



# YOUR CRUISECO ADVENTURER HOLIDAY







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## WHAT TO KNOW BEFORE YOU GO

### Included in your CruiseCo Cruise Holiday

- International flights if applicable as indicated in your itinerary.
- Accommodation in Saigon (Ho Chi Minh City), Siem Reap and aboard CruiseCo Adventurer as indicated in your itinerary.
- All taxes, fees and fuel surcharges relating to your flights.
- Transfers between airports, hotels and ports as indicated in the itinerary including assistance and portage.
- Sightseeing tours as indicated in the itinerary.
- Entrance fees for all sightseeing tours.
- English speaking guide services during sightseeing tours.
- Gratuities to Crew aboard CruiseCo Adventurer.
- Main meals aboard CruiseCo Adventurer.
- Breakfast whilst in Saigon and Siem Reap.
- Locally made soft and alcoholic beverages (beer & spirits only) aboard CruiseCo Adventurer.
- Jugged coffee and selection of teas and tisanes aboard CruiseCo Adventurer.
- Mineral water aboard CruiseCo Adventurer.

### Not included in your CruiseCo Cruise Holiday

- Passport and visa fees (please read below carefully).
- Fuel surcharges (if applicable at any time).
- Imported beverages including wines, beers, premium spirits and liqueurs aboard CruiseCo Adventurer.
- Imported or 'fancy' mineral waters aboard CruiseCo Adventurer.
- Espresso and cappuccino coffees aboard CruiseCo Adventurer.
- Laundry.
- Telephone and other communication costs.
- Items of a personal nature such as shopping etc.
- Insurance costs.

### Passport Validity

Please ensure that your passport has sufficient validity (more than six months) before travelling.

