect of any additional services that may have been booked (flights etc.) will be charged in full to the person making the booking.

7.4. A-ROSA Flussschiff GmbH reserves the right to demand higher, individually calculated compensation in place of the above standard rates insofar as A-ROSA Flussschiff GmbH can prove that it has incurred significantly higher expenses than the applicable standard rate. In this case A-ROSA Flussschiff GmbH is obliged to specifically quantify and prove the amount of compensation demanded, taking into account the expenses saved and the possible alternative utilisation of the travel services.

7.5. The customer reserves the right to prove that the reasonable compensation due to A-ROSA Flussschiff GmbH is significantly lower in amount than the standard rate compensation it demands.

7.6 If A-ROSA Flussschiff GmbH is obliged to reimburse the travel price as a result of a cancellation, the payment must be made without delay, and in any case within 14 days after receipt of the cancellation declaration.

## 8. CHANGES TO BOOKINGS

After conclusion of the contract, the customer does not have any entitlement to changes in respect of the date of the cruise, the destination, the place of departure, the accommodation or the means of transport (changes to bookings). If any changes to the booking are nevertheless made at the request of the customer, A-ROSA Flussschiff GmbH is entitled to make a charge per traveller for changes to the bookings within the periods set out below. This charge is as follows:

8.1. Changes to bookings up to 30 days before the start of the cruise. For changes to bookings up to 30 days before the start of the cruise, the following shall apply:

a) Bookings in the price category A-ROSA Premium all inclusive: first change in booking per person free of charge, for each additional change € 25 per person if the change to the booking is made within A-ROSA Premium all inclusive and it is a firm booking. For changes of bookings from A-ROSA Premium all inclusive to A-ROSA Basic, the charge is € 150 per person.

b) Bookings in the price category "A-ROSA Basic": € 200 per person if the change to the booking is made within A-ROSA Basic and it is a firm booking.

c) Flight-inclusive bookings: for changes to flight-inclusive bookings the charge specified in 8.1. a)–c) will be increased by € 80 per person.

8.2. Changes to bookings less than 30 days before the start of the cruise. Any desired changes to the bookings by the client which are requested 29 or fewer days before departure can be made, to the extent that they are possible at all, only after the customer has withdrawn from the travel contract under the existing conditions and simultaneously made a new booking. This shall not apply to changes to bookings that give rise to only minor costs.

8.3. Standard charges for administration, cancellation and changes to bookings fall due immediately.

## 9. UNUSED SERVICES

If the customer/traveller does not utilise certain travel services that have been offered in the proper way owing to reasons which are his/her own responsibility (e.g. his/her leaving the cruise prematurely or other compelling reasons), he/she shall not be entitled to claim a refund of a proportional amount of the travelprice. A-ROSA Flussschiff GmbH will seek to obtain a refund of the expenses saved by the service provider. This obligation shall not apply if the services in question are of negligible significance.

## 10. THE TRAVELLER'S OBLIGATION TO PROVIDE ASSISTANCE

### 10.1. Travel documents

The customer must inform A-ROSA Flussschiff GmbH or the travel agent through which he/she booked the trip if he/she does not receive the necessary travel documents (e.g. flight tickets, hotel voucher) within the period of time set by A-ROSA Flussschiff GmbH.

10.2 Report of deficiencies/request for remedy  
If the trip is not executed free of deficiencies, the traveller may demand redress. The traveller is obliged to notify the tour guide at the holiday destination about the deficiencies without delay. If there is no tour guide at the holiday destination, any deficiencies in the cruise must be reported to A-ROSA Flussschiff GmbH at its headquarters. The information on how the tour guide and/or A-ROSA Flussschiff GmbH can be contacted will be given in the specification of services provided or, at the latest, along with his/her travel documents. The tour guide is authorised to take steps to remedy the situation, if possible. However, he/she is not authorised to recognise the customer's claims. Insofar as A-ROSA Flussschiff GmbH is unable to provide remedy due to the culpable failure to report deficiencies, the traveller may not assert abatement claims in accordance with Section 651m BGB or claims for compensation in accordance with Section 651n BGB.

