

## Travel documents *MS SERENA „by bike and boat“*

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### 1. Embarkation

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Embarkation will take place **between 4pm and 5pm.**

Please plan your arrival so that you arrive in time for embarkation. If you arrive later, please let us know in time.

Earlier embarkation is not possible for organizational reasons. If you wish, you can leave your luggage on board as early as 12:00 noon.

Please mark your luggage with a luggage tag with your name, cabin number and the ship's name.

### 2. Disembarkation

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Disembarkation takes place after breakfast from about 9:00 am.

We ask you to vacate your cabin by 09:00 at the latest. You will receive more detailed information about the procedure from your cruise director on the last evening.

Please do not forget to hand in your cabin key at the reception.

### 3. Entry formalities

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EU nationals require a valid identity card or passport.

All non-EU nationals or EU nationals with special circumstances (e.g. dual citizenship, primary residence abroad, provisionally issued travel documents) are requested to obtain information on the respective visa and entry requirements from their respective consulates in good time before departure.

Participants in our tours are responsible for checking and complying with the current vaccination and travel regulations at the time of travel.

Please inform yourself about the entry regulations of your destination. The current travel and safety information is available from the German Foreign Office at <https://www.auswaertiges-amt.de/en>

### 4. Arrival to Enkhuizen

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**For detailed information on where to dock your ship, please refer to the enclosed arrival information.**

#### **Arrival by train:**



Destination station is Enkhuizen.

Distance from the station to the berths: about 500 m. The berth is easily accessible on foot.

#### **Arrival by plane:**



Arrive at Amsterdam Schiphol Airport and continue by train. The trains run every half hour. One trip takes about 1h (as of Jan. 2024).

For information on train connections, visit <https://int.bahn.de/en/>.

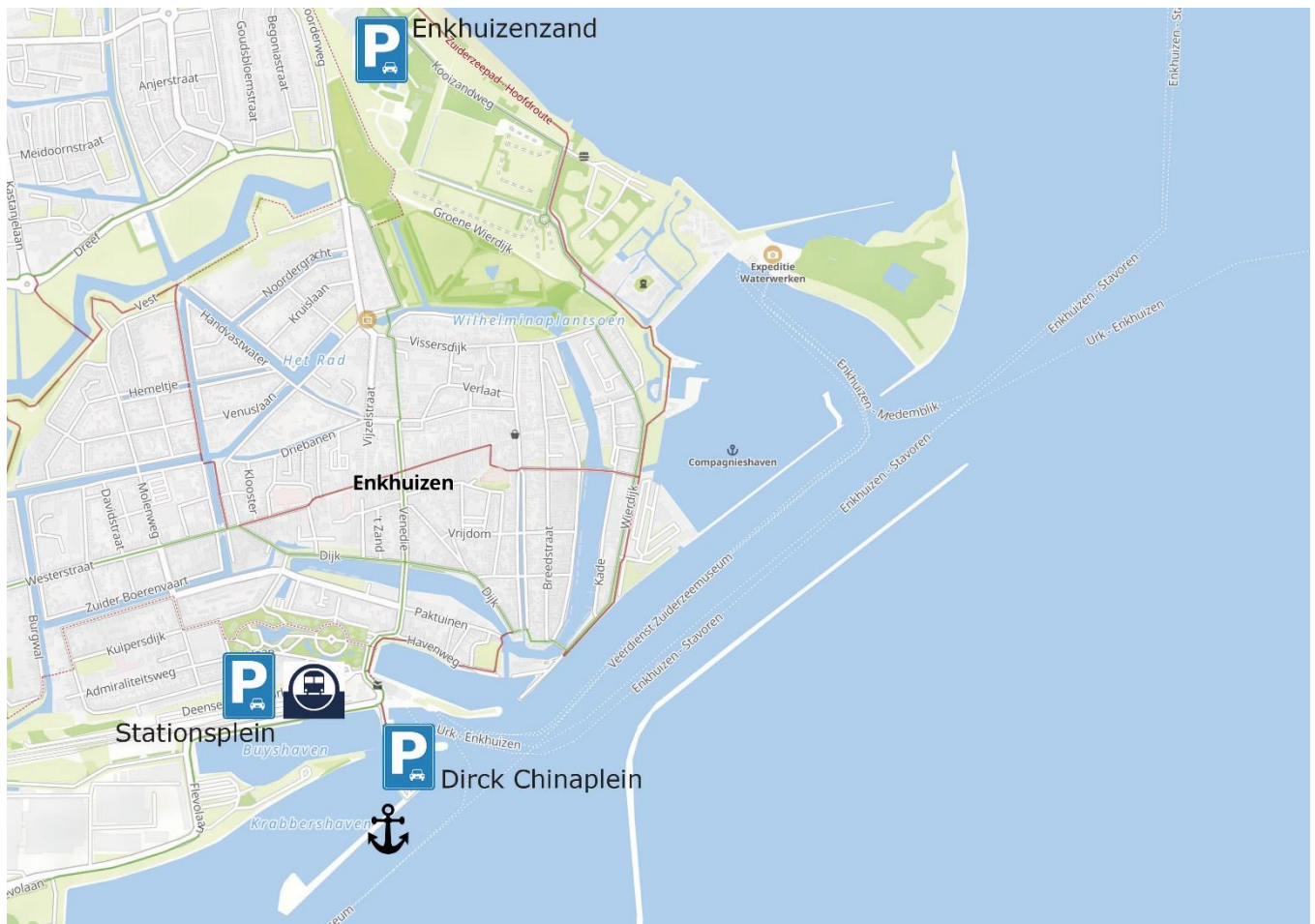
### Arrival by car:



