

**Magnificent Mekong
Hanoi to Ho Chi Minh City**

*Thank you for booking with Viking.
We've provided this document to help answer questions you may
have regarding ship facilities,
life on board, electrical outlets and converters, and more.*

***This information is current as of
July 17, 2014***

*Note: This document does not include ship and transfer company
contact information or hotel information that is subject to
change and frequent updates. You will receive final, up-to-date
and complete information approximately 3 weeks before you
cruise that will include your ship and transfer contact
information and hotel details. Please be sure to review your final
documents for this information.*

Itineraries and tipping guidelines are subject to change. Optional tour pricing is
subject to change; please check when you arrive on board for current prices.

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NOTE: Every effort has been made to ensure that the information in this booklet is correct and up to date. Viking cannot be held responsible for any damages or losses resulting from errors or omissions. Schedules and activities are subject to change depending upon river water levels, port accessibility and weather conditions; unforeseen river conditions or other circumstances could lengthen or shorten the amount of time you have in any given port. Due to weather conditions, holidays and museum/site closures, we may not be able to follow this sequence and the included features may vary. When possible, we will notify you of changes to your itinerary prior to departure; when not possible, your Tour Escort will advise you of changes. Costs listed in this booklet for optional tours are approximate; actual costs will be quoted on site. We appreciate your understanding if changes to the listed itinerary need to be made.

Travel Documents

Passports are required for all international travel. Please remember to obtain all required travel documents prior to departure and check your documentation carefully to avoid incurring costs associated with delays, losses or obtaining the necessary documents while traveling.

- When traveling abroad, your passport must be valid for at least six months following your visit.
- If you are a U.S. citizen, a **double-entry** Vietnam visa is required along with a single-entry Cambodia visa for this itinerary.
- Non-U.S. citizens, please check your consulate for visa information. NOTE: Canadian citizens and all other non-U.S. citizens (including holders of a 'green card' or other work or residency permit) may need visas for this itinerary. Please check with the embassy or consulate of the country or countries that you will visit.
- Each country, and in many cases, each embassy or consulate, sets its own policies with regard to the issuance of visas. Please allow ample time for visa processing.

Note: Viking River Cruises is not responsible for obtaining required visas nor for advising guests of passport, visa or other immigration requirements. No refunds can be given for unused portions of your cruise or hotel stay which result from delays or disruptions due to missing or incomplete travel documents.

- Viking recommends that you make copies of your passport's picture page, any visas you may need, any medication prescriptions, your credit cards and your driver's license, and that you keep these separate from your original documents. This precaution will make it easier to take the necessary steps in case of loss or theft.
- Upon check-in on board, you will be asked to present your passport to register. As a rule, you will have it returned to you after a few hours. In some countries, you may be asked to leave your passport at the front desk of

the ship for the duration of your cruise, so that authorities may have access to them at any time when they board the ship for routine controls. Should you have any concerns about this procedure, please do not hesitate to address them with your Hotel Manager or Tour Escort.

Air Travel

Check your air details for accuracy including travel dates and times, first and last names, and gateway cities. If your middle name appears on your passport, it is required by the airline for international travel. Please call as soon as possible if there are any discrepancies, so you will not experience difficulties during your trip. If your air has been booked through Viking, you may reach us at 1-877-523-0580.

We suggest you contact your airline 72 hours prior to your scheduled departure to reconfirm your outbound and return flights. Viking River Cruises is not responsible for notifying guests of changes. Please also verify proper check-in time. Many airlines now provide the possibility of managing your flights online. We suggest that you use this convenient option wherever possible.

If you have air travel booked through Viking, you can go online to vrc.com/myflights and click on LINKS TO VIKING PREFERRED AIRLINES. Click on the airline you are booked with to bring up that airline's booking management page.

Verify all checked baggage and carry-on restrictions with your airline. You may find applicable fee schedules using this link—vrc.com/luggage—but you should check with your airline to make sure you have the latest information.

If you have an air travel emergency and you have travel insurance, please contact your provider. In case you do not have travel insurance, please call 1-877 523 0576 to reach us.

In the unfortunate event that your luggage is damaged or does not arrive with you, file a report with the airline before you leave the baggage claim area. Contact the transfer staff to advise them of your delay by sending one person out to greet them or call the transfer company.

Intra-Asia Flights

Air Tickets & Seating. Your intra-Asia air tickets will be issued in Asia and provided to you prior to your flights. On intra-Asia flights seat assignments are done by the airlines' computers. Therefore, it is possible that you may not be seated with your traveling companion, even if you have the same surname.

Baggage Allowance. Viking River Cruises monitors luggage restrictions for intra-Asia flights and luggage allowance is very limited and strictly enforced. On intra-Asia flights, a guest may carry on one piece only; with dimensions not to exceed 9 x 14 x 22 inches (23 x 36 x 56 cm) and the total weight not to exceed 15 pounds (7 kg). You are permitted one checked bag; L + W + H dimensions cannot exceed 62 in. (158 cm). Total baggage weight cannot exceed 44 lbs (20 kg). Items in excess of restrictions must be checked and will incur charges of up to \$5 US per kg based on weight and distance traveled.