10.3. Notification period prior to cancellation  
If a traveller wishes to terminate the travel contract on account of a travel deficiency of the kind described in Section 651(2) BGB, if it is significant, in accordance with Section 651l BGB, he/she must grant A-ROSA Flussschiff GmbH a reasonable period to remedy the situation in advance. This does not apply if A-ROSA Flussschiff GmbH refuses to remedy the situation or if a remedy is required immediately.

10.4. Damage to and late arrival of baggage in the case of air travel; specific rules and deadlines

(a) The traveller is advised that any loss of, damage to or late arrival of baggage in connection with air travel must be reported, in accordance with provisions under aviation law, by the traveller at the airport without delay using a property irregularity report ("PIR") provided by the competent airline. Airlines and tour operators may refuse to reimburse customers on the basis of international agreements if the PIR has not been completed. Where baggage has been damaged, the PIR must be submitted within seven days after receipt of the baggage and in the case of late arrival within 21 days.

(b) In addition, the loss, damage or misdirection of baggage must be reported to the tour guide or the local representative of A-ROSA Flussschiff GmbH without delay. This does not release the traveller from the obligation to file a PIR with the airline within the above periods in accordance with a).

## 11. LIMITATION OF LIABILITY

11.1 The contractual liability of A-ROSA Flussschiff GmbH for damage – excluding physical injury and culpably caused damage – is limited to three times the travel price. Any potential further claims pursuant to international agreements or legal provisions based on such remain unaffected by the limitation.

11.2 A-ROSA Flussschiff GmbH is not liable for impairments of performance, personal injury or property damage in connection with services for which it has merely acted as an agent (e.g. brokers excursions, sports events, theatre visits, exhibitions) if these services are explicitly specified in the trip advertisement and the booking confirmation as external services, citing the name and address of the contractual partner providing the service, in such a way that the traveller has been clearly informed that these services are not within the scope of the travel services and have been selected separately. Sections 651b, 651c, 651w and 641y BGB remain unaffected by this. However, A-ROSA Flussschiff GmbH is liable, if and to the extent that the loss or damage incurred by the customer is attributable to A-ROSA Flussschiff GmbH's violation of its obligations in respect of information, explanation or organisation.

11.3. Insofar as A-ROSA Flussschiff GmbH is the contractual or performing carrier as regards the trip, or is deemed to be such in accordance with statutory provisions, A-ROSA Flussschiff GmbH is also liable in the case of compensation claims for personal injury or damage to baggage under specific statutory regulations (in particular Sections 538 et seqq. of the German Commercial Code [HGB]).

## 12. ASSERTION OF CLAIMS: ADDRESSEE, INFORMATION ON CONSUMER DISPUTE RESOLUTION

### 12.1. Reporting deficiencies

a) The customer/traveller must assert claims pursuant to Section 651(3) no. 2, 4–7 BGB against the



## ENTRY, DATA PROTECTION AND LEGAL INFORMATION

tour operator. Claims can also be asserted through the travel agent if the package holiday was booked through said travel agent. It is advisable to assert claims on a durable medium.

12.2. The period resulting from 12.1. also applies to the notification of damage to baggage or delays in delivering baggage in connection with flights as set out in 10.4. if warranty rights (Sections 651c(3), 651d, 651e(3,4) BGB) are asserted. Claims for damages must be reported within 7 days in case of damaged baggage. Claims for damages due to late arrival of the baggage must be made within 21 days after delivery.

12.3. Abatement claims and claims for compensation should only be asserted against A-ROSA Flussschiff GmbH at the following address: A-ROSA Flussschiff GmbH, Loggerweg 5, 18055 Rostock, Germany. The customer is strongly encouraged to assert claims in writing.

12.4 A-ROSA Flussschiff GmbH emphasises in relation to the Act on consumer dispute resolution that it does not participate in voluntary consumer dispute resolution. If consumer dispute resolution becomes mandatory for tour operators after these Terms and Conditions of Travel are printed, A-ROSA Flussschiff GmbH shall inform the customer of this in a suitable form. For all travel contracts concluded in electronic business transactions, A-ROSA Flussschiff GmbH refers to the European online dispute resolution platform <http://ec.europa.eu/consumers/odr/>.

### 13. PASSPORT, VISA AND HEALTH REGULATIONS

13.1 Every traveller on A-ROSA river cruise liners must carry a valid identity card or passport. All children (from the time of their birth) must have their own travel document for travel abroad (see Entry Regulations on page 55).

