

What is a GIF, and how do I take care of it?

The Guest Information Form (GIF) enables us to create your reservation, produce travel documents and make any airline reservations. You should complete a GIF for each person traveling in your party as soon as you can. You can fill out the form on our website.

Can I make a payment online?

Yes you can! Use the easy-to-follow steps on the Make a Payment section of our site.

Can you please provide docking location and/or port address information?

Certainly. A PDF with port location information can be accessed at in the About Your Ship section of our website.

What is the “dress code” aboard the ship?

Dress is casual and comfortable, both on board and ashore. Because the weather can be unpredictable, it is best to bring layers. It is recommended that you have a sweater or light jacket for spring and summer, and a heavier jacket for chillier months. Rain can happen at any time, so a collapsible umbrella is a “must.” You are likely to do a good deal of walking during shore excursions, so you will definitely want sturdy, comfortable walking shoes; but, since our ships are much smaller than ocean cruising vessels, you do not have to worry about too much walking on board.

There are no “formal nights” on board, but there is usually a Captain’s Welcome Dinner and/or Farewell Dinner; on many itineraries, you will attend a concert, ballet performance or other dressier event. For these evenings, you might like to bring “dressy casual” wear. A comprehensive list of Packing Tips is available in the in the About Your Ship section of our website.

Do you have a loyalty program and are there referral benefits?

Yes and yes! Everyone who travels with Viking automatically becomes a member of the Viking Explorer Society, which recognizes and rewards returning guests, and members who refer new guests benefit from the Viking Referral Rewards program.

I would like to stay in touch with people back home. What do you recommend?

A list of ship phone numbers can be found on our website; you can obtain the phone number for your ship and provide it to your contacts in case of emergency. If you would like to make or receive phone calls on a non-emergency basis, you should know that your cell phone may not work overseas, or it may work but run up large international roaming charges. You should contact your cell provider to see if you can make arrangements before you go.

Is there internet access on board? Are there computers, or should I bring my laptop?

For your convenience, all Viking ships have internet access. Our ships in Europe, Russia and Ukraine have free Wi-Fi, so you can bring your laptop and get online at any time. Alternatively, each ship has a few computers for guest use; there are desktop machines in Russia for use free of charge, and laptops in Europe that guests may use at no additional charge. Guests who bring laptops to Russia may wish to bring a LAN cable for use in their stateroom; this may work a bit better than the wireless LAN in rural areas along the river.

In China, there is an internet café with desktop stations for guest use free of charge. There is no onboard wireless network in China or Southeast Asia, so you will not be able to get internet service on your personal computer while on the ship, although you may be able to do so during hotel stays.

In Egypt, there are two computers on board each ship that can be used for a nominal fee based on amount of usage. The ships also offer ship wide wireless internet access for guests who bring their own computer.

Please note that shipboard service may be unreliable during certain parts of the journey. The internet connection functions via cellular service or satellite, and there may be times when reception is not possible and/or when the connection is quite slow. For this reason, we recommend only checking and sending email. We do not recommend surfing the Web or downloading large files.

What is the electrical voltage in the stateroom? What kind of converters will I need for my computer/curling iron/camera battery charger?

Electricity on the ships is 220V. Our European ships have the German Schuko safety plug, which has two pins. In China the ships have a 3-pin blade safety plug; if you have an adapter with just the two slanted blades that will work fine. In Southeast Asia the ships use a two pin Euro plug. Some of these plugs are grounded and some are not. For more details and pictures of the plugs, click below. Each stateroom will have one or two 115V razor plugs available, generally in the bathroom.

What is the local currency where we are going? Will I be able to exchange money on board? What forms of payment are accepted on the ship?

Local currency depends on the region where you will be traveling. Most of Europe uses the euro, in Russia it is the ruble, in Ukraine it is the hryvnia, in China it is the renminbi (whose basic unit is the yuan), in Cambodia it is the riel, and in Vietnam it is the đồng, in Thailand it is the baht and in Egypt it is the Egyptian pound. Your ship will be unable to exchange money, so plan on bringing some currency with you and exchanging it for local currency at a bank or currency exchange office, or getting cash as needed at ATMs. If you are planning on using an ATM, you should verify with your bank that your ATM card and PIN will work overseas.