Enkhuizen offers numerous possibilities to park the car free of charge.

Long-term parking is available here:

- P+R Stationsplein, Am Bahnhof, Stationsplein 2/B, 1601 EJ Enkhuizen, approx. 500m away from the Berth
- Dirck Chinaplein at the Yachthaven, approx. 500m away from the berth.
- Enkhuizerzand, Kooizandweg at the beach of Enkhuizen, about 2 km away from the berth



## 5. General ship information

### Technical data:

Length: 90 m // Width: 9.90 m // Draft: 1.70 m // Passengers: max. 99 // Flag: Netherlands //

language on board: German and English // flag: Netherlands

MS Serena is a cozy river ship with a nice salon, bar and restaurant (air-conditioned). A partially covered sun deck offers seating and storage for bicycles.

**Cabins:** 51 outside cabins, including 33 on the main deck and 18 on the promenade deck · about 8-9 m<sup>2</sup> in size · 2 single beds · two junior suites on the main deck with a French bed (Grandlit; 140x200 cm) are about 12 m<sup>2</sup> · three 1-bed cabins (two of them on the main deck, one on the promenade deck) are each about 6m<sup>2</sup> in size.

**Cabin amenities:** Shower and toilet · color TV · safe · ventilation system · opening windows



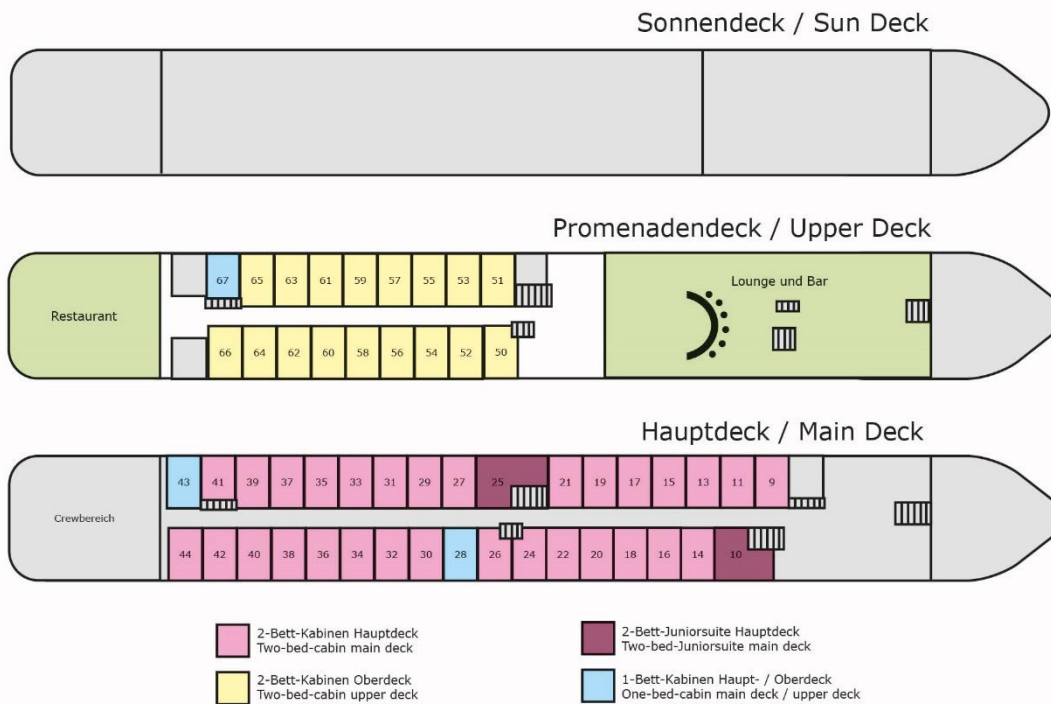
**An open word:**

Riverboats cannot be compared with ocean-going cruise ships. Due to their smaller size, the dimensions of deck areas, cabins and lounges are limited. At some berths, several ships

At some berths several ships lie side by side, so that the view from the cabin is obstructed and noise nuisance must be expected. Please keep in mind that your ship is on the one hand your vacation hotel, but on the other and also a machine that has to be operated constantly - even at night. A certain noise level is unavoidable. We recommend that noise-sensitive guests bring earplugs.



**MS SERENA**



**6. Board ABC**

**Doctor / Medical care**

There is no doctor available on board. In case of an emergency, please contact the crew or your They will be happy to help you find a pharmacy or a doctor.

If you need to take medication, we would like to ask you to bring a sufficient amount of it for your personal needs from home.

sufficient quantity from home.

**Excursions**

We have put together a small excursion program for you. Information about the excursions

Please find information about the offered excursions in the enclosed arrival information. Bookings can only be made on board with your cruise director. Payment is made in cash in €.

Booked and paid excursions will not be refunded (except in case of cancellation by SE-Tours or if the minimum number of participants is not reached).

Please note that due to weather conditions or lock closures, the excursion program, the starting times



the excursion program, the starting times and also the embarkation and disembarkation points. We reserve the right to make changes to the itineraries and excursion programs.