13.2. A-ROSA Flussschiff GmbH will inform nationals of Member States of the European Community in which the cruise is offered about the relevant passport, visa and health regulations before the contract is concluded and about any changes to these regulations before departure. For nationals of other states the appropriate consulate will provide information. In providing this information, it is assumed that there are no peculiarities relating to the person of the customer and any fellow travellers (e.g. dual citizenship, statelessness).

13.3. A-ROSA Flussschiff GmbH will inform the customer about any changes to the regulations set out in the cruise description before the contract is concluded.

13.4. The customer is responsible for obtaining and carrying the officially required travel documents, for any necessary vaccinations and for adherence to customs and foreign currency regulations. Any disadvantages which arise as a result of non-adherence to these regulations, e.g. the payment of cancellation costs, will be charged to the customer. This does not apply if A-ROSA Flussschiff GmbH failed to provide information or the information provided was insufficient or incorrect.

13.5. The customer must provide A-ROSA Flussschiff GmbH all personal data (manifest data) required for the cruise six weeks before the start of the cruise at the latest and must ensure that the manifest data conform to the data in the travel documents. When booking from six weeks before the start of the cruise, the manifest data must be provided immediately.

13.6. A-ROSA Flussschiff GmbH is not liable for the timely issue and delivery of any necessary visas by the respective diplomatic mission if the customer has requested the tour operator to obtain such visas unless it has culpably violated its own obligations.

### 14. ASSIGNMENT, VALIDITY OF TERMS AND CONDITIONS

14.1. Without the consent of A-ROSA Flussschiff GmbH, the customer cannot transfer (assign) claims against A-ROSA Flussschiff GmbH to third parties in part or in whole. This does not apply between the customer and relatives travelling with him/her or people for whom the customer has assumed an obligation in accordance with 1.6.

14.2. These Terms and Conditions of Travel and all information in the A-ROSA catalogue 2020 are correct and up to date as of March 2019. They apply to all trips in the A-ROSA catalogue 2020 with A-ROSA Flussschiff GmbH and replace any previous versions or editions relating to A-ROSA trips.

### 15. APPLICABLE LAW AND JURISDICTION

15.1 German law applies exclusively to the contractual relationship between the customer and A-ROSA Flussschiff GmbH. Insofar as German law is fundamentally not applicable to actions brought by the customer against A-ROSA Flussschiff GmbH abroad

for the liability of A-ROSA Flussschiff GmbH, German law shall apply exclusively with regard to the legal consequences, especially in relation to the nature, scope and amount of the customer's claims.

15.2 Customers may only bring action against A-ROSA Flussschiff GmbH at its registered office in Rostock. For action brought by A-ROSA Flussschiff GmbH against customers, the customer's place of residence is decisive. Rostock is agreed as the place of jurisdiction for action brought against customers who are merchants, legal entities under public or private law or persons whose place of residence or usual abode is abroad or whose place of residence or usual abode is unknown at the time the action is filed.

15.3 The above provisions do not apply

a) if and insofar as the contractually mandatory provisions of international agreements applicable to this contractual relationship provide otherwise in favour of the customer, or

b) if and insofar as mandatory provisions of an EU Member State where the customer is a citizen that are applicable to the travel contract are more favourable for the customer than these provisions or the corresponding provisions under German law.

### 16. DUTY TO PROVIDE INFORMATION ABOUT THE IDENTITY OF THE PERFORMING AIRLINE

The EU directive concerning the information of flight passengers about the identity of the performing airline obliges A-ROSA Flussschiff GmbH to inform the customer at the time of booking about the identity of the performing airlines with regard to all flight services in connection with the cruise booked. If the performing airline has not been decided upon at the time of booking, A-ROSA Flussschiff GmbH is obliged to inform the customer about the airline or airlines which will probably perform the flight. As soon as A-ROSA Flussschiff GmbH knows which airline will perform the flight, it must inform the customer. If the airline that the customer has been told will perform the flight changes, A-ROSA Flussschiff GmbH must inform the customer about this change. It must immediately take all reasonable steps to ensure that the customer is informed as quickly as possible about the change. The list of airlines banned within the EU ("Blacklist") can be viewed at the following internet page: [http://ec.europa.eu/transport/modes/air/safety/air-ban/index\\_de.htm](http://ec.europa.eu/transport/modes/air/safety/air-ban/index_de.htm)

### ENTRY REQUIREMENTS

The following information applies to citizens of the nations of the European Union at the time of publication. They are subject to the following customs provisions of the Schengen Agreement. The carrying of weapons (knives, firearms, etc.), ammunition, explosive/flammable items and drugs on board is forbidden. Please note that individual countries have different provisions in relation to the import and export of goods and/or foreign exchange. If necessary, please contact your consulate to learn more about the regulations.