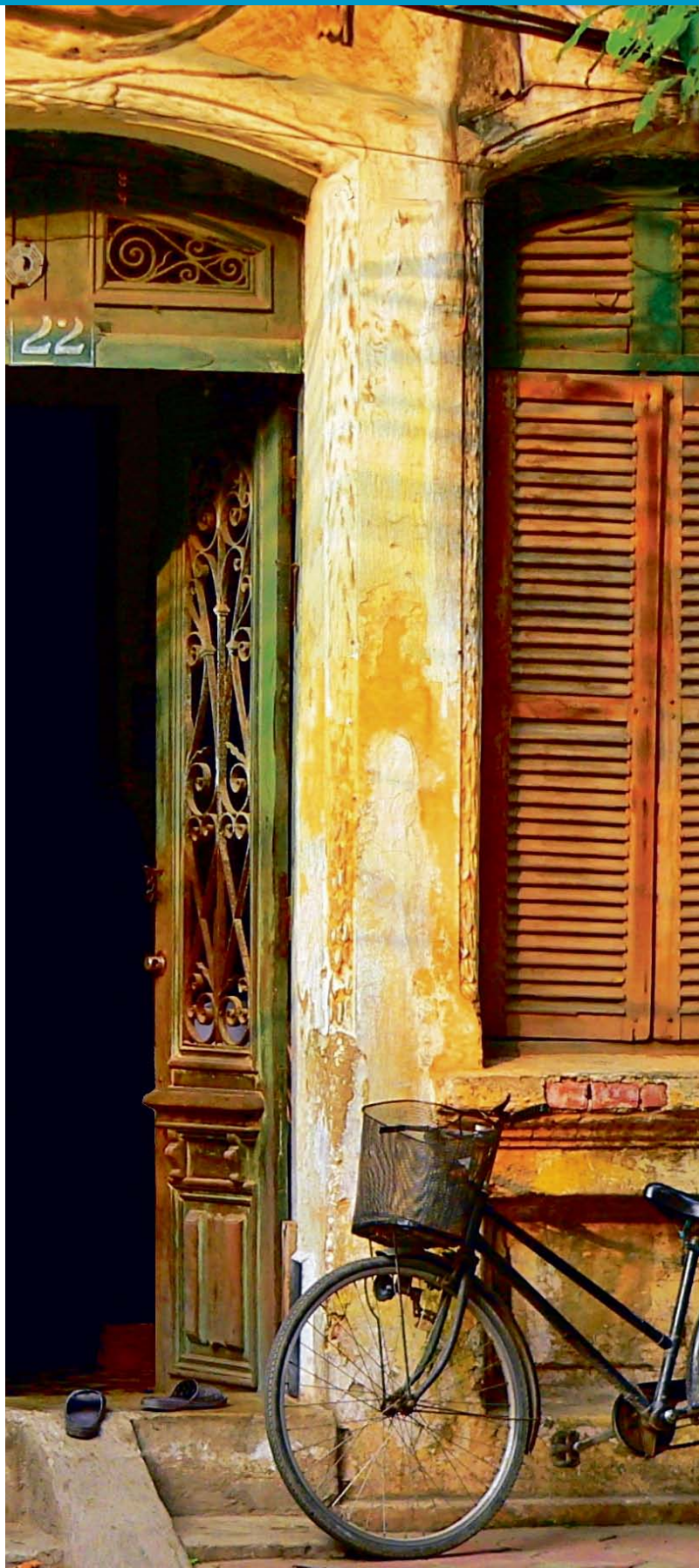
### Visas

Australian passport holders will require both a Vietnam & Cambodian Visa. All travellers to Vietnam must arrange a visa before departing Australia.

For passengers on an upstream itinerary (Saigon to Angkor), Cambodian visas may be issued at the border on arrival, with payment of the appropriate fee charged to your onboard account.

For passengers on a downstream itinerary (Angkor to Saigon), Cambodian visas must be arranged prior to departing Australia.

The cost of visas are not included in the cost of your holiday.





## Medical

You should check with your doctor that you are fit for travel prior to departure, and your doctor should advise you as to whether any prophylactic drugs or inoculations are required.

Please advise any disabilities requiring special attention prior to travelling – please note Cruiseco Adventurer does not have facilities for disabled people or wheel chair access, and unfortunately individual assistance cannot be provided for walking, getting on and off the vessel and coaches, or other personal needs.

There are no lifts onboard the vessel, and most touring coaches are not equipped with wheelchair ramps. River banks can be steep and slippery. If a passenger is seen to be unfit or unable to access a ship and mount stairs unaided then the management reserves the right to refuse to carry that passenger.

A good level of medical facility is available in both Siem Reap and Saigon. You should contact your guide, hotel or insurer immediately if medical services are required.

## Mobile Phones

There should be mobile phone coverage on the rivers in most places, with the exception of Cambodia for a short section between Kampong Chhnang and Tonle Lake. Full phone and internet services are available in Saigon and Siem Reap.

## Money

The currency on board Cruiseco Adventurer is USD. You will have your own ship account, which allows you to sign a bill for all purchases and services throughout your cruise. All bills on board the ships will be charged in USD and can be settled by cash or credit card (Master or Visa card – Amex not accepted). Credit cards may only be used to settle accounts over USD25.00.

Please note traveller cheques are not accepted on board Cruiseco Adventurer.

The local currencies are the Vietnam Dong and the Cambodia Riel – it is advisable to take a small amount of local currencies when going ashore, and there is a limited money exchange service available on board. ATMs are available in major cities in Cambodia and Vietnam. Travellers' cheques can be exchanged in local banks in all countries.

## Your Purser

Once on board, you will be looked after by an experienced Purser who will do his or her best to make sure that you are as comfortable as possible. Both the hotel staff and the ship's crew are here to ensure that you are as well looked after as is possible.

## Your Daily Schedule aboard Cruiseco Adventurer

Your documents contain a general itinerary listing the main stops of your river expedition. However, much depends on river conditions and other local factors, so a detailed Daily Schedule will be posted each day - ideally the night before. This will contain a fact sheet with as much information as possible on the sites the vessel intends to visit on the following day. Guests are asked to remain patient and flexible. Cruiseco does their best to devise as interesting and exciting programmes as possible but, being an 'expedition', it is not always possible to follow itineraries to the letter and river conditions may alter by the hour. Please keep an eye on the notice board for any subsequent notice of any changes to the Daily Schedule – the ship is equipped with Public Address systems but the crew try to use this as seldom as possible.

