

Board ABC

The crew of DCS Alemannia and your cruise director look forward to welcome you as a guest on board. Enjoy unforgettable days with us on the gorgeous Rhine! With this board ABC we give you all the important information for your river cruise at hand. We wish you a pleasant and exciting stay on board!

Air conditioning - the ship is equipped throughout with air conditioning. In the restaurant, lounge and public spaces, the temperature is centrally controlled. The air conditioning in your cabin can be adjusted according to your personal wishes.

Beds – your bed/beds will be ready for you in the evening and every morning they will get stored away. If you wish to use your bed during the day please contact the reception so they can get it ready for you.

Board announcements - the ship is equipped with an announcement system, which enables us to provide you with information on interesting sections as well as to announce changes of the program.

Board shop - our inventory is across the reception area. The exhibited items can be purchased at the reception.

Cabin key – Please exchange your cabin key for an access key/card at the reception, before you leave the ship during your cruise. If you should lose the cabin key we would have to charge you 30,-- Euro.

Clothing on board - feel comfortable aboard. We therefore propose sporty comfortable clothes. On special occasions, such as the gala dinner, we recommend festive evening attire (jacket and tie for men and for women respectively). For your shore excursions, sturdy footwear and weatherproof clothing is recommended.

Cruise director - during your trip aboard MS Alemannia our cruise director will assist you for any problems/questions/requests you may have.

Currency on board - the board currency is Euro. To facilitate the handling on board, we have introduced the non-cash payments. At the end of your trip you can easily pay cash (euros) or by credit card (MasterCard, Visa) Currency exchange is not possible on board.

Daily program - this contains all the important information, such as meal times and activities on board. You will find it each evening in your cabin.

Disembarkation - for comprehensive information on disembarkation, please refer to the penultimate day of your trip to the day program. Our cruise director will help you with any further questions and may give you additional information.

Drinks - in our daily open bar. Choose between a wide variety of beverages and cocktails. The bar is located on the Panorama deck. Bottled water is available for purchase in your cabin, after consumption it will get charged on your board credit.

Electricity - the power supply on board is guaranteed with 220 volts european standard). For your own safety, please be advised that, besides electric raiser, hairdryer and charger, the use of electronics is not allowed!

Excursions - during your stay aboard you have the opportunity to participate in various trips, that will be presented by our cruise director on the embarkation day. Please ask him/her for more information or if you want to book an excursion. Payment is possible cash or by credit card (Mastervard and Visa).

Fire and emergency exits - in the event of fire, please follow the announcements from the ship's management and wait for further instructions. The emergency exits are marked. For additional safety information, please refer to the poster on the door.

Guest visit on board - during during stops/layover along our route visitors are welcome on board. Please ask your cruise director for registration and the regulations.

Hair dryer - is available in each cabin. It is located in the bathroom cabinet.

Health – Dear Guest, we ask you to disinfect your hands on regular basis, especially when you return to the ship and you are getting ready to enjoy your meal. We always have the best interest of our guest in mind so please utilize the free disinfection stations!

Information - the complete staff on board is always happy to help you or to assist you with any problem or question you may have.

Individual land programs - please check the timetable carefully before leaving the ship on your own. We kindly ask you to be back aboard in time. We recommend you to take your daily program with you.

Language on board - the crew is international. The onboard languages are German/English.

Laundry service – You will find a bag in your closet for the laundry service. Please fill out the request from and put it on the bed with filled bag. You will get back your items washed and ironed within 24 hours. Please refer to the price list in your cabin for the cost of the service.

Library - on board we have a small selection of books/magazines and board games for you. The books/ magazines you will find in the reception area, board games in the reception area as well as in the salon. Please return them by the end of your cruise.

Locks - we ask you to be careful during the entry and exit from locks. Please do not lean over the rail and out the window!

Lost property – Please bring all items that you find to the reception! If you lost something please go to the reception to report it and maybe it was already turned in. Please make sure that you don't leave anything behind. We will only keep items found for max. 4 weeks after the cruise.