Liquid-form materials are not permitted in carry-on luggage.

On intra-Asia flights, it is currently recommended to lock checked luggage. Therefore, we suggest you bring a luggage lock for each bag you will be checking.

Airport Security Alert: Please also be aware that heightened security measures may be in effect, resulting in longer lines and strict adherence to security measures. Your Tour Escort will advise you about specific carry-on baggage security restrictions in effect for intra-Asia flights during your visit.

Health and Well-Being

The benefits of complete health and travel insurance always outweigh their cost. Make sure you are informed about the coverage of your health and travel insurance and take out additional insurance if needed.

Please make sure to provide relatives, neighbors or friends with emergency contact information. Also, please supply Viking River Cruises with needed emergency contacts before you travel. They should attempt to reach you directly by contacting the ship or hotel. The ship's phone and fax systems operate on mobile and satellite systems and may not get good reception throughout the trip. If unsuccessful, your family/friends can call the Viking River Cruises toll-free number (1-877-668-4546) during our normal business hours (M-F 5:00 a.m.–9:00 p.m.; Sat 6:00 a.m.–4:00 p.m. and Sun 7:00 a.m.–4:00 p.m. All times are Pacific Time).

Check to ensure that you have provided Viking with your own emergency contact information on your Passenger Information Form (PIF).

Bring copies of all your important insurance documents, emergency contact information, prescriptions, medical records and information about allergies. All needed medications, including prescriptions, in their original, labeled containers should be kept in your carry-on luggage rather than in your checked baggage. Please check the Transportation Security Administration (TSA) website for carry-on restrictions: <http://www.tsa.gov/traveler-information>

Viking's tours and cruises can at times be physically demanding. Certain sights and monuments may only be accessible on foot and even getting on and off the ship frequently may include stairs or inclines. As a result, *this itinerary may not be appropriate for guests with certain medical conditions or physical restrictions.*

Elevators and/or chairlifts are not available. Some ships have split-level decks and/or significant thresholds that could make movement difficult. Guests are not permitted to use motorized scooters and wheelchairs on board. Shore excursions may require movement over cobblestones, unpaved roads 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. If you have any questions or concerns, please call us at 1-877-668-4546 and ask for our special needs policy statement.

Each ship is equipped with one or more hand sanitizer dispensers. It is not unusual for people traveling in contained spaces such as airplanes, motor coaches and ships, to be more susceptible to easily transmitted illnesses. The best precaution is frequent washing and disinfecting of the hands. We encourage you to use the dispensers often, and to carry additional small bottles of hand sanitizer for travel away from the ship.

Drink water frequently to prevent dehydration.

Walking tours are often on uneven ground or cobblestones and may include stairs and inclines. Some activities will require agility, for example, when a docking facility may not be available or when a tour includes getting in and out of a small wooden sampan. In order to help you prepare for your trip and pace yourself during your cruise, we have graded all of the walking tours (as well as the walking portions of combined coach/walking tours) in this booklet using three tiers:

- Level 1 (marked with a ①): Gentle stroll for even the most occasional walker. The terrain is flat and easy. The walk (including occasional stops) is normally not longer than 1 hour.
- Level 2 (marked with a ②): A slightly more challenging walk. This walk requires a moderate level of physical fitness, and it may include occasional stairs. Tour length (including occasional stops) ranges from 1 to 1.5 hours.
- Level 3 (marked with a ③): Robust walk. You need to be a fairly regular walker; the route includes steps

and/ or inclines. Tour length (including occasional stops) varies from 1.5 to 2 hours.

Please bear in mind that these are broad guidelines only, designed to assist you in anticipating the day's activity level. Do not hesitate to discuss the excursions in more detail with your Tour Escort.

If you require a special diet such as vegetarian, low-salt, diabetic or low-cholesterol meals, we trust you have already alerted Viking. If you haven't done so, please contact us immediately. We ask that you alert Viking River Cruises one month prior to departure. While on board, please inform your Maitre d'. Your chefs will make every reasonable effort to accommodate these requests.

A useful resource on questions of health and well-being while traveling is the so-called Yellow Book, issued by the Centers for Disease Control and Prevention. You can order or download a copy at: wwwnc.cdc.gov/travel/page/yellowbook-home-2014

Money Matters

Foreign currencies: Vietnam uses the đồng, Cambodia uses the riel, and Thailand uses the baht. Current exchange rates are available in the financial sections of newspapers or online, at <http://www.xe.com>

ATMs: ATMs may be conveniently located in Asia's large cities (and non-existent in smaller cities along the river), but your itinerary may not allow you sufficient time to locate one. When available, ATMs dispense local currency for internationally accepted ATM cards and/or credit cards, and have a service fee of approximately 3%. Should you wish to use ATM machines, confirm with your bank prior to departure that your ATM/credit card and PIN number will work abroad.