## River Conditions

For the Mekong, conditions vary depending on the season. In the dry season (November-March) the water level of the river will be quite low and in places will have dropped more than 50 foot from its monsoon level (June-Sept). Though the river can be miles wide, channels may be narrow and hard to follow. There is therefore some risk of running aground on submerged sand banks and the captain must take extreme care. The Tonle Sap Lake in Cambodia is not navigable approximately from November to August due to extremely low water.

## Moving about Cruiseco Adventurer

Please always take care when moving about the decks onboard as they can be slippery. Please take extra care when using the stairs it's best to always use the handrails.

## No Go Areas aboard Cruiseco Adventurer

These areas are clearly indicated as 'Crew Only'. Please respect these areas as the crew may be working there and your safety cannot be guaranteed. These areas include: galley, engine rooms, crew accommodation and bridge. Crew have been instructed to escort any unauthorised persons from these areas and make a report to the Captain.

## Fire Risk and Smoking aboard Cruiseco Adventurer

Smoking is not permitted in your cabin or any internal areas. Smoking is permitted on the outside aft balcony only which is accessed through the lounge. Please be considerate of people sitting down wind. The danger of fire should never be ignored.

## Emergency Procedures aboard Cruiseco Adventurer

The ship is fitted with modern smoke detectors, fire alarms, extinguishers and hoses. Alarms are situated at regular intervals throughout the ship. Fire extinguishers are located at regular intervals and outside all public rooms.

## Life Jackets aboard Cruiseco Adventurer

These are kept in the wardrobe in your cabin.

## Muster Stations aboard Cruiseco Adventurer

In the event of an emergency the ship's whistle will blast repeatedly and the alarm bells be rung. If you are in or very close to your cabin, put on your life jacket and proceed immediately to MUSTER STATION located on the sun deck, and await instructions. On the back of your cabin door is a plan of the ship showing the position of your cabin in relation to the Emergency Muster Station.

If you are not in your cabin when you hear the alarm, do NOT return to it, but proceed at once to the Muster Station to await instructions. There will be an Emergency Drill during your voyage. Note that as with inland water class cruise ships on European rivers, we are not required by Class Societies to carry life boats - the reason for this is that it is far quicker to beach the vessel on the nearest sand bar or river bank and evacuate by foot than to transfer passengers onto ship's boats.





### Medical facilities aboard Cruiseco Adventurer

There is no doctor onboard. The ship will carry first aid equipment and limited medicines. All senior staff have attended First Aid courses. On the river, the vessel is never far from a local medical station. In the event of serious illness or accident we are never more than 2 hours by car or speed boat from a hospital or clinic. In the Conditions of Carriage you are required to take out an insurance policy that includes repatriation in the event of an emergency.

### Travel Insurance

Travel insurance is a mandatory requirement for this Cruiseco holiday, and needs to be in place prior to departure. A copy of your travel insurance policy should have been passed on to your Travel Agent before documentation was released.

### Ship's Shop, Post Cards and Stamps

We have a small boutique on board with a collection of locally made handicrafts. Every day personal amenities are also available from the Ship's Shop.

### Bar and Dining Room and Shop Bills aboard Cruiseco Adventurer

You will be asked to sign a bill for all items ordered and you will be presented with the account in USD on the last day aboard. All soft drinks, local beers, mineral water, coffee and tea as well as local spirits are free of charge. Only imported spirits and liquors, wine, espresso and imported mineral water will be charged. A complimentary daily cocktail will be served made by local spirit.

### Meals on board Cruiseco Adventurer

Breakfast is a buffet, lunch and dinner served at the tables. A fusion of Asian and Western cuisine is offered and there are always vegetarian dishes available. Special diets may be catered for with advance notification and agreement. Cruiseco's policy is to use as much locally purchased produce as possible to help the economies of the villages and towns visited and to give passengers a real taste of the lands through which they pass. Exotic fruit, fresh organic vegetables, locally caught fish and prawns are the preference of most passengers onboard.

### Tea, Coffee and Beverages aboard Cruiseco Adventurer

Complimentary tea and coffee are available throughout the day. Bottled water (local) is provided in all cabins daily. Additional bottles are available on request. Water is provided at all meals. Local soft drinks, beers and some spirits depending on suitability and availability by country are also complimentary.

