

How do I know which ship I am traveling on?

Your booking displays your ship and stateroom category. You can also view this information, together with all the details of your trip, in the secure Manage My Trip area of this website; log in with your booking number to see all the details of your journey.

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

This information is available on the Docking Locations page, which lists most embarkation and disembarkation cities. Your preliminary itinerary document gives you more information about cities along the way and approximate times of arrival and departure.

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

If you are traveling on a Viking Longship, your stateroom will have 110V electricity with North American-style plugs in the bathroom, near the desk and next to the bed. Other European ships have 220V electricity, and have the German Schuko safety plug, which has two pins. In China the ships have a 3-pin blade safety plug; an adapter with just the two slanted blades will work fine. In Southeast Asia the ships use a two pin-Euro plug. Some of these plugs are grounded and some are not. Each stateroom will have one or two 115V razor plugs available, generally in the bathroom. See the chart online for more details and pictures of the plugs.

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 and laptops in Europe that guests may use free of 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.

Please note that shipboard service may be unreliable during certain parts of the journey. The internet connection functions via cellular service or satellite downlink, 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 downloading large files or watching video online.

Are there elevators on board?

Many ships, including the Viking Longships, the Portugal ships, the Russia and Ukraine ships and Viking Emerald in China, do have elevators. Check the online information for your specific ship to be sure.

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—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

We are considering purchasing the Silver Spirits beverage package. What is included with our cruise, what does the beverage package provide, and what are the by-the-glass beverage prices?

Water, tea, coffee, soft drinks, house wines and beers are included with onboard lunches and dinners; water, coffee and tea are always available in the lobby and bottled water is supplied in your stateroom. Silver Spirits provides upgraded wines and beers, bar beverages all day during the hours the bar is open. For your convenience, you will find a typical bar menu from our ships online, including a range of cocktails, wines, beers and soft drinks, and details about what is covered by the Silver Spirits package (together with the order form, which gives package prices). You may purchase a beverage package before your trip or on board.

I would like to stay in touch with family, friends and associates back home. What do you recommend?

A list of ship phone numbers can be found on our website. You can provide the phone number for your ship to your contacts for use 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.

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 but a few countries do not; 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, in Vietnam it is the đồng, in Thailand it is the baht and in Myanmar it is the Burmese kyat. 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 charged 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 add gratuities for shipboard personnel to your shipboard account (except in Egypt and Southeast Asia).

We will be celebrating a special occasion on our cruise. Can you help us make it festive?

People frequently celebrate birthdays, anniversaries and other special occasions aboard. We are honored to be part of your special day and would be happy to deliver a cake to your dinner table. You can also order a bottle of champagne or other gift to be delivered to your stateroom. You should let us know at least 30 days in advance of the date and occasion, and when you come aboard you can speak with Reception or the Maître d' as well.

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 on our website. Please note that prices are subject to change.

Are there irons and ironing boards in the staterooms?

No, these could create a fire hazard. Clothing can be pressed for you, or you can bring a portable travel steamer

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.

Once we have unpacked in our stateroom, where do we store our luggage?

Most staterooms have ample space under the bed for your luggage; the space under the bed is about 15 inches, which can easily accommodate most full-sized suitcases laid flat. In the event your stateroom does not have space under the bed, you will be able to store your luggage elsewhere on your deck.

We need twin beds.

Most staterooms have beds that can be set up as either queen-size or twin beds. Please inform us of your bed configuration preference so we can make sure your stateroom is set up properly when you arrive.

Are the staterooms on the ship air-conditioned?

Yes.

Are the ships nonsmoking? Are there smoking areas?

All Viking ship interiors, staterooms and verandas are nonsmoking. Each ship has an outdoor smoking area, generally on the sun deck.

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. The vast majority of 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; other items are available at Reception or the lobby shop.

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 a walk-around promenade deck, 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.