

## Travel Documents MPS „ Liza Marleen“



### 1. Embarkation

Embarkation takes place at **12.30 pm**. The ship will leave port at 2:00 pm!

Please plan to arrive in good time in order to respect the scheduled embarkation.

Please note that an earlier embarkation is not possible for organisational reasons

Please label all pieces of luggage with a luggage tag, making sure that it has your name, the cabin number and the ship`s name on it.

### 2. Disembarkation

Disembarkation will start after breakfast, **until 9:00 am**.

We would kindly like to ask you to vacate the cabin no later than 09:00 am. More detailed information you will receive on your last evening from your cruise manager. Please do not forget to hand over your cabin key at the reception.

### 3. Entry Regulations

EU citizens need a valid passport or ID-Card.

All passengers who are not EU citizens, or EU citizens with special situations (e.g. dual citizenship, main residence abroad, limited validity travel documents), we would kindly like to ask to contact timely their competent embassy to inform about the respective visa and entry regulations.

All guests travelling with SE-Tours are responsible for ensuring they meet the vaccination and travel regulations in place.

Please inform yourself about entry regulations of the countries you plan to visit. For the latest information on entry requirements and safety and security, please refer to the foreign affairs office.

### 4. Ship Details

#### Technical Data:

Length: 38 m // Width: 6,6 m // Draught: 1,80 m // Passengers: max. 22 // Flag State: The Netherlands // On-Board Language: German and English

Aboard the cosy MPS Lita Marleen a homely and intimate atmosphere awaits you.

#### Ship facilities:

Saloon with bar / restaurant ▪ sun deck with sitting area

#### Cabins:

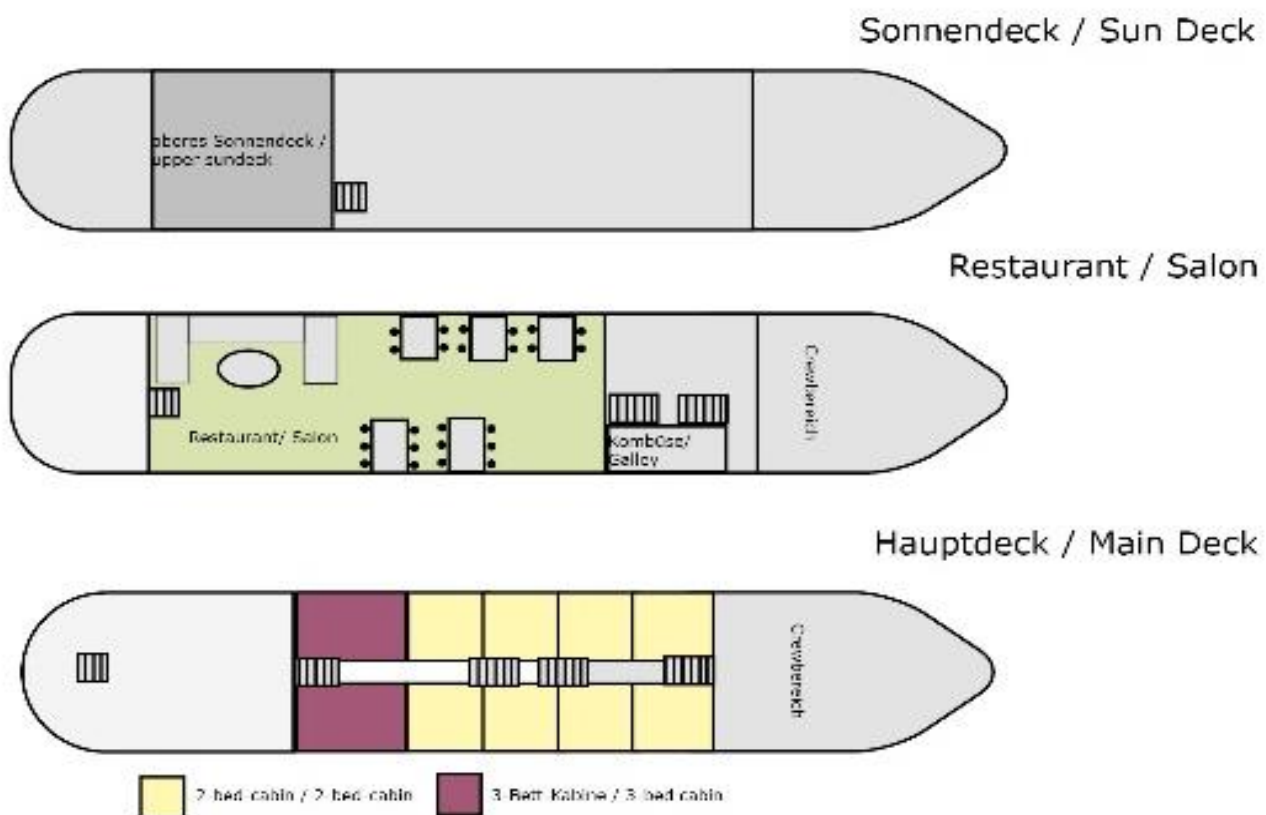
Eight twin cabins (approx. 10 sq.) and three large triple cabins (15 sq.), which can be used also for double occupancy. All cabins are outside cabins, have regular beds and are equipped with air-conditioning, en-suite facilities, central heating, 220 Volt outlets, and hair dryer.