### TRAVEL DOCUMENTS

Citizens of the nations of the European Union require a valid identity card or passport for travel. Entries for children in the passports of parents are not valid and no longer entitle the child to cross borders. Therefore, all children (from birth) must have their own travel document when travelling to other countries. Citizens of other countries should check with their relevant consulate regarding any visas or other entry documents that may be required. The following applies for all countries visited: personal items can be imported duty-free. The possession of drugs and intoxicants is subject to punishment with prison sentences or high fines, as is the import of pornographic material.

### HEALTH REGULATIONS

Vaccinations are not mandatory. Children should be vaccinated according to their age and the immunisation schedule. Tetanus/polio/diphtheria: if these vaccinations were carried out more than ten years ago, a booster is recommended; this also applies in the case of hepatitis A vaccinations. Remember to bring effective protection to prevent and treat insect bites (especially in the Danube delta) and sunscreen with a high sun protection factor. Important: Travellers should find out more about infection and vaccination protection measures and other prophylactic measures in good time and seek medical advice if necessary.

### DATA PROTECTION INFORMATION

The protection and the security of your data in terms of the EU General Data Protection Regulation (GDPR) and other data protection regulations is particularly important to us. A-ROSA collects and processes your personal information in order to provide you with our offers and professional service. For this purpose, information such as your surname, first name, address, telephone number and, where applicable, email address and credit card number are collected. In addition, in accordance with international registration regulations, we require your information which we have requested separately in the form of the "Ship manifest data" for cross-border passage. As the information may also refer to accompanying persons, we ask you to ensure that this information is collected with the consent of the accompanying persons. You can give us your consent on the "Ship manifest data" form to use your information to create a personal user

profile, which we will use to send you personalised product information based on the aforementioned form. If you no longer wish to receive this information, for which you have already given your consent, please confirm this in writing to A-ROSA Flussschiff GmbH, data protection officer, Loggerweg 5, 18055 Rostock, Germany, or by email to [datenschutzbeauftragter@a-rosa.de](mailto:datenschutzbeauftragter@a-rosa.de). Your data will not be shared with third parties, unless it is necessary for the purposes of processing your order or is legally required. To protect your data from unauthorised access, we have taken extensive technical and operational security precautions, which are regularly examined and updated.

### LEGAL INFORMATION

Place of business: A-ROSA Flussschiff GmbH  
Loggerweg 5, 18055 Rostock, Germany, [www.rosa-cruises.com](http://www.rosa-cruises.com)  
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Printing: BEISNER DRUCK GmbH & Co. KG  
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Photographs: DuMont image archive/Photographer R.Gerth/ Photographer Johann Scheibner/ Photographer Thomas Schulze, Getty Images, iStock, Shutterstock, Thinkstock, Tourismus & Congress GmbH Region Bonn/Rhein-Sieg/ Ahrweiler, Photo Tex Drieschner: matthias.k Photography  
Date: March 2019. Subject to change.

### RIGHT OF REVOCATION

A-ROSA Flussschiff GmbH mentions that according to legal regulations (sections 312 (7), 312g (2) sentence 1 no. 9 of the German Civil Code) for travel contracts in accordance with sections 651a and 651c of the German Civil Code (from 1/7/2018), which were concluded by means of distance selling (letters, catalogues, telephone calls, faxes, emails, messages sent via mobile phone [SMS] and broadcasting, telemedia and online services), there is no right of revocation, but only the statutory withdrawal and cancellation rights, in particular the right of withdrawal according to section 651h of the German Civil Code (see also item 5). However, there is a right of revocation if the contract for travel services according to section 651a of the German Civil Code was concluded outside of business premises unless the verbal negotiations on which the conclusion of the contract was based were conducted based on previous orders placed by the consumer; there is no right of revocation in the latter case.

