



Dear Traveler,

Welcome! We appreciate your decision to vacation with Viking River Cruises, and in return assure you a fascinating and unforgettable journey that goes far beyond the typical itinerary.

Now that you have booked your vacation, you are about to embark on an important and exciting phase of your journey: the planning stage. The information in this packet will assist us in ensuring your reservations are accurate while also helping you prepare for your trip.

If you still have questions after reviewing this packet, visit our website, [vikingrivercruises.com](http://vikingrivercruises.com), for cruise details as well as answers to questions you may have. For additional assistance, contact your travel agent or call our Travel Consultants toll-free at 1-877-668-4546.

On behalf of everyone at Viking River Cruises, I look forward to welcoming you aboard.

Sincerely,

Torstein Hagen  
Chairman

Viking River Cruises, Inc.  
5700 Canoga Avenue, Suite 200, Woodland Hills, California 91367  
Reservations 1-877-66VIKING or 1-877-668-4546  
[vikingrivercruises.com](http://vikingrivercruises.com)



## Welcome to Viking River Cruises

In order to provide you with up-to-date travel information and to answer some of your pre-trip questions, we have compiled this packet for you. Please take some time to review its contents thoroughly and return any completed forms promptly to streamline your reservations and documentation process.

If you still have questions after reviewing this packet, you can find cruise details as well as answers to more of your pre-trip questions on our website, [vikingrivercruises.com](http://vikingrivercruises.com). Or for additional assistance, contact your travel agent or call our Travel Consultants toll-free at 1-877-668-4546.

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## Your Travel Documents

### ***Invoice***

Your invoice is a record of your reservation. Review it carefully for accuracy and alert us if there are any discrepancies and/or if you wish to make changes. *Contact us immediately if the names on the invoice do not match those on your passports.*

### ***Passenger Information Form (PIF)***

This form must be completed by each guest and is important for ensuring the accuracy of your travel documents. Go to [vrc.com/pif](http://vrc.com/pif) to complete this form online.

**Note:** The PIF is required to book your flights and for other travel arrangements. It is important that you complete the form in its entirety, entering your full name as it appears on your passport, and return it to us immediately.

### ***Your Passport***

When traveling abroad you are required to have a passport which is valid for at least 6 months following your visit. Should you need a passport or renewal, contact the State Department Office in your area in time to receive proper documentation.

**Note:** Please be sure to obtain all required documentation including passports, visas or other required travel documents prior to departure. Confirm that all documentation is completed with accurate information to avoid incurring costs associated with delays, losses or having to obtain documents while traveling.

### ***Visas—U.S. Citizens***

Citizens of the United States do not need a visa to travel to most European countries; however, everyone is required to have a visa for travel to Russia, China, Southeast Asia (Cambodia/Vietnam or Myanmar) or Egypt.

For your convenience, you can download a visa kit from Generations Visa, our third-party partner who can assist in obtaining your visas ([genvisa.com/vikingrivercruises](http://genvisa.com/vikingrivercruises)). Please return the completed kit contents to Generations Visa in time to receive your documentation. Upon receipt of your visa, confirm that it is valid for your scheduled time of travel.

### ***Visas—Non-U.S. Citizens***

A visa and/or other requirements may be necessary for you to enter one or more of the countries on your itinerary. Contact the consulates of the countries you will be visiting to make this determination and obtain any necessary paperwork or applications.

### ***Special Visa Circumstances***

- *For Russia travelers:* If you choose to obtain your Russian visa on your own, you must return a completed request form to Viking so we can provide the required official invitation letter. You can download the form here: [vikingrivercruises.com/russia\\_invite](http://vikingrivercruises.com/russia_invite).
- *For Roof of the World travelers:* Tibet Entry Permits are required and will be obtained for you by our China staff. Do not indicate that you are visiting Tibet/Lhasa on your China visa application. Immediately after receiving your visa, send a color copy of your passport information page and your China visa page, along with your name and reservation number, to Viking River Cruises. Make sure the picture is clear and recognizable; color copies are required. For best results, we recommend scanning or using a digital camera to take a picture of these pages and email them to us at [operations@vrc.com](mailto:operations@vrc.com), or you can mail them to Viking River Cruises, Attn: Operations/Tibet Permit. These documents must be received no later than 45 days prior to departure. Failure to provide valid documentation by the deadline will result in cancellation of the reservation without notice.