Luggage – Please attach the luggage tags to your suitcases/bags. This will make it easier for our crew and the distribution of your luggage go smoothly.

Meals / diets – Enjoy our rich breakfast buffet. For lunch and dinner, we will serve you a healthy and various cuisine. The seating placement you receive on the day of embarkation you will have during the whole cruise.

Pets – Sorry, no pets allowed on board!

Pharmacy - due to legal regulations the crew is not allowed to give drugs to guests. Please take a sufficient amount of medication with you. If you feel sick, please contact the front desk or the cruise director.

Phone - MS Alemannia

Each cabin is equipped with a phone, with which you can call for free within the vessel.

Post – postcards and stamps are available at the front desk. You can submit your post there as well. The post will be mailed in the next available city.

Reception - reception is always occupied by the ship's crew. If you have a problem in the cabin you can contact the front desk staff. The reception is located on the Rhine deck.

Safety regulations - you are travelling on a ship that offers a high security standard. Also, the staff is well trained in safety matters. Nevertheless, in case of emergency, we ask you to stay calm and to act upon the instructions of the crew. For additional safety information, please see the safety instructions in your cabin. The life jacket is located above the closet.

Smoking – smoking on board is only allowed on the deck outdoors! On the inside, it is prohibited!

Sun deck - comfortable deckchairs and sun loungers as well as heated pool are provided on the sun deck for free. We kindly ask our guests not to reserve them in advance. Please understand that on certain sections of the waterway entering the sun deck is not possible.

Toiletries - the reception has a small selection of drugstore products, such as shaving, toothbrush, shampoo, etc., ready for you to purchase.

Towels - please help us to protect the environment! If you want the towels to be replaced, we ask you to put them on the floor of the bathroom. Towels on the hook for us means that you want to use it again.

Tipping - is a good way to show your satisfaction. On the last evening of your cruise you will find an envelope to put your tip in. A designated box at the reception takes these envelopes on the day of disembarkation. The tip will be distributed among the crew.

Toilets - the ship is equipped with a vacuum toilet system. We urge you not to throw purpose alien to the toilet, as this can clog the entire system. Please use the trash for all sanitary waste!

TV - the DCS Alemannia has a satellite system, so for the most part of the route television is assured. Short-term interference can occur while passing bridges and staying in locks.

Travel documents – your required travel documents are accepted on the first day at the reception and kept there safely.

Valuables - we can't take any responsibility for loss of valuables and money. We advice you to secure all your valuables and/or money in our safe at the reception. Please do not carry large amounts of money with you while on land, especially in larger cities! Please close your window before you leave the ship!

Wake up - the reception will be glad to note your wake-up call request at any time .

Windows – Please always close your window if you leave your cabin.

Water - the water on board has drinking water quality. Bottled water is available for purchase at the bar.

An open word

We ask for your understanding in case that we need to adapt the routing due to weather conditions such as heavy fog, high and low water or lock closures... Also shore excursions, ports of arrival and waiting times can be affected. We are given the place of embarkation by the respective harbor master last minute. Unfortunately, we have no influence on that and depending on the port utilization in some places even more ships are next to each other and you may have only a limited view from the cabin for the time spent there.

Your safety is our top priority. Your ship has been built under the latest security and safety standards in Germany. By constant training, the crew is well prepared for the unlikely occurrence of an emergency. Each passenger has a life jacket available.

After embarkation, our crew will show you how to use it.

During landing times you always have the possibility for individual land program.

Please make sure to be back on board before the ship's departure. In case of lateness we have to charge you all costs that might occur, furthermore we can't be held liable for any costs that you might have for reaching the ship again.

Please understand that we need to lock the sun deck at low height under bridges or locks for safety reasons under certain circumstances.

Caution!! Please mind, that the stairs and the outside of the ship might be slippery after rain/frost.