

Travel documents *MS SE Manon*



1. Embarkation

Please plan to arrive in good time in order to respect the scheduled embarkation at 4:00 pm.

Please note that an earlier embarkation is not possible for organisational reasons. If necessary, however, you may deposit your luggage on board already from 3 pm onwards.

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

2. Disembarkaton

Disembarkation is expected to start after the arrival of the MS-SE Manon in Passau, from around 10:30 am.

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, permanent 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.

4. Arrival to Passau



Arrival by Train:

Your destination is Passau.

Winterhafen Racklau is difficult to reach by public transport. There is no restaurant, stalls or toilet facilities on site. We recommend that you do not go there until embarkation.

Arrival by Plane:

Arrival at Airport München.



Continuation to Freising to Passau with the „Regio Ticket Donau-Isar“ or with the „Bayernticket“ starting from 26,00 € for the first person, each additional person bookable with surcharge.

Information about the regional ticket offers and train connections can be found on the Internet at www.bahn.de (Status: Jan. 2023).

Arrival by car:



Parking in the Globus Garage / Eichberger Schiffservice

(Booking in advance is necessary: <https://www.se-tours.de/de/service/parkplatz-donau>)

Emergency number for the day of arrival (in case of traffic jam etc.): +49 (0) 851 989 000 168

Here are the most important informations about the process:

Car acceptance will be from 12:00 a.m. to 3:00 p.m.

From 12:45 a.m. there will be a transfer to your booked ship every 30 - 45 min.

- First park your car in the short-term parking lot of the garage // driveway.
- Report to the reception so they'll take on your your vehicle and pay for the parking space. Have your parking confirmation from Globus Garage ready. Payment is possible in cash, by EC or credit card.
- Unload your luggage and attach a luggage tag with the name of the ship, your cabin number and your name to all pieces of luggage to be checked in (please write clearly). The suitcases are taken on by the Globus Garage employees and loaded onto the appropriate vehicles.
- Please keep your carry-on baggage with you. Your checked baggage will be transported separately.
- Park your vehicle in the assigned parking space. You will receive more information about the exact parking space on site.
- Transfer buses will take you to your ship approximately every 30-45 min.



5. General information about the ship

Technical Data:

Length: 110 m // Width: 11,40 m // Draft: 1,50 m // Passengers: max. 148 // Registry: Netherlands

Ship features:

On board our comfortable premium ship MS SE-MANON you will find a relaxed and cosy atmosphere. After the bike tour you can use the small inviting wellness area with sauna and whirlpool, read a book in the pleasant library or relax in the panorama salon. Then enjoy your dinner in the restaurant with panoramic view. The spacious and partly shaded sun deck holds deck chairs, which invite you to enjoy the passing scenery. Here is also the storage space for the bicycles. A special highlight is the outdoor pool (8,70 m x 4,50 m, approx. May to August, depending on weather). Please note: at low tide, the pool may need to be emptied to reduce the draft of the vessel and will not be available. All passenger decks are accessible by elevator! The ship is not wheelchair accessible. Smoking is allowed on sundeck, all other areas of the ship are non-smoking.

Cabins:

All 75 cabins are outside cabins, about 14 m² in size, comfortably furnished with hotel beds and featuring en-suite facilities with shower/WC* (*cabins no. 306, 307, 308, 309 with bathtub), hairdryer, TV, safe, in-house telephone and individually

adjustable air conditioning. Middle deck and upper deck can be reached by lift.

Upper deck: cabins with french balcony (= floor-to-ceiling windows which can be opened).

Middle deck: cabins with large panorama window – can be opened.

Main deck: cabins with a small window (height approx. 40 cm) – cannot be opened).

Upperdeck



Maindeck



Sun deck



Restaurant



Honest words:

River cruises cannot be compared to ocean cruises. Due to the smaller size of the ship, cabin and living space is limited. On some docks, 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 level of noise is inevitable.

6. Bord Information

Air Conditioning

All rooms are equipped with air conditioning. Please note the air conditioning is working properly only if all doors and windows are closed.

Berths

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

Cabin Cleaning

Cabins are cleaned daily, fresh towels on request.

Clothing

There is no special dress code on board, dress aboard is casual. For the concert and the gala dinner, most passengers prefer to dress up. Due to limited space in the cabin, we kindly ask do not to bring hard protective cases.

For the bike tours we recommend:

- 🚲 Cycle helmet, padded cycling pants and cycle gloves
- 🚲 Headgear
- 🚲 Trainers
- 🚲 Sun and rain protection, sunglasses
- 🚲 Warm jumper or sweater for chilly evenings on deck
- 🚲 Swim wear and towel for warmer summer days

Crew area

Please respect the crew's desire for the private space that is set aside for them.

Elevator

The elevator connects the middle deck with the lobby (reception/lounge) and the restaurant.

The upper deck, as well as the sundeck are accessible by stair lift.

The main deck can only be reached by stairs.

Food & Meals

Full board consists of a breakfast buffet, packed lunch for cyclists (or light meals for guests staying on board) and 3-course menu for dinner. You prepare your own picnic lunch for the cycle tour from the breakfast buffet. There will be no refund for meals that have not been taken aboard.

If you have dietary restrictions or food allergies, please let us know at least 14 days prior to departure. We guarantee vegetarian (vegan not possible on board), gluten- and lactose-free dishes, however, bear in mind that there may be a limited choice of menu.

For logistical reasons, we cannot cater for those who suffer for very special dietary restrictions like multiple allergies, therefore we recommend that you bring along a small supply of your daily foods.

To help us to reduce waste, we would like to ask you to bring along a lunch box and a reusable water bottle.