Unfortunately, your ship will not be able to change money for you or accept travelers checks for payment of your shipboard account. You may be able to change cash or travelers checks at some hotels, most banks and exchange bureaus for a fee.

MasterCard or Visa cards are accepted in all countries in major shops, restaurants and hotels as well as to settle your shipboard account. Notify your credit card companies that you will be traveling abroad to avoid inconvenient "holds" on your account should they assume suspicious activity.

Most shops and restaurants will generally accept credit cards and cash. Travelers checks are not as widely accepted. For incidentals and small vendors, we recommend getting some local currency.

Currency Aboard Ship & Your Onboard Account: The onboard currency is in U.S. dollars. All onboard purchases are billed with a guest check and added to your personal shipboard account. At the end of your trip, you may pay in cash or by credit card. If you pay cash in a foreign currency, the cash amount will be converted into U.S. dollars by the current exchange rate. The ship cannot accept traveler's checks for payment of your shipboard account. Please review your shipboard bill upon

checkout so that we can more easily assist you with any questions you may have.

Value Added Tax (VAT): Many countries have a national “sales” tax (called VAT) that is levied on most goods and services. In some cases and with the proper documentation from the point of purchase, it is possible to have a portion of this tax refunded to you on items taken out of a country in unused condition. Depending upon flight schedules and timing, it may be possible to receive a refund by applying at the airport kiosk before departure.

Many countries have laws against the purchase/export of certain items, including antiquities, cultural property and certain animal products. Additionally, U.S. laws prohibit the import of certain items. To assist with customs requirements upon your return home, we suggest that you keep purchase receipts as well as a log of purchases made while traveling. You can review current duty-free limits as well as restrictions at <http://www.cbp.gov/xp/cgov/travel/>

Items not included in your cruise fare: Imported alcoholic beverages, tips, laundry, phone calls and other items of a personal nature.

From the Tour Escort and Hotel Manager to restaurant servers and housekeeping, Viking’s onboard staff are 100% dedicated to serving our guests. Tipping on board is at your discretion.

We suggest a gratuity of \$ 10 USD per guest, per day which is distributed among the ship’s staff. This is payable by cash, Visa or Mastercard. We suggest a gratuity of \$10 USD per guest, per day for the Viking River Cruises Tour Escort, which is payable by cash only.

Additional tipping is at the guest’s discretion. You can use these guidelines for other service providers:

- Local Guides – \$2 per person, per day
- Drivers – \$ 1 per person, per day

For local guides and drivers we recommend tipping at the end of each tour in cash. For your convenience you have the option of a voluntary contribution to these tips in a lump sum for local service providers at the beginning of your trip. If you would like to participate in this one-time contribution, you may consider a donation of \$50 USD that will be distributed between local guides and drivers that serve you on your itinerary. At the end of your trip your Tour Escort will provide an account of how the collective contributions were distributed.

Most restaurants in the countries through which you will travel include service in their prices. It is customary to round up generously for good service, but standard gratuities are neither recommended nor expected.

Packing Tips

If you are traveling with a companion, pack ‘half-and-half’ so that in the unfortunate case one of your suitcases is delayed, neither one of you is completely without bare necessities.

Clearly mark your bags. Many bags look alike. A luggage tag in a bright color or a ribbon will make identification while traveling easier.

Again: do not pack medication in your checked luggage.

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, in any season. Your ship has umbrellas you may use. For your stay before and after the cruise, 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.

Visitors are asked to consider dressing respectfully when visiting places of worship and other religious sites where you may be denied entry if wearing clothing considered inappropriate or too revealing. Your Tour Escort can assist you with any questions.

Bring:

- Comfortable walking shoes
- Dressier shoes
- Collapsible umbrella/lightweight rain gear
- Lightweight jacket/warm sweater/sweatshirt
- Sunglasses, sun hat or visor, and sunscreen
- Toiletries (including medical remedies)
- Warm coat, gloves and water-resistant footwear (for cooler months)

Pack in your carry-on baggage:

- Eyeglasses, contacts, contact lens solution
- Important papers and travel documents
- Camera gear, extra memory cards, extra batteries
- Valuables

Travel Essentials:

- Electric converter/adaptor for North American appliances (220V) (*recommended*)
- Travel alarm clock, travel flashlight, binoculars
- Several small bottles of hand sanitizer, antibacterial wipes
- Small calculator for foreign exchange calculations
- Travel journal/notepad and/or reading material
- Small, basic sewing kit/extra buttons (pack scissors in checked bags)
- Address list or pre-addressed labels for sending postcards

Useful Information

Telephone

- From North America, you must dial 011 plus the country code, the area code, and the number you are calling.
- In country, dial zero, the area code and the number you are calling.
- Within the area code, dial the number you are calling only.
- Calling from one country to another in Asia dial the international access code (usually 00), the country code, the area code, and the number you are calling.
- Most mobile phones allow you to place a “+” before the country code, area code and number you are calling and it will automatically connect, regardless of the country or city you are in.