### Food Safety and Hygiene aboard Cruiseco Adventurer

The ship is equipped with a certified sterilisation system for water treatment and this water can be used for cooking. Off the vessel you should never accept ice in drinks and avoid ice creams, crushed sugar cane, salads and the skins of fruits.

### Your Stateroom aboard Cruiseco Adventurer

We want you to be as comfortable as possible during your voyage. The housekeeping team will do their best to ensure the highest possible standards of cleanliness and try to make you as much at home as possible. Please do not hesitate to ask if you require anything at all and please let the staff onboard know if you are not satisfied with any aspect of the care being given.

Note that cabins do not have mini bars or phones. All have their own air conditioning, mini-safe, luggage storage, wardrobe, writing desk and amenities include hair drier, kimono, slippers. All cabins have their own balcony with chairs and table.





### Air-conditioning aboard Cruiseco Adventurer

Your cabin has its own air-conditioning unit, which can be adjusted for your comfort. We recommend you do not over- cool your cabin as the sudden change from the outside temperature to a chilled cabin can bring on colds, respiratory illnesses and even stomach upsets. At night you may prefer to use the fan only. Please do not leave your air-conditioner on with the window open - this results in energy loss.

### Insect Precautions aboard Cruiseco Adventurer

Balcony doors should be kept closed at all times - day and night. At night, if on deck or going ashore make sure to rub ankles and other exposed parts with repellent. Make sure to switch off lights when leaving your cabin so as not to lure insects inside. Between January and March insects, but not mosquitoes, can be a real problem and invade the ship. Fortunately these are relatively harmless. Mosquitoes are rarely seen on the river, which is fast flowing.

### Footwear aboard Cruiseco Adventurer

Cruiseco slippers are provided for your comfort on board the vessel. When ashore, guests should wear comfortable but safe walking shoes. At certain times the river banks and paths used can be muddy and therefore slippery or very dusty and we ask you to remove your footwear when returning on board so that we can clean your shoes for you and return them to you later.

### Water and Towels aboard Cruiseco Adventurer

The ship's water supply comes from the river after passing through a sterilisation plant. This water is suitable for washing and brushing teeth but should not be drunk. Bottled water is provided for drinking, free of charge. To save water and reduce detergent use, towels will only be changed daily if they are placed on the floor. There is a good supply of hot water but you may have to run the water for two minutes before it becomes hot.

### Blankets

Blankets can be found in the drawer or closet under your bed aboard Cruiseco Adventurer. These may be needed in the Cool Season when night time temperatures on certain rivers can drop to below 15°C.

### Laundry aboard Cruiseco Adventurer

A laundry bag is provided for your laundry needs, and a laundry list can be found in the rattan folder by your bed. Laundry is collected each morning when your room is made up and will be returned to you by the following day. Please leave items in the bag provided and mark on the list. The charges will be added to your bill in USD. If there is an item that you do not wish to be ironed, please advise us.

### Hairdryers

Hairdryers are installed in all cabins aboard Cruiseco Adventurer

### Electricity aboard Cruiseco Adventurer

220 volts with two round pin type as found in Continental Europe, and three square hole found in America - we carry adapters for other types of plugs you might bring.

### Security and Cruiseco responsibility

In the countries in which we operate tourists are rarely targets for theft, however you should always be cautious when travelling. When in port a 24 hour watch is kept on the gangplank controlling access to the ship but please keep your balcony door locked when not in use and at night. All cabins have a combination type safe - please use a

number you can remember like the last 4 digits of your phone number or your date of birth. The company cannot be held liable for loss of money, jewellery or other valuable items from the ship or whilst on an excursion ashore during a voyage. In the Conditions of Carriage you are required to have taken personal travel insurance cover this.

### Cabin Mini Safes

All cabins have been fitted with mini-safes.

### Excursions and Cruiseco responsibility

When moored you are welcome to come and go from the ship as much as you like. Our next sailing time will be advised on the Daily Schedule and passengers are requested to note this before disembarkation. Group shore excursions are organised by the Purser and you will be accompanied by a member of the ship's company. Details of these are posted on the Daily Schedule. Fifteen minutes prior to casting off the captain will sound the ship's horn to warn you to return to the ship. Passengers should hang their keys on the key board hanging adjacent to the gang plank when disembarking so that we know if anyone has not returned. If you go ashore with your cabin keys and we leave without you we can not be held responsible for this. We will attempt to devise on shore time in the cool of the early morning or late afternoon.