- *For Magnificent Mekong travelers:* To participate in this itinerary, a multiple-entry visa is required for Vietnam.
- *For Egypt travelers:* If you are taking the post-cruise extension, a visa is required for travel to Jordan. We recommend that you obtain it prior to traveling to avoid delays upon arrival.

### ***Travel Protection Program***

If you purchased our Travel Protection Program, your coverage information can be downloaded from this link: [vrc.com/travelprotection](http://vrc.com/travelprotection)

Many health insurance programs do not provide coverage when you travel outside the United States. If you are not covered, consider purchasing a supplemental plan to cover any potential expenses; visit the U.S. State Department website ([state.gov/travel](http://state.gov/travel)) for recommendations. Viking River Cruises travel protection program is a comprehensive coverage plan that provides a number of important benefits including medical and accident protection and reimbursement if circumstances require that you cancel for any reason. As restrictions may apply, call Travel Guard at 1-866-370-0414 for more information.

### ***Your Final Documents***

We will send your final document package approximately 3 weeks before departure. Your package includes:

- Detailed information about your cruise/cruisetour itinerary and ship
- A personalized day-by-day itinerary with flight schedules, transfers, hotels and port addresses, as applicable
- Luggage tags, stickers, etc.

If you need your documents sooner, please contact us; there is a \$25 processing fee for this expedited service.

## Flights & Luggage

### *Flight Schedules*

Because we use the Passenger Information Form (PIF) to book your flights, it is important that you enter your full name(s) as they appear on your passport(s). Check your PIF and documentation carefully to avoid possible refusal of boarding or additional costs associated with rebooking or replacement documents.

**ALERT:** The new U.S. Transportation Security Administration (TSA) regulation requires the full passport (exact spelling) name, date of birth and gender information to be accurate. Failure to provide this information may result in one or more of the following: paying additional fees, cancellation of flights, airport delays, denied pre-check-in and denied boarding or travel.

### *Viking's All-Inclusive Air Packages*

Viking's air packages are a great value because they include your transfers between airport and ship or hotel. Plus when you reserve your air with Viking and purchase Viking's all-inclusive travel protection policy, your air travel is covered as part of your Viking itinerary. Our standard air program allows you to select from more than 165 different gateways in Economy Class. Or you can purchase upgraded service in Premium Economy or Business Class; the upgraded class of service is only guaranteed on the transoceanic segment of your flight. Standard services include securing the best flight and arrival times available, ensuring minimum connection standards and making automatic seating requests. Flight schedules will be released 75 days before departure.

### *Viking Air Plus Program*

Viking Air Plus is our exclusive custom air department for guests who have specific travel needs or special requests. Depending upon your travel schedules, requests and flexibility, our team of experienced Viking Air Plus agents will work with you and can assist with services for Economy, Premium Economy and Business Class air. **Please note:** A \$50-per-person non-refundable fee applies as well as any additional airline-imposed charges for premium air carriers and services, date deviations and stopovers. Services include:

- Travel on specific airlines or air routing
- Reservations with airlines that accept frequent flyer mileage
- Coordination of family, friends or groups traveling together from the same or different cities
- Confirmation of flight schedules at time of reservation—no waiting once deposit and PIFs are received

Custom air services must be requested at least 60 days prior to departure. For more information, call Viking Air Plus toll-free at 1-877-523-0580, Monday-Friday from 5:00 a.m. to 6:00 p.m. and Saturday 6:00 a.m. to 4:00 p.m. Pacific Time.

### *Forced Overnights*

*For Ukraine, China and Southeast Asia travelers and Lisbon extension participants:* A forced overnight may be required based on available air schedules and may require departing the U.S. one day early. Hotel accommodations may be included based on flight arrival/departure dates and cities coinciding with the start and end dates and cities of your cruise/cruisetour and is not combinable with our Viking Air Plus services.

### *Contacting Your Airline*

*Seat Assignments & Special Requests:* All seat assignments, special meals or other air service requests should be made directly with your airline. Once you receive your flight record locator number, we recommend that you or your travel agent contact the airline directly as soon as possible to confirm these special requests. Some airlines may only grant seat selections at check-in time. See [vrc.com/reservation](http://vrc.com/reservation) for more information.