Following is a list of useful country and area codes:

- Vietnam country code: 0084
 - Ho Chi Minh City code: 8
- Cambodia country code: 00855
 - Siem Reap city code: 63

And if you are phoning home use the following codes:

- U.S. country code: 001
- Canada country code: 001
- U.K. country code: 0044
- Australia code: 0061

**Please note all international phone numbers in this booklet contain a country code which should be omitted when calling from within the same country.*

Time Difference

Vietnam and Cambodia are 12 hours ahead of Eastern Standard Time. This may vary by one hour during certain times of the year, depending upon when each country begins and ends Daylight Saving Time.

Weather

You can access live weather reports at:

<http://www.cnn.com/weather>.

The tables below may be consulted while preparing for your trip.

Note: below numbers are averages and serve as an indication only.

Average Temperature (°F)

Hanoi	Jan	Feb	Mar	June	July
	66/58	67/60	72/65	90/80	90/80

	Aug	Sept	Oct	Nov	Dec
	89/80	88/78	82/73	76/66	70/57

Phnom Penh	Jan	Feb	Mar	June	July
	88/71	91/72	93/74	91/76	90/76

	Aug	Sept	Oct	Nov	Dec
	90/76	88/76	87/76	86/74	86/71

Ho Chi Minh City	Jan	Feb	Mar	June	July
	88/72	90/73	92/76	89/77	89/77

	Aug	Sept	Oct	Nov	Dec
	88/77	88/76	87/76	87/74	87/72

Average Rainfall (inches)

Hanoi

Jan	Feb	Mar	Jun	Jul	Aug	Sept	Oct	Nov	Dec
0.7	1.0	1.8	9.4	11.6	12.2	10.1	5.0	1.8	0.9

Phnom Penh

Jan	Feb	Mar	Jun	Jul	Aug	Sept	Oct	Nov	Dec
0.3	0.4	1.4	5.8	6.0	6.1	8.9	9.9	5.5	1.7

Ho Chi Minh City

Jan	Feb	Mar	Jun	Jul	Aug	Sept	Oct	Nov	Dec
0.6	0.1	0.4	12.2	11.6	10.7	13.5	10.3	4.7	1.8

Conversion Charts

Temperature

°C	°F
0	32
10	50
15	59
20	68
25	77
30	86
35	95
40	104

Distance

Kilometer	Mile
1	0.62
10	6.2
25	15.5
50	31
75	46.6
100	62
125	77.6
150	93.2

Length

Meter	Feet
1	3.3
50	164
100	328

Weight

Kilo	lbs
1	2.2
5	11
10	22

cm	inch
1	0.39
10	3.93
50	19.69

Gram	Ounce
100	3.5
500	17.6
1000	35.3

Volume

Liter	Gallon
1	0.26
5	1.3
10	2.6

Area

Hectare	Acre
1	2.47
50	123.5
100	247

Your Trip from A to Z

Adapters

Most electronic devices have chargers that can accommodate different electrical currents, so you are not likely to need current converters (exceptions tend to be curling irons and other appliances that produce heat). You should bring one or two adapter plugs, which can be obtained at any electronics or travel store.

Air Conditioning

Your ship, the motor coaches used for shore excursions and the hotels you may be staying in are all air- conditioned, but certain restaurants, historical structures, museums and other buildings you may visit may not be.

Business Hours of Shops & Public Buildings

While many Asian countries have liberalized their laws governing the business hours of shops, post offices, banks etc., most shops and all public buildings and banks are closed on Saturday and Sunday, with the exception of stores located in heavily visited areas, museums and railway stations. In addition, many businesses in smaller towns have a midday break of one or two hours.

Coaches

Motor coaches used for transportation during shore excursions are rarely more than a few years old. The transfer between the ship and Siem Reap is 4 hours; stops will be made along the way for your comfort. Distance drives are rarely more than one hour to two hours, while most driving is interrupted by frequent stops, as is usual on sightseeing tours.

Dress Code

Dress aboard and ashore is casual; we suggest you dress comfortably and bring sturdy walking shoes for sightseeing excursions. Dinner attire is “evening casual,” and the Captain’s Dinner is dressy but not formal. Visitors are asked to consider dressing respectfully when visiting places of worship and other religious sites where you may be denied entry if wearing

clothing considered inappropriate or too revealing. Your Tour Escort can assist you with any questions

Electricity

Onboard electrical current is 220V/**230V**. Some of our vessels have one or more 115 V sockets. See also: Adapters

Emergencies

While our vessels do not have physicians on board, a number of each ship's officers undergo mandatory CPR and First Aid training. The front desk has an index of physicians and hospitals along the cruise route. These providers routinely speak English. Should you require additional assistance or help translating when visiting a physician or a hospital, the ship will assign a staff member to accompany you.