## A-ROSA

# PACKAGE TRAVEL DIRECTIVE

### Form for informing the traveller in the case of a package holiday pursuant to Section 651a of the German Civil Code.

The combination of travel services offered to you is a package holiday as defined by Directive (EU) 2015/2302.

You can therefore make use of all EU rights applicable to package holidays. The company A-ROSA Flussschiff GmbH, Loggerweg 5, 18055 Rostock, Germany, bears all responsibility for the proper execution of the entire package holiday.

The company A-ROSA Flussschiff GmbH, Loggerweg 5, 18055 Rostock, Germany, also has the insurance prescribed by law for reimbursing your payments and, if transport is included in the package holiday, for ensuring your return transport in the event of its insolvency.

### MOST IMPORTANT RIGHTS IN ACCORDANCE WITH DIRECTIVE (EU) 2015/2302:

- Travellers will receive all key information on the package holiday before the package holiday contract is concluded.
- At least one company is always liable for the proper provision of all services included in the contract.
- Travellers will receive an emergency telephone number or details of a contact point through which they can contact the tour operator or the travel agency.
- Travellers may transfer the package holiday to another person within a reasonable period and, depending on the circumstances, at additional cost.
- The price of the package holiday may only be increased if certain costs (e.g. fuel prices) increase and this is expressly provided for in the contract; any increase may only be implemented up to 20 days before the start of the package holiday. If the price increase exceeds 8% of the price of the package holiday, the traveller may cancel the contract. If a tour operator reserves the right to increase the price, the traveller has the right to a price reduction if the relevant costs fall.
- Travellers may cancel the contract without paying a cancellation fee and be reimbursed all payments in full if one of the key elements of the package holiday changes substantially, apart from the price. If the company responsible for the package holiday cancels the package holiday before the start of the holiday, travellers are entitled to reimbursement and, depending on the circumstances, compensation.
- Travellers may cancel the contract without paying a cancellation fee if extraordinary circumstances occur before the start of the package holiday, for example, if there are serious safety problems at the destination that are expected to adversely affect the package holiday.
- Travellers may also cancel the contract at any time before the start of the package holiday against payment of a reasonable and proportionate cancellation fee.
- If key elements of the package holiday cannot be executed as agreed after the start of the package holiday, the traveller shall be offered different, suitable arrangements at no extra cost. The traveller may cancel the contract without paying a cancellation fee (this right is known as "termination" in the Federal Republic of Germany) if services are not rendered in accordance with the contract and this has significant effects on the provision of contractual package holiday services and the tour operator fails to provide a remedy.
- The traveller is entitled to a price reduction and/or compensation if the travel services are not rendered properly or at all.
- The tour operator shall assist the traveller when the latter experiences difficulties.
- Payments shall be reimbursed in the event of the tour operator's or – in some Member States – the travel agent's insolvency. If the tour operator or, where relevant, the travel agent becomes insolvent after the start of the package holiday and transport is part of the package holiday, the return transport of the travellers shall be guaranteed. A-ROSA Flussschiff GmbH, Loggerweg 5, 18055 Rostock, Germany, has taken out insolvency insurance with Swiss Re International SE, Niederlassung Deutschland. Travellers may contact this establishment (Swiss Re International SE, Niederlassung Deutschland, MesseTurm, 60308 Frankfurt, tel.: +49 69/76725 5124; email: [Andreas\\_Renner@swisre.com](mailto:Andreas_Renner@swisre.com)) or, where applicable, the competent authority if they are refused services on account of the insolvency of A-ROSA Flussschiff GmbH, Loggerweg 5, 18055 Rostock, Germany.





DEFINITELY  
A-ROSA:  
CITY & NATURE  
CRUISES 2020

## EXPERIENCE

Discover new cities and exciting landscapes every day. Go on excursions and enjoy our entertainment programme.

## RELAXATION

Take it easy on board in the stylish, relaxed atmosphere on the sun deck or in the sauna, while the beautiful landscape goes by outside.

## INDULGENCE

With the A-ROSA Premium all inclusive rate, you can savour culinary highlights and delicious drinks all day long, get discounts on spa treatments and much more.

[www.arosa-cruises.com](http://www.arosa-cruises.com)