### Going Ashore

Because of the varying nature of the river bank the method of getting ashore may differ from time to time and on occasions access may be difficult. We will ensure the gangways are safe and that crew and team are on hand to assist you.

### Etiquette throughout your holiday

South-East Asians are generally tolerant and easy going. Please try to avoid political discussion and remember that the Vietnamese national hero "Uncle" Ho Chi Minh enjoys near divine stature and any disrespect shown to his name or memory can cause extreme offence. Despite opening the door to Capitalism Vietnam remains a fervently Communist society with a dominant Communist Party.

In Cambodia, one thing that does cause upset is any form of disrespect for the national religion, Theravada Buddhism. Unlike many faiths, Buddhists make their temples open to foreigners, permitting the use of cameras and invasion of their sacred space. They do however ask one thing: that we take our shoes off. Even socks are forbidden. In addition please observe the following:

- Try not to point with your feet.
- In the company of monks or elders never cross your legs.
- Do not touch people on the head or upper body.
- When beckoning someone to come over do not wave your hand in the standard Western 'come here' motion; instead turn the hand round so that your palm flaps down towards yourself.
- Do not shake hands with monks or nuns as people in general rarely shake hands; rather smile and nod away.
- Ladies should never sit down next to a monk.
- Shorts and skirts should be longish; for both sexes it is OK to expose arms.

### On Shore Purchases

Bargaining is quite normal in all Asian countries. The best technique is to ask for a discount as if you are asking for a favour. There are few souvenirs on offer in the non-touristic villages visited.





### Time

Vietnam and Cambodia are three hours behind East Coast Australia, two and a half hours behind South Australia and an hour behind Western Australia. Due to daylight saving in some states please check this before you leave

### Gratuities

Gratuities have been included in your cruise fare, therefore you are not expected to tip staff onboard either individually or collectively.

### Paying Your Bill

All bills on board ship will be in USD to be settled in cash or credit card. Visa and MasterCard only are accepted, not Amex or Diners. Personal cheques or traveller's cheques are not accepted.

### Disembarkation from the Ship

Exact details will be posted on the Daily Schedule and if there is to be an early departure then we will ask you to settle the evening before you disembark.

Local Offices in the case of emergency ashore

TEL + 84 8 39110578 EXT 6

FAX: + 84 8 39110579





# CRUISECO ADVENTURER

## Terms & Conditions

1. Though every effort will be made to ensure that the published itinerary is followed as closely as possible, given uncertain river and other local conditions, all schedules and itineraries may be subject to alterations and delays at short notice.

2. The ship's purser and captain are jointly responsible for passengers' comfort and safety. Passengers must accept their decisions and instructions.

3. Whilst our crew do everything in their power to facilitate landings, access to the ship at certain river stations can be difficult, with steep and sometimes slippery river banks.

Elderly passengers should consult their doctor to ensure that they are fit for travel. Wheel chairs are not allowed.

4. In the case of water levels being too high or low or defects to the vessel beyond the control of the company an alternative itinerary will be offered to passengers after consultation between the ship's captain and the company's management, subject to accommodation and meals being maintained on board the vessel unless by prior agreement with the passenger.

5. Should it prove difficult to embark or disembark passengers at the scheduled points the company are not liable to bear any extra cost of transporting passengers to and from the revised point of embarkation or disembarkation unless passengers or their agents have purchased a complete package tour which includes land services from us. Any reason for changing the points of embarkation or disembarkation can not count as a reason for cancelling this contract.

6. Passengers should seek advice from their doctor regarding relevant inoculations and prophylactics for travel to these countries.

7. Passengers must be fully insured to cover any risk of medical expenses and repatriation (which includes repatriation of remains) and the Company is in no way responsible for such liabilities. Passengers must settle before departure any medical bills incurred whilst on a company ship for doctor's attendance, drugs supplied, and any other medical facilities provided by the company for the passenger.