Food & Drink

Breakfast, lunch and dinner are served in the ship's restaurant. Alternatively, you may have breakfast or lunch in the casual atmosphere of the lounge, or take a plate up to the sundeck. Seating is open—no table reservations are accepted. Room service is not available.

While meal times may vary depending upon shore excursions and sailing schedules, they are generally as follows:

Breakfast: 7:00 a.m. – 9:00 a.m.

Lunch: 12:00 p.m.

Dinner: 7:00 p.m. – 9:00pm

Hot coffee and tea from the coffee station, as well as bottled water in your stateroom are complimentary throughout your voyage. Soft drinks, wine and beer are complimentary during meal times; a charge applies outside of these hours.

We encourage you to bring local wines on board. Our Restaurant Manager is happy to open your bottle – no corkage fees are charged.

Food & Water Safety in Southeast Asia

Food in Vietnam & Cambodia. You are reserved at the finest hotels and ships in Southeast Asia and you can feel confident

about food and drink included with your itinerary. We recommend that you exercise caution when eating on your own, especially if you purchase food from street vendors. Dairy products, as well as meat and fish that has not been thoroughly cooked, are not recommended. You can rely on the advice of your Tour Escort or local guide during your tour.

For your health, use bottled/purified water **only** when drinking, brushing your teeth or shaving. Drink tap water only if it is clearly marked potable/drinkable. Bottled water is used for cooking and food preparation aboard. Off the ship, never accept ice in drinks and avoid ice cream, crushed sugar cane, salads and fruit. Complimentary bottled water is available aboard your ship and placed in the stateroom each day. Additional bottles are available on request.

Hair Dryer

All staterooms on our ships have hair dryers for your use, as do the hotels you may be staying in. In the rare event you do not find a hair dryer in your hotel room, you can obtain one at the front desk.

Internet

All of our ships offer complimentary internet access. You may use your own laptop or the ship's computer. Wi-Fi internet access is available when docked in Phnom Penh. The internet connection functions via cellular service or satellite, and there may be times when reception is not possible and/or the connection is quite slow. Please ask for assistance and information about service on your cruise at the ship's reception desk.

Laundry Service

Laundry services are available for a fee; we regret that clothes cannot be dry cleaned.

Library

Your ship's library offers a selection of books with a focus on the history, geography, biology and current affairs of the countries through which you travel on your cruise. Through Viking's website, you can also purchase books about your cruise

from our partner, Longitude Books (online at <http://www.longitudebooks.com/>).

Language

On board, your fellow guests, your Tour Escort, key staff and (on shore) tour guides all speak English. In port, you will encounter Vietnamese and Cambodian in numerous local accents and dialects. Bring a small travel dictionary for some key words—your efforts will be greatly appreciated. Most hotel staff have a reasonable command of the English language.

Mail

While some travelers may enjoy shopping for interesting stamps at a local post office, you may choose to hand in your cards or letters at the front desk, with or without stamps. In the latter case, a fee equal to the postage needed will be added to your stateroom account.

Medical Services

See: emergencies

Mooring and Docking Facilities

Occasionally, your view may be blocked, and you may need to pass through other ships when going ashore. Similarly, guests of other vessels may pass through a Viking vessel while docked. In a few locations, docking facilities are limited or nonexistent; in these cases, your ship may drop anchor midstream and you will be tendered ashore in small boats/sampan for shore excursions.

Museum and Site Closures

Public holidays, both local and national, may have an impact on the opening hours of shops, museums and sites. You may learn about these holidays on websites like Wikipedia. Where known holidays prevent us from offering your regular included tour, an alternative will be offered. These instances are noted on our website and in our River Cruise Atlas™.

Nautical Terms & Conventions

When reading descriptions of points of interest along the river, left and right side depend on the direction in which you travel. However, the left bank of a river is *always* the side that appears

on the left when traveling *downriver*. In other words, if you are traveling *upriver*, the left bank will be on your right, and vice versa.

Some other useful terms:

Aft: the rear of a ship

Bow: the front end of a ship

Bridge or wheelhouse: the navigational command center of the vessel

Galley: the ship's kitchen

Port: left side of the ship, when facing forward

Starboard: right side of the ship when facing forward

Stern: the 'tail end' of a ship

Onboard Boutique

There is a small boutique on board with a collection of locally made handicrafts, postcards and stamps.

Optional Excursions

While the featured excursion in each port is included in your cruise fare, we will occasionally offer additional options that you may choose to participate in. These excursions cater to interests not everyone on the ship may share and thus, they allow for individualizing your cruise experience. The approximate prices of these excursions may be found in the itinerary part of this booklet or will be presented to you by your Tour Escort.