### ***Luggage Restrictions***

Since each airline has its own rules and regulations, we suggest you contact your airline(s) directly to verify checked baggage and carry-on restrictions for your domestic and transoceanic flights. Consult your airline directly for any additional airline-imposed baggage charges or overweight luggage restrictions. For guests who have intra-itinerary flights, please check your pre-cruise documents package for specific details.

### ***Transfers***

Arrival and departure transfers between the airport and your ship or hotel are included for all guests if flights were reserved by Viking River Cruises and as long as flight arrival/departure dates and cities coincide with the start and end dates and cities of your cruise/cruisetour. If you are making your own air arrangements, you can purchase transfers for an additional fee; your flight arrival/departure dates and cities must coincide with the start and end dates and cities of your cruise/cruisetour. Specific transfer details vary depending on arrival city, ship and purchased extension packages; these details will be included in your final documents package. Download the form here: [vrc.com/transfer](http://vrc.com/transfer).

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| <p><b>Note:</b> If you want to purchase transfers, we must receive your completed Transfer Request Form no later than 30 days prior to departure.</p> |
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## Other Important Information

**Note:** Schedules and activities are subject to change depending upon river water levels, port accessibility, weather conditions and airline or other service providers. We appreciate your understanding if changes to the listed itinerary need to be made.

### ***Level of Difficulty***

Most tours and cruises are not physically demanding; however, you should be in good physical condition with good mobility to fully enjoy all excursions and tours. Walking tours are often on uneven ground or cobblestones and may include stairs and steep inclines. You should be able to stand on your feet for an extended period of time to visit museums and other sites.

- *For Roof of the World Travelers:* If you have not already done so, speak with your physician regarding Lhasa's high altitude (12,090 ft.), since it may not be recommended for people with certain conditions. Also, you may want to discuss with your physician altitude sickness prevention, including possible prescription medication options.
- *For Magnificent Mekong Travelers:* Due to the difficult nature of this program, the terrain and docking locations, guests with mobility issues or those that require the use of canes, walkers or wheelchairs will not be able to travel on this itinerary.

### ***Special Diets***

Guests requiring special diets such as vegetarian, low-salt, diabetic or low-cholesterol meals must alert Viking River Cruises at least 30 days prior to departure and inform the Maitre d' when on board. The chefs will make reasonable efforts to accommodate these requests.

### ***All-Inclusive Silver Spirits Beverage Packages***

Hot coffee and tea are complimentary all day; your meals are always accompanied by hot tea, iced tea or coffee, and complimentary wine, beer and soft drinks are included with onboard dinner and lunch service. Complimentary bottles of water are supplied in your stateroom each day. You may bring local wine aboard and enjoy it with your meals—there is no corkage fee. You can upgrade the included complimentary beverages with our inclusive Silver Spirits Beverage Package; purchase it in advance with your reservation so there are no additional charges on board. Here is the link to details about what is covered and what the package costs: [vrc.com/silverspirits](http://vrc.com/silverspirits).

### ***Gift Orders***

Should you wish to order a beverage package or gift item for yourself or your traveling companion, you can do so by calling Viking or you can submit your completed form(s) no later than 30 days prior to departure. Gifts and beverage packages may not be available on all itineraries. Visit the following link download your Gift Order Form: [vrc.com/giftorderform](http://vrc.com/giftorderform).

### ***Special Occasions***

If you or a traveling companion will be celebrating a special occasion on board such as a birthday or anniversary, you must alert us at least 30 days prior to departure.

### ***Traveling With Others***

If you are traveling with others and have linked your reservations, it will be indicated on your invoice. Please note that we cannot guarantee that parties traveling together will receive the same flight schedules or airport transfers, be reserved in the same hotel during the cruisetours or extensions, or have the same guides and be on the same buses during shore excursions and tours. We recommend that guests wanting to fly together contact our Viking Air Plus department toll-free at 1-877-523-0580.

### ***Holidays***

The countries you will visit all celebrate different holidays. During these times, you may experience larger-than-normal crowds and/or closures of sites, stores or attractions. Note that some cities may host major events that would also result in crowds or closures. Itineraries are subject to change based on these occurrences.