### **Greeting and welcome drink**

On the first evening, your on-board tour guide, the captain and the crew will welcome you with a drink. During the information hour, you will learn everything you need to know about life on board and the itinerary of your cruise. The exact meeting points and times can be found in the daily program, which is available in the reception area or on the information boards in the entrance area.

### **Onboard announcements**

Over the ship's loudspeaker system we will inform you, for example, about the start of the excursions and, if necessary, about last-minute program changes. Please understand that no information can be transmitted to the cabins. Also a transmission to the sun deck may be disturbed.

### **Crew area**

Please respect the crew's wish to have their own private area. The Guests are not permitted to enter the crew area.

### **Diet / Gentle Food**

If you require dietary or special food, please let us know well in advance of your trip, so that we can forward your wishes in advance. In the case of lactose and/or gluten-free diets, as well as special food

special food requirements, a fee of 30,- € per guest will be charged on board.

Individual, very special requests, pronounced multiple food allergies, as well as a purely vegan cannot be guaranteed on board. In case of special diets we recommend to bring a small selection of food yourself.

### **Elevator / Lift**

There is no elevator or lift available. Please note that some of the stairways are narrow and steep.

### **Hairdryer**

A hair dryer is available in your cabin.

### **Lost property**

Lost and found items are accepted and handed out at the reception.

### **Drinks**

The bar / salon is open at all times. A wide range of beverages is offered daily.

Drinks consumed will be recorded on your board account and settled at the end of the trip. You will receive a receipt for the drinks you have ordered.

### **Towel change**

Your cabin will be cleaned daily. In order to protect the environment, we ask you to use the towels you have in the cabin several times. If you need fresh towels, put the dirty ones on the floor. The crew will replace them with clean ones.

### **Pets**

Pets are not allowed on board.

### **Internet access / WiFi zone**

WLAN (free of charge) is only available in the saloon on the ship.

### **Clothing / Travel wardrobe**

No special wardrobe is required for life on board. Sporty-casual clothing is sufficient. For the farewell dinner, many guests dress a little finer. For reasons of space, we ask that you do not bring hard-shell luggage. The storage space in the cabin may be very limited.

For the bike tours we recommend:

- cycling helmet, padded cycling shorts and cycling gloves if necessary.
- Headgear / bicycle helmet
- Comfortable shoes
- Sun and rain protection, sunglasses
- Sweater or sweatshirt for cooler evenings on deck
- Swimwear and towel for warm summer days

**Air conditioning**

MS Serena is equipped with a ventilation system. However, the ship is not air-conditioned.