Physical Fitness

Our tours and cruises are not physically demanding, however, because of the nature of many of the sites you will be visiting, this tour may not be appropriate for guests with certain medical conditions and physical restrictions. Many locations have no designated docking ports, and a temporary gangplank or small sampan is used for access to land. Walking tours are often on uneven ground or unpaved dirt roads and may also include stairs and steep inclines. If you have concerns or questions, please discuss the nature of your itinerary with your Viking River Cruises Travel Consultant.

Questionnaire

We pride ourselves on providing you with a high standard of excellence in every aspect of your cruise experience. Your comments and suggestions are valuable tools for us to find ways to make your next experience with us even more enjoyable. Our questionnaires will be distributed at the end of the cruise. We kindly ask that you complete both forms and return them to the reception desk prior to disembarkation. Viking also provides cards to gather feedback on local guides after each excursion. You may request these at the reception.

Safes

Please keep all jewelry and valuables in your stateroom safe. Their use is complimentary.

Safety On Board

Your safety and well-being is our foremost concern. On the first or second day of the cruise, the standard safety procedures, including evacuation scenarios and life vest use will be explained to you. Viking's vessels all must adhere to strict safety standards and regulations. Nautical authorities can and do board the ship for unannounced safety inspections, and all our captains must adhere to strict regulations, including those governing working hours. In many cases, a relief captain will be on board to assist the captain and the first officer.

Shore Excursions

Daily shore excursions allow you to explore the sights, sounds, scents and flavors of each port we visit. Each port features at least one included program, and where possible, we offer you the opportunity to explore a city or town in a variety of different ways. You may want to take it easy one day, or spend more time on shopping or independent exploring. At other times, you may want to extend your guided tour a little further. Viking offers a number of these alternatives in selected ports.

Smoking

Smoking is allowed on parts of the sun deck. In the interest of safety and your fellow passengers, smoking is not allowed indoors or on stateroom balconies. In addition, we may ask that

you refrain from smoking in certain areas that experience high passenger traffic.

Special Occasions On Board

At Viking, we enjoy celebrating every day of your vacation with you. Should you have a special occasion like a birthday or an anniversary that you want to acknowledge, we generally ask you to notify us in advance. In case you have not done so, feel free to inquire with your Tour Escort or Hotel Manager, who will do their best to accommodate your wishes.

Stateroom Amenities

Note that cabins do not have mini bars, televisions or phones. All have air conditioning, a mini safe and writing desk. Upper and main deck cabins have personal deck space with rattan chairs and a table outside of your room. Should you need anything else for a comfortable stay, do not hesitate to contact the front desk.

Sun Deck Access

Weather permitting, the ship's sun deck is its most popular area when the ship is sailing. During passage through locks or under low bridges, it may be necessary to close the sun deck for passenger use. We invite you to use the other outdoor areas during these times. In the interests of safety, sun deck closures are rigidly enforced.

Viking Service Guarantee

It is our hope that you find your cruise to be enjoyable from the very beginning. However, should you be dissatisfied with our service upon first check-in (hotel or aboard ship) including food, personnel or shore excursions, you must notify us within 24 hours of the start of your cruisetour. If your first check-in is aboard ship, notify your Tour Escort; if you are in a hotel, contact YOUR Viking Host. We then have 24 hours to correct the situation. In the unlikely case that a solution is not possible, you can then depart as soon as possible and we will refund 100% of your cruise price. We can assist with any reservations to leave, but costs for your return trip and/or alternate travel plans are your responsibility.

Visitors

For security reasons, only manifested passengers are allowed on board. We regret that we cannot host visitors.

Water Levels

Water levels on the Mekong and Tonle Sap Rivers vary considerably throughout the year, and occasionally, adjustments in your itinerary may result. Please rest assured that Viking does its utmost to maintain its published itinerary. In every consideration, your safety and well-being are paramount.

Wheelhouse

During your cruise, a visit to the wheelhouse is normally scheduled. At this time, you can ask your captain any questions you may have, and have a chance to observe him at work. We ask that you do not enter the wheelhouse outside of these tours, unless explicitly invited by the captain or first officer.

Hanoi Arrival Transfer Information

Included Transfers. If we have arranged your transfers, collect your baggage and proceed through customs to where a Viking River Cruises representative will be waiting. Be sure to wear your Viking sticker enclosed with your pre-trip materials so that you will be recognized by transfer staff. They will be wearing a red polo shirt or jacket with a Viking River Cruises logo. Sometimes, your transfer will wait for people arriving on other flights. The wait time for these guests is rarely more than 30 minutes, but could be up to one hour.

If your flight is delayed or if you miss your connecting flight, call the transfer company directly with your new flight details. They will make every effort to meet you when you arrive. If you are not met due to a delayed or missed flight, follow the instructions for *On Your Own Transfers* (below). Retain any receipts for taxis or other transportation in case you need to make a claim with the airline or your travel insurance.