Gratuities

In accordance with the international practice on river cruises, gratuities are collected at the end of the cruise for all crew members, tour manager included. This arrangement allows to distribute the gratuities equally among all employees; this way, also the ones who work in the background without direct passenger contact can benefit from this acknowledgement. As a matter of course, it is up to you 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.

Medical Care

During the cruise, there will be no medical assistance on board. In case of an emergency, the crew will be at your disposal to help you to find a local pharmacy or doctor.

Please remember to bring an adequate supply of any prescription medication.

We strongly recommend that you take out a travel health insurance with repatriation cover.

Payment on Board

With each drink order, you receive a receipt, which you have to affix with your signature.

The amount will be charged to your on-board account. Please settle the final invoice on the day of departure.

The on-board currency is the EURO. The following payment methods are accepted on board: Cash (Euro), Visa-Eurocard and Master Card.

Payment with EC card is not possible.

Pets

Pets are not allowed on board.

Phone/Internet/E-Mail

If you want to be available on board in case of an emergency, please leave our office hotline with your family and friends. We will forward messages to you as quickly as possible. If you plan to use your mobile phone, please check with your provider if you can use it abroad. Remember to bring the charger.

On board, we only have very limited internet access. Please enquire about the current rates directly at reception.

Program changes

Changes to the schedule due to technical reasons or unforeseen events are possible despite careful planning.

Any changes, which may also affect the excursions, will be communicated to you immediately by the cruise director. They will always try to offer you the most attractive alternative solutions.

Safety Regulations

Your ship fulfils all safety regulations.

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 cupboard.

Smoking on Board

Please note that smoking is strictly prohibited on the entire ship (cabins, restaurant, saloon included). Smoking is allowed only on the sun deck.

Table Reservation

Tables are assigned upon boarding at the reception. If you want to share the table with fellow passengers who are not booked in a group with you, please inform us upon booking or up to 14 days prior to departure.

Television

The ship features a satellite TV system, thus for most part of the journey the reception is guaranteed. When passing bridges and staying in locks, and on certain sections, programming may temporarily be unavailable. We apologise for any inconvenience.

Voltage

In every cabin, there are 220-V sockets.

Welcome Briefing

During the welcoming on the first evening, you will learn important details about life on board and receive additional information regarding your first cycle day. Afterwards, the captain and tour manager will be happy to invite you for a welcome drink. For meeting times and locations, please refer to the information panels in the foyer.

7. Bicycles

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. Never leave the bikes unattended (especially in the inner cities).

During the journey, you are liable for any damage caused to your rental bike.

Bike Hand Over

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

- 1 pannier per bike
- 1 repair set, 1 air pump (per cabin)
- 1 bike lock

On receiving your bike, please check that it has everything necessary attached and that it is in good working condition. You are responsible for your rental bike for the whole journey. Please advise the crew, should you notice any defects – so they may assist you immediately.

Every morning before you commence your bike tour, please take special care to 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 as well as the bicycle equipment to the tour manager or crew in the same condition and completeness as when you received them.

Our Rental Bikes

7-gear and 8-gear-tour bikes:

You will receive a high quality 28-Inch unisex city tour bike, manufactured by Velo de Ville from Münster, Germany. As the company uses proven quality for all components, you may rest assured that you cycle comfortably and safely on all roads.

Bike Theft

Never leave your bike unattended and always lock it due to high risk of theft. 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 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 a member of the crew or the tour manager. Please do not have any repairs done on the rental bike without our consent. For technical problems with the bike, please approach the tour 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

You can charge the battery of your electro bike in the wall outlet of your cabin. Please do not forget to bring a spare battery. It is not possible to recharge the batteries on deck.

Safety Regulations

We recommend that you always wear a bike helmet. In some countries, the wearing of helmets is mandatory: in Slovakia, for all cyclists outside built-up areas; in Austria, helmets are mandatory for children up to 12 years and in the Czech Republic up to 18 years.

Please note that on our journeys, up to 18 years, helmets are always mandatory.

In Hungary, Slovakia and the Czech Republic, visibility –jackets are mandatory in bad weather situations and darkness. Please bring your own helmet and, if required, also your visibility-jacket.

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 and send us an e-mail, info@se-tours.de.

8. Tour Descriptions for Cycle Tours

The cycling tours are self-guided. There will be daily briefings on board with detailed information about the daily programmes.

The tour descriptions for the daily cycling tours you 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 our homepage:

www.se-tours.de/Reiseinfos/Routenbuecher und
GPS-Daten zu unseren Reisen



9. Information-Videos

On our home page, you can take a closer look on life on board already before starting the journey. Our videos show daily life on board and some impressions of our destinations:

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

10. We are looking forward to your feedback!

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

You will receive an evaluation form at the end of the cruise and we ask you to fill it out and return it to us. A special box will be set up on board for this purpose. Everything is done anonymously, if you wish. You can also hand in the evaluation form directly to our cruise director or send it to us by e-mail or post.

Alternatively, you can also rate us online on our website:

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

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



Tag us on Instagram:

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

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

11. Checklist for your Holiday

- ✓ Check validity of Passport/ ID-Card, renewal may be necessary, check credit cards & travel
- ✓ Store your valuables
- ✓ Check travel insurances
- ✓ Leave your holiday address and phone number with friends and family
- ✓ In your carry-on baggage belongs:
 - Passport and/or ID
 - Travel information
 - Embarkation addresses
 - Medicine
 - Participant passes/Voucher
 - Parking confirmations/tickets for arrival and departure

12. Last hint at the end

We recommend that you make copies of the most important documents before departure and keep them separate from the originals. If the originals are lost, this will make it easier to obtain replacement documents.

The SE-Tours team hopes you enjoy your travel preparations and have a relaxing holiday!