Items you purchase on board, together with any optional excursions you purchase, will be added to your shipboard account. You may settle your account in cash (local money, dollars or euros) or with a credit card (sorry, the ship is unable to accept travelers' checks). You can include gratuities for shipboard personnel to your shipboard account (except in Egypt and Southeast Asia). More detailed information is available in the in the About Your Ship section of our site.

We are considering purchasing the beverage package; it would be useful to know what the by-the-glass beverage prices are?

A typical bar menu from our ships, including a range of cocktails, wines, beers and soft drinks, can be found online. It includes details about what is covered by our beverage package and the beverage package order form, which gives package prices. Water, tea and coffee are included with meals, and many ships have a 24-hour coffee station or in-room coffeemaker (China). Bottled water is supplied daily in your stateroom. You may purchase a beverage package before your trip or on board.

Will we be able to have laundry done on board? What are the prices?

Laundry service is available on board; unfortunately clothes cannot be dry cleaned. Typical lists of laundry charges are available at on our website. Please note that prices are subject to change.

Can you accommodate my dietary needs?

In most cases we can. Every meal has vegetarian options on the menu, and our chefs are able to prepare low-salt or gluten-free cuisine. Guests requiring special diets such as diabetic or low-cholesterol meals must alert Viking Cruises one month prior to departure and inform the Maître d' when on board. The chefs will make reasonable efforts to accommodate these requests.

Are the staterooms on the ship air-conditioned?

Yes.

Are the ships nonsmoking? Are there smoking areas?

All Viking ship interiors and staterooms are nonsmoking. Each ship has an outdoor smoking area.

Will there be a hair dryer in my stateroom or should I bring one? What about shampoo, etc.?

Your ship has hair dryers for guest use. Most staterooms are equipped with a hair dryer; if there isn't one in your stateroom, you can request one at reception and it will be provided to you. Your stateroom amenities include shower gel, shampoo, body lotion, shower cap and vanity kit.

Are there refrigerators in individual staterooms?

In Europe, the Viking Longships, Viking Legend and Viking Prestige have individual refrigerators in most staterooms, as do all of our refurbished Russia and Ukraine ships and suites on Viking Emerald in China. Staterooms on the Egypt ships have a small refrigerator/mini-bar. For other ships, if you would like something (such as medications) kept refrigerated, please inform staff at Reception and we will take care of it for you.

Is there fitness equipment on board?

Most Viking ships do not have fitness equipment; there is a gym and sauna aboard Viking Emerald and a few of our European vessels have exercycles. Our guests enjoy getting their exercise during each day's shore excursions. Some ships feature walk-around promenade decks, so guests can take a stroll or "power walk."

Will the ship be able to accommodate a disabled passenger? What about the shore excursions?

Viking River Cruises welcomes disabled guests but wishes all guests to understand that challenges will exist on board and during shore excursions. Some ships have elevators and some do not; some ships have split-level decks and/or significant thresholds that could make movement difficult. Shore excursions may require movement over cobblestones or up and down stairs; accordingly, a physically challenged guest will require the services of a responsible adult since crew availability is severely limited in most circumstances. Motorized scooters are not typically suited on international cruises and cannot be accommodated.

Guests who have any medical, physical or other special needs should check the fleet information on our website to gain an understanding of the layout of any particular ship, and should contact Viking River Cruises, Inc., at 1-877-668-4546 (1-877-66VIKING) directly with additional questions and to obtain a copy of our Policy Statement.

I would like to read up a little on the area in which we will be traveling. Can you recommend any books for me?

We offer recommended reading lists for each of our itineraries. To access the list for an itinerary you are viewing, go to the Recommended Reading section of our website. You will be taken to a customized reading list for that particular itinerary.

When will we receive our final documents?

Travel documents or itinerary details will be issued approximately 3 weeks prior to departure. If you need to receive your documents sooner, we can accommodate you for a \$25 early processing fee. If you will be away from home or need your documents sent to a different location for any reason, please be sure that we know where to send them.