**Landings**

Please always wait for the ship's official clearance before going ashore.

Berths are also subject to change at short notice. Inform yourself before each shore leave about the departure times and berths of the ship.

Please always hand in your cabin key at the reception when going ashore. You will receive a cabin card in return. This way the crew always has an eye on the presence of your guests.

**Berths**

Berths are allocated by the port authorities. The berths can be changed at short notice. berths at short notice. Please always check before leaving the ship.

It is common practice in some cities for the port authorities to assign a common berth to several vessels due to the high volume of traffic. In these cases, the ships are adjacent to each other and the clear view from your cabin may be impaired. Likewise, stronger noises and odors from neighboring neighboring ships cannot be avoided.

**Meals**

Meals take place in one sitting, i.e. all passengers dine together. The exact times please refer to the daily program. The table arrangement has already been made before the voyage. Please keep your seat in the restaurant, which you are assigned at the beginning of the trip, during the entire trip. If you would like to sit at the same table with other travelers who have not booked together with you, please inform us or your booking office at least 14 days before the start of the trip.

We will take this as a non-binding customer request.

Please understand that it is not allowed to take food from the restaurant.

**Minibar**

A minibar is not available on the MS Serena.

**Program changes**

Changes to the schedule due to technical reasons or unforeseen events cannot be ruled out despite careful planning. Any changes, which may also affect the excursions, will be communicated to you immediately by the on-board tour guide. They will always try to offer you the most to offer you the most attractive alternative solutions.

**Smoking**

Smoking is not allowed inside the ship. Smoking is only allowed on the sundeck. on the sun deck. We ask all smoking passengers to be considerate of non-smokers.

**Safety regulations**

You are on a ship with high safety standards and reliable crew. You will receive a safety briefing from the crew on embarkation day. Please always follow the instructions of the captain and inform yourself about the safety regulations on board. Escape plans can be found in the corridors as well as on the door of your cabin. Life jackets are located in your cabin under the bed or in the closet.

**Sun deck**

The spacious sundeck is equipped with seating and tables and is also a storage area for bicycles. Parts of the sundeck can be covered in case of strong sunshine.

Due to some low lock and bridge passages the sundeck can be closed for your own safety.

**Power supply**

There are 220V AC power outlets in the cabins.

**Tipping**

In accordance with international custom, it is customary to tip the staff. The amount is of course up to you and should be recognition for a good service. We recommend an amount of 8,00 - 10,00 € per guest/day.

**Drinking water**

The water on board is of drinking quality and is suitable for personal hygiene without hesitation. However, since it is kept in tanks and is not running water, we recommend that you order mineral water at the bar or restaurant for drinking.

## TV

The ship is equipped with a satellite system, so that TV reception is guaranteed for most of the route. is guaranteed. When passing bridges and when staying in locks as well as on certain sections of the and on certain stretches of the route, there may be short-term reception problems. We ask for your understanding.

## Catering

Full board includes breakfast, packed lunch for the bike tours (or a small snack for guests staying on board) and a multi-course dinner.

and a multi-course dinner. In the afternoon coffee and cake are available until about 16:00. Meals not taken cannot be refunded.

You can prepare your own packed lunch for the bike tours from the breakfast buffet. In the course of sustainability and to avoid waste, we ask you to bring reusable lunch boxes and, if necessary, a water bottle. and if necessary a water bottle.

## Wake-up service

If you would like to be woken up individually, please let the reception know.

## Valuables / Safe

You can leave your valuables in the safe in your cabin. For shore excursions, we recommend that you take only a small amount of money with you, carry your valuables close to your body, and avoid flashy jewelry.

## Means of payment

The currency on board is the Euro. The following means of payment are accepted on board: Cash (Euro), EC card (Maestro) and credit card (Visa-Eurocard and Mastercard).

## 7. Bicycles

Our rental bikes:

You will receive a high-quality unisex bicycle from the bicycle manufacturer Velo de Ville from Münster. This way we guarantee you comfort and safety on roads and bike paths.

The booked rental bike is available to you for the entire time during the trip, but not for any additional days booked.

Be sure to treat your rental bike with care, always park it safely and lock it. Please never park your bikes unattended in the metropolitan areas.