8. Once a booking has been received through a sales agent or directly from the passenger a contract exists between the Company and the passenger and these terms and conditions must be adhered to by both parties.

9. Unless otherwise agreed agents are responsible for the transfer of their passengers to and from the ship on time and in the event of a late arrival the ship is not obliged to delay departure thereby upsetting tight schedules.

10. The company accept no liability or responsibility for loss or damage to passenger's property whilst on board a company vessel or whilst in transit to and from the vessel.

Passengers are required to have taken out a valid travel insurance policy to cover any such claims.

11. During the river stops the company provide a guide service in the English language. Foreign language guides must be pre booked and there may be extra charges for this.

Personal guides must be booked at normal rates in passenger accommodation.

12. The company reserve the right to refuse to allow anyone on board if a ticket can not be produced and the company can not guarantee the exact allocation of cabins and deck location which may in the event of extenuating circumstances differ from the cabin number indicated on the ticket.

13. Within the ticket price fuel costs have been calculated on average prices as of the publication of this document. Should fuel prices rise by more than 10% the company will be entitled to impose a fuel supplement equivalent to the amount by which the fuel price exceeds the price allowed for in the contract.

14. It is not permitted to allow any breed of animal on board.

15. Infants below the age of 4 years may sleep in their parent's cabin without extra charge but the company can not guarantee the availability of a cot. Children of 4 years and + must solely occupy a berth and pay full rate.

16. In the event of a dispute the law of the country in which the vessel is operating will apply.

17. The company reserves the right to change the vessel without notice.

18. Payment terms and cancellation policy is printed on an invoice issued for each booking whether for an individual or for a group. Passengers and their agents must abide these terms and the company reserve the right to either cancel an existing reservation or to refuse passage in the event that these terms have not been adhered to.

19. In the event that one passenger enters into a commercial or other form of relationship or arrangement with another passenger the company is no way liable for the obligations of one passenger to another passenger or any claim arising thereof.

20. For cruise departures where occupancy is less than 5 cabins the company reserve the right to cancel the departure giving all passengers with confirmed bookings 30 days prior notice of this intention. An alternative departure date will be offered subject to availability. If this alternative date is not acceptable to the passenger any down payments made for the cancelled cruise will be refunded. In the event that a passenger has cancelled and paid cancellation fees and the Company subsequently cancel that departure then any cancellation fees (and down payment) will be refunded in full on the request of the passenger.

21. The company reserves the right to change a cabin allocated without notice and in the event that a passenger is downgraded to a cheaper cabin then the difference in cost between the cabins will be refunded to the passenger or the passenger's agents.

22. All passengers must present a valid ticket on embarkation. Passengers failing to present a valid ticket will not be carried on board. Attached to all tickets are annexed an itinerary, terms and conditions of carriage and passenger pre cruise information. All agents must ensure that these annexes in their original form are included with a ticket.

23. All passengers or their agents are required to submit full passenger data online one month prior to departure. The content requirement for this may vary from destination country to destination country but in all cases includes passport details. Note that in destinations involving border crossings the company will not carry passengers who have not input this data by 14 days prior to departure and the booking will be cancelled and any payments made forfeited. Passengers who have transfers to and from air ports at start and end of their cruise or for pre or post cruise hotel booking made direct with us must inform us of their flight numbers and arrival times on the online passenger data page by 14 days prior to departure or the company will not be obliged to arrange said transfers.

24. In the event that a final payment is not made by the time specified on the invoice and after if reasonable warning the booking will be cancelled and any deposits held forfeited.

Tickets are only issued on receipt of full payment and passengers attempting to embark without a valid ticket will not be carried.

25. Passengers who fail to check in at any rendezvous points designated on ticketed itineraries will be treated as 'no show' and must make their own way to join the ship. Note that in Vietnam in the event of a no show the port authorities will delete the names from the passenger manifest and it will not be possible to carry these passengers.

26. Force Majeure: in the case of circumstances beyond normal control, such as war, civil or political unrest, strikes, catastrophes, epidemics or disruption to fuel supplies for the vessel, the Company may cancel the cruise and there will be a full refund of all monies paid by the passenger. In the event of a cruise being cancelled as a result of the above force majeure situations following the commencement of that cruise period then monies will not be refunded.