#### Cabin features:

Regular beds • en-suite bathroom/shower

#### **Honest words:**

River cruises cannot be compared to ocean cruises. Due to the smaller size of the ship, cabin and living space are limited. In some ports, several ships may be tied up alongside each other and hence the view may be restricted or noise pollution may occur. Please consider that on the one hand your ship is your hotel, on the other hand, however, it is an engine that has to run constantly – even at night-time, therefore a certain noise level is inevitable.



## 5. Life on Bord A - Z

### **Beverages**

On board the Liza Marleen there is an open bar with self-service. Every passenger writes down the drinks he consumes, on a basis of trust, the total account is settled at the end of the journey. Free coffee and tea is available at all times at the coffee station.

### **Change of Itinerary**

A change of itinerary due to technical reasons or due to unforeseeable events may become necessary despite careful planning. The cruise management will immediately inform you about any change, which could also affect the excursions, and will endeavour to provide suitable alternative arrangements.

### **Change of Towels**

Your cabin will be cleaned daily. Please help us protect the environment by reusing the towels in your cabin. If you need fresh towels, put the dirty ones on the floor. The crew will replace them with clean ones.

## Clothing

There is no formal dress-code on board, nice casual clothing will be fine. For the gala dinner, guests may wish to dress a little smarter. Please remember that the cabin space is limited, so we kindly ask you not to bring hard-shell luggage.

For the cycle-tours we recommend that you bring:

- 🚲 cycle helmet, padded cycling shorts and cycling gloves if necessary
- 🚲 headgear / bicycle helmet
- 🚲 comfortable shoes
- 🚲 sun and rain protection, sunglasses
- 🚲 warm jumper or sweater for chilly evenings on deck
- 🚲 swimwear and towel for warm summer days

## Crew Area

There is a dedicated crew area, please respect the crew's wish for privacy. Guests are not permitted in the crew area.

## Drinking water

The water on board is of drinking quality and is perfectly suitable for personal hygiene. However, as it is kept in tanks and is not running water, we recommend that you order mineral water at the bar or in the restaurant.

## Full Board

Full-board includes breakfast, packed lunch for the cycle tours (for guests who prefer to stay on board a lunch snack) and a multi-course dinner. In the afternoon, coffee and pastries are available until 4:00 pm. There will be no refund for meals that have not been consumed.

The packed lunch for the cycles tours, you prepare yourself from the breakfast buffet. In order to guarantee sustainability and to avoid waste, please bring along your lunch box.

## Gratuities

In accordance with the international practice on river cruises, it is customary to tip the staff. Tips are an acknowledgement for a good service, and as a matter of course, it is up to you if and how much tip you want to give. The suggested gratuity is 8.00 – 10.00 € per person and per day.

## Hair Dryer

All cabins feature hair dryers.

## Internet Access / Wi-Fi

Wi-Fi is available on the ship for a fee. For the rates, please refer to the reception.

## Lift /Elevator

On board, there is no lift. Please note that some of the stairs are narrow and steep.

## Lost and Found

All lost items are taken to and can be collected at the reception desk.