Hotel Location & Taxi Information

On Your Own Transfers. If Viking River Cruises is not providing your transfers, or you miss your transfers for some reason, proceed directly to your hotel. The taxi ride is about 45 minutes, depending on traffic. Cost will be approximately \$15. Taxi drivers will accept US currency for payment.

There will be some private taxi drivers looking for guests in the waiting area; we do not recommend that you use their services. In addition, we do not recommend that you take a bus or other form of public transportation, since you will not be taken directly to the hotel and there are no English-language announcements.

Your Ha Long Bay Pre-Cruisetour Extension Itinerary

If you are taking the Ha Long Bay pre-cruisetour extension, your itinerary follows.

Depart

Leave on your flight to Hanoi. Please refer to your individual air itinerary for exact departure and arrival times.

Day 1 Hanoi & Ha Long Bay, Vietnam

Included Transfers. If Viking River Cruises arranged your transfer, you will be greeted at the airport in Hanoi. Collect your baggage and proceed through customs. A Viking representative will be waiting outside of baggage claim/customs to transfer you to your hotel, the deluxe Sofitel Metropole (or similar). Luggage carts are available free of charge at all arrival areas in the airport.

Hanoi at Leisure. Spend your evening relaxing after you settle in or exploring Hanoi on your own.

Day 2 Ha Long Bay

Transfer to Ha Long Bay & Included Tour ②. Check out of your hotel after breakfast and ride through the rich farmlands of the Red River Delta on your way to Ha Long Bay. Take in views of daily Vietnamese village life; see people working in the terraced rice fields, water buffalo dotting the landscape and lush, green scenery everywhere.

Arrive in Ha Long Bay and board a charming traditional wooden junk for cruising through the bay. Lunch will be served while your guide discusses the bay's features, history and ecosystem, as well as the legends that surround the various rock formations, islets, caves and grottoes you encounter. Names such as Stone Dog, Incense Burner and Fighting Cock bring the natural beauty of the bay to life. At the core of the islets, visit Heavenly Residence Grotto and Driftwood Grotto. Disembark at Ha Long Pier late this afternoon and check in to the elegant Novotel Ha Long Bay for a 1-night stay.

Included Meals: Breakfast, Lunch

Day 3 Ha Long Bay & Hanoi

Transfer to Hanoi. Awaken to the spectacular Ha Long Bay seascape—perhaps take a walk along the shore in the early-morning mist. After breakfast, transfer back to Hanoi to check in to your hotel. Other cruisetour guests will be joining you there; tomorrow will be Day 2 of your main itinerary.

Included Meals: Breakfast

Your Magnificent Mekong Itinerary

Depart

Leave on your flight to Hanoi. Please refer to your individual air itinerary for exact departure and arrival times.

Day 1 Hanoi, Vietnam

Arrival in Hanoi. If Viking River Cruises arranged your transfer, you will be greeted at the airport and transferred to your hotel, the Sofitel Metropole (or similar). Spend the evening relaxing after you settle in, or spend some time exploring the city. Dinner is on your own.

Day 2 Hanoi

Included Hanoi City Tour ①. After breakfast, embark on a tour of Vietnam's thousand-year-old capital city. Visit the Museum of Ethnology which brings to life the astonishing ethnic diversity in Vietnam, with art and artifacts from the 54 different ethnic groups that inhabit the country. Then continue on to tour the notorious "Hanoi Hilton," a facility where American POWs were held captive during the Vietnam War.

In the afternoon, visit the Temple of Literature, a peaceful series of walled courtyards and graceful gateways that exemplify traditional Vietnamese architecture. Continue on to the One Pillar Pagoda, an 11th-century monument that was rebuilt after being destroyed by the French in 1954. It is widely regarded as one of Vietnam's most iconic temples. Nearby lies the Ho Chi Minh Memorial Complex, which includes the Ho Chi Minh Mausoleum, museum and the simple stilt house which was the leader's dwelling from 1948 until his final days—all encompassed within a lovely park setting. Venture to Hoan Kiem Lake and Ngoc Son Temple, located in the very heart of Hanoi. Upon an islet in the middle of the lake is the Tortoise Pagoda. En route, pass some colonial landmarks such as the magnificent Opera House and St. Joseph's Cathedral.

Included Meals: Breakfast, Dinner

Day 3 Hanoi & Siem Reap

Hanoi Leisure Time. In the morning, take a leisurely ride by "green" electric through the Old Quarter. Enjoy some free time

before you take a short afternoon flight to Siem Reap in Cambodia. Check in to your hotel, the Sofitel Royal Angkor (or similar), and see a traditional Apsara show during your hotel dinner.