**In case of negligence, you will be liable for any damage caused to the rental bike.**



### Rental bike issue:

On the first day of cycling, your rental bike will be handed over to you on board. You will receive the following accessories:

- 1 luggage carrier bag and a handlebar bag
- 1 bicycle lock
- 1 repair kit, 1 air pump (per cabin)

Upon receipt of your rental bike, we ask you to check it for functionality and completeness. Please inform your cruise director if you notice a defect on your rented bike - so it can be remedied immediately. can be remedied immediately.

To avoid unnecessary excitement, please use only the rental bike assigned to you.

Please return your rental bike and accessories completely to the on-board tour guide at the end of the trip. We ask that you completely empty the rack and handlebar bags before returning them. Please also make sure not to leave any personal items in them.

### Bike theft:

Never leave your rental bike unattended and unlocked. We strongly recommend, to go sightseeing or strolling through the city without a bicycle. In case of bicycle theft, a police report must be filed - often very costly and lengthy.

### Bicycle breakdowns:

Bicycle punctures can occur even with new bikes and the best maintenance. Fix punctures yourself, in case of major damage please contact your tour guide. Please do not leave any external repairs to the rental bikes without our approval. In case of technical problems please contact your tour guide.

### Bringing your own bikes, electric bikes:

In general, we recommend that you rent a bicycle from us for the duration of the trip!

We exclude any liability for loss, theft and possible damage - this also applies to transport damage from the ship to the mainland and back. Bicycle repairs must be carried out by yourself.

by yourself. Also the breakdown service by our tour guide is not included for your own bikes.

You are responsible for transporting your own bike to the starting point and back to the starting point of your trip.

- Important note for taking your own bikes:

Panniers (handlebar bags / saddle bags / baskets etc.) on the bikes must be removed. Bicycles with excess width cannot be transported on board. We cannot guarantee that bikes with bags that have not been removed will be carried on board.

- Own electric bike:

You can connect the battery of your electric bike in the cabin via the socket. Remember to bring a spare Bring a spare battery.

### Safety rules during the bike tour:

We always recommend wearing a bicycle helmet. There is no general obligation to wear a helmet.

Please note, however, that on all of our tours, helmets are compulsory for minors under the age of 18. exists.

**Did you like our rental bikes? SE-Tours is a distributor of Velo de Ville. Put together the bike of your dreams at <https://www.velo-de-ville.com/de> and send us an email at [info@se-tours.de](mailto:info@se-tours.de).**

## 8. Route books and GPS data for the bike tours

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The bike tours are unguided. The detailed daily program will be presented to you on board during the daily tour briefing. The route books for the daily bike tours are stored in your cabin. Before the start of your cruise you can download them as well as the GPS tracks of the recommended cycling routes from our website: <https://www.se-tours.de/en/travel-information/travelinformation-route-descriptions-gps-tracks>

## 9. Information films

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On our website you can get first impressions of the ship before you start your journey. Our travel videos present you an impression of everyday life on board and our destinations <https://www.se-tours.de/de/reiseinfos/reisevideos-fk>

## 10. We are happy about your feedback!

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In order to check and also constantly improve our service quality before and during the trip, we need your support. Your comments, suggestions and criticism are particularly valuable to us.

You will receive an evaluation form at the end of the trip and we ask you to fill it out and return it to us.

return it to us. A special box will be placed on board for this purpose. Everything is done anonymously, if you you wish. You are also welcome to give the evaluation form directly to our on-board tour guide or send it to us by e-mail.

Alternatively, you can send us a message online on our website:

<https://www.se-tours.de/en/service/travel-feedback>

Do you have a Facebook or Instagram account?

Perfect! Then take us with you on your journey and let us share your beautiful vacation moments.

Tag us:

@setoursgmbh #setours #radundschiff #setoursmomente  
#setoursreisen #sefluss



At the end of the season we will reward the best entry with a SE-Tours travel voucher worth 250,- Euro.

## 11. Your vacation checklist

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- Check passport / ID card for validity and extend if necessary
- Check credit cards & travel documents
- Deposit valuables
- Get medicines for the vacation, pack first-aid kit
- Check travel insurance
- Leave vacation address and phone number with friends or relatives

Hand luggage should include:

- Passport and/or identity card
- Arrival information, addresses for embarkation, participant passes/vouchers
- Parking confirmations/tickets for arrival and departure, if applicable
- Medicine

## A note in conclusion

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We recommend that you make copies of the most important documents before departure and keep them separate from the originals. In case of loss of the originals, this will facilitate the procurement of replacement documents.

The team of SE-Tours now wishes you a lot of fun with your travel preparations and a relaxing vacation!