## Medical Care

During the cruise, there is no resident doctor on board. In the event of a medical emergency, please refer to the crew or to your cruise manager, they will help you finding the next local pharmacy or doctor.

If you take prescription medication, please remember to bring an adequate supply for the duration of the journey.

## Meals / Table Reservation

Meals will be served in one sitting; thus all passengers dine together. Please refer to the daily programme for the exact times. Tables have been assigned prior to embarkation. Please dine on your assigned table for the duration of the journey.

If you would like to share the table with fellow passengers who are not booked in a group with you, please inform us or your travel agent no later than 14 days prior to departure. We will include this in your booking as a non-binding customer request.

Please understand that you are not allowed to take away any food from the dining-area.

## Mini-bar

A mini-bar is not available.

## Mooring facilities

The moorings are allocated by the port authorities, please note that there may be changes at short notice. Please stay informed and double-check before leaving the ship.

In some cities, it is common practice that due to traffic volume the same berth is designated to more ships by the port authorities. In this case, the ship is tied up alongside another ship so that the sight from the cabin window may be restricted. Also noise pollution and smells from other ships cannot be avoided.

### **Payment Method**

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

### **Pets**

Pets are not allowed on board.

### **Safety Regulations**

You will be travelling on a ship with high safety standards and a reliable crew. On the day of embarkation, a safety briefing will take place where you will receive safety information from drilled crew members. Please always follow the captain`s instructions and inform yourself about the safety regulations on board the ship. Evacuation plans are displayed on the corridors as well as on your cabin door. Life jackets you will find in your cabin either under the bed or in the closet.

### **Shore Excursions**

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

Note that the mooring place may change at short notice. Always check the ship's departure times and mooring places before going ashore.

Please always hand in your cabin key at the reception desk when going ashore. You will receive a cabin card in return. In this way, the crew always know exactly if a guest is missing.

### **Smoking on Board**

Please note that smoking is not permitted in any indoor area of the ship, smoking is only permitted on the sun deck. We would kindly like to ask all smokers to be considerate of non-smokers around them.

### **Special Dietary Needs**

Please let us know timely prior to departure if you have any special dietary requests in order to allow us to inform the crew about your wishes. In the case of lactose and/or gluten-free diet and special food requirements, a fee of 75,- € per guest is due on board.

Please note that we cannot cater for very specific personal needs, for strict vegan diets or for multiple food allergies. For special diets, we recommend that you bring along a small supply of your daily foods.

### **Sun Deck**

The sun deck features seating areas with tables and chairs.

### **Table Reservations**

Meals will be served in one sitting; thus all passengers dine together. Please refer to the daily program for the exact times. Tables have been assigned already prior to departure. Please dine on your assigned table for the duration of the journey.

If you would like to share the table with fellow passengers who are not booked in a group with you, please inform us or your travel agent 14 days prior to departure. We will include this in your booking as a non-binding customer request.

Please understand that you are not allowed to take away any food from the dining-area.

### **Welcome Aboard**

On the first evening, the captain, the crew, and the cruise manager will welcome you aboard with a welcome drink. During a first briefing, you will learn important details about life on board and about the journey in general. For exact meeting times and locations, please refer to the daily program, which you will find at the reception desk or check the information panels in the entrance area.

### **Voltage**

In every cabin, there are 220-V outlets.

## 6. Bicycles

### Our rental bikes:

You will receive a high quality unisex bike, manufactured by Velo de Ville from Münster, Germany. In this way, we are sure to offer you comfort and safety on all roads.

The rental bikes are at your disposal any time during the whole trip; however, this does not include any additional dates booked separately.

We kindly ask you to take care of our bikes during the whole trip and to lock your bike securely in a secure area. Please never leave the bikes unattended in the inner cities.

**In case of negligence, you are liable for any damage caused to your rental bike.**



### Bike hand over:

On the first day of cycling, you will receive your rental bike and the following equipment:

- 🚲 1 pannier and a handlebar bag
- 🚲 1 bike lock
- 🚲 1 repair kit, 1 air pump (per cabin)

Upon receiving your bike, please check that it has everything necessary attached and that it is in good working condition. Please advise the cruise manager, should you notice any defects – so the bike can be fixed immediately.