Included Meals: Breakfast, Dinner

Day 4 Angkor Wat & Siem Reap

Included Angkor Wat Excursion ③. Today you will explore the crown jewel of Khmer architecture, the 12th-century temple of Angkor Wat, a UNESCO World Heritage Site. Built for King Suryavarman II, Angkor Wat is the largest, best preserved, and most religiously significant of the Angkor temples. See the delicate artistry, intricate stone carvings and beautifully proportioned layout of this impressive Khmer structure. Enter the central sanctuary and take in the wonderful views of the surrounding countryside.

In the afternoon explore the fortified city of Angkor Thom, which houses several of Angkor's most popular sights enter by the monumental South Gate and visit the Terrace of the Elephants and Terrace of the Leper Kings, both being former locations of ancient public ceremonies adorned with dramatic bas-reliefs. Visit the ruined Baphuon, Royal Enclosure and Phimeanakas before you come to the Mysterious Bayon Temple, known for its giant, smiling stone carved faces and pristine bas-reliefs.

Included Meals: Breakfast, Dinner

Day 5 Siem Reap

Included Taphrom & Banteay Srei Excursion ②. This morning visit the 10th-century Hindu temple of Banteay Srei, dedicated to the deity Shiva and adorned with magnificent carvings of Vishnu and Shiva. Then, journey to temple of Ta Prohm, one of Angkor's most popular structures. The temple has been left largely intact since its discovery—the jungle growth has overtaken much of the ruins, leaving its appearance close to how it was when European explorers first stumbled upon the site. Lunch is on your own.

Return to Siem Reap this afternoon and visit *Les Chantiers-Écoles*, a vocational center that trains 650 apprentices a year in

the traditional crafts of stone sculpture, wood carving and painting. Visit some of Siem Reap's open air markets and mingle with the Cambodian locals before dinner. *Included Meals: Breakfast, Dinner*

Day 6 Kampong Thom & Kampong Cham

Transfer to Kampong Cham & Embarkation ②. After breakfast, visit a local village supported by Viking River Cruises, observe school children at work and find out how you can “adopt” a child to help support their education. Check out of your hotel in Siem Reap and begin your coach transfer to your ship, located in Kampong Cham. En route, stop by the provincial capital of Kampong Thom. As a central hub, it is an important place for fishing and agriculture, while retaining a rich archeological heritage—more than 200 temples are located here. A packed lunch will be provided during your transfer. Arrive in Kampong Cham this afternoon and board your ship. Get settled in your cabin and meet the ship's crew over a welcome cocktail. Dinner will be served on board.

Tonight, a biographical film about Pol Pot, a Cambodian Maoist revolutionary who led the Khmer Rouge from 1963 until his death in 1998, is presented.

Included Meals: Breakfast, Lunch, Dinner

Please note: The cruise portion of your journey along the Mekong River and Tonle Sap area can be greatly affected by seasonal water levels; therefore, itinerary details are subject to change. Please check with your Tour Escort and consult the daily Viking News for the most up-to-date information about daily activities.

Day 7 Kampong Cham

Kampong Cham Excursion ②. This morning, enjoy an excursion to the Twin Holy Mountains Phnom Pros & Phnom Srei. Take a motorcoach ride to see the twin holy mountains and visit the nearby Buddhist temple and garden still used during traditional Khmer festivals. We also visit an orphanage in Kampong Cham which guests can support by buying paintings made by the students if they wish. Return aboard for lunch.

This afternoon the ship will set sail towards a silk weaving village. Take a walk through the village and shop for silk fabrics. Return aboard for dinner. Tonight, *The Killing Fields*, a 1984 Academy Award–winning film starring Sam Waterston, Haing S. Ngor and John Malkovich, is presented on board.

Included Meals: Breakfast, Lunch, Dinner

Day 8 Kampong Trolach & Phnom Penh

Included Kampong Trolach Excursion ②. Early this morning the ship will set sail to Kampong Trolach. This morning’s excursion takes you through a Cambodian village. After, take a short ride to Udon Monastery to receive a blessing by the monks. Then continue to the next village famous for its silversmiths; there you can purchase handcrafted jewelry if you like. Return to the ship in Break Dam (approx. 30 min) for lunch and afternoon cruising back to Phnom Penh.

** Please note during the high-water season this excursion will take place by motorcoach from Phnom Penh.*

Afternoon Leisure Time. Your afternoon is free to explore Phnom Penh’s historic riverfront area, with its restaurants, art galleries and silk shops, or perhaps visit the distinctive Central Market or the “Russian Market” where you can buy jewelry, curios, clothes and souvenirs. You might prefer to visit more of the city’s wats—Wat Langka, Wat Botum, Wat Koh or Wat Ounalom—each with its own special character and purpose. Late this afternoon there will be a presentation aboard on recent Cambodian history by a local expert.

Included Meals: Breakfast, Lunch, Dinner

Day 9 Phnom Penh

Included Phnom Penh City Tour ①. After breakfast, disembark and take a city tour of Phnom Penh on your own private cyclo. Visit the magnificent Royal Palace, built