Please ensure that you use the bike that has been assigned to you to avoid any unnecessary mix-ups.

At the end of your journey, please return the rental bike and the equipment to the tour manager in the same condition as when you received them. Please empty the pannier and handlebar bags before returning them and remove all personal items.

### Bike theft:

Never leave your bike unattended and always lock it. We highly recommend that you do not bring your bike when going on a sightseeing tour or going for a stroll through the city. A bike theft must be reported to the police – often stressful and very time-consuming.

### Bike malfunctions:

Breakdowns can easily occur even with brand new and well-maintained bikes. Punctures will be fixed by you, for bigger damages please contact the cruise manager. Please do not have any repairs done on the rental bike without our consent. For technical problems with the bike, please approach the cruise manager.

### Own bikes, E-Bikes:

Generally, we recommend that you rent one of our bikes for the duration of the trip.

We shall not be held liable for neither loss or theft nor for damages on personal bikes – this includes also damages occurring during the transport on board or back ashore.

Repairs you have to do yourself, the breakdown service is not included for private bikes.

You are personally responsible for the transportation of your bike to the starting point and back home.

- Important note for own bikes brought on board:

Bags (handlebar bags / panniers and baskets, etc.) attached to the bikes must be removed. Bikes with extra width cannot be transported on board; we cannot guarantee that bikes with their bags still attached will be brought on board.

- Own e-bike:

Only e-bikes with removable battery can be brought on board. You can charge the battery in the wall outlet of your cabin. Please do not forget to bring a spare battery.

### Safety regulations during the cycle tours:

We recommend that you always wear a bike helmet. There is no general helmet obligation. Please note, however, that for riders under 18 years of age, helmets are mandatory on all our journeys.

**Did you like our rental bikes? SE-Tours is sales partner of Velo de Ville. Design your dream bike on [www.velo-de-ville.de](http://www.velo-de-ville.de) and send us an e-mail, [info@se-tours.de](mailto:info@se-tours.de).**

## 1. Route Descriptions and GPS Data for the Cycling Tours

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The cycle tours are guided tours. On board, there will be held daily briefings with detailed information about the daily programs.

The route descriptions for the daily cycling tours you will find in the cabin.

Prior to departure, you can download these descriptions as well as the GPS tracks for the recommended cycling tours from our website or scan the QR code with your cell phone camera to be directed to our website:



<https://www.se-tours.de/de/reiseinfos/reiseunterlagen-routenbuecher-gps-daten>

## 7. Information-Videos

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Before starting your vacation, you can already get an idea of what to expect on your cruise. The videos on our website will give you a first impression of life on board and of our travel destinations.

<https://www.se-tours.de/de/reiseinfos/reisevideos>

## 8. We Look Forward to your Feedback!

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We need your support for our effort to continue improving our service quality before and during the trip. Your feedback, comments and suggestions are much appreciated!

You will receive an evaluation form at the end of the cruise and we kindly ask you to fill it in and return it to us. On board, you will find a designated box for this purpose. Everything is done anonymously if you prefer. You may also hand the survey form directly to our cruise manager or provide feedback to us via e-mail or post.

Alternatively, you can also send us a message online on our website: <https://www.se-tours.de/de/reiseinfos/reisefeedback>

Do you have a Facebook or an Instagram account? Perfect! Then take us with you on your trip and share your wonderful holiday moments with us.

Tag us: @setourgmbh #setours #radundschiff #setoursmomente #setoursreisen #sefluss

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



## 9. Your Holiday Checklist

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- ✓ Check validity of Passport/ ID-Card, renewal may be necessary
- ✓ Check credit cards & travel documents
- ✓ Store your valuables
- ✓ Prepare travel medical kit and prescription medication
- ✓ Check travel insurances
- ✓ Leave your holiday address and phone number with friends and family
- ✓ your carry-on luggage should include:
  - Passport and/or ID
  - information of how to arrive at starting point, embarkation address, participant passes/voucher
  - parking reservation confirmation, if necessary/tickets for arrival and departure journey
  - medication

## Last but not Least

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We recommend that you to bring along copies of your key documents (carried separately from the originals). In case you lose the original documents, the copies will help to speed up the replacement process.

The SE-Tours team wishes you lots of pleasure preparing your trip and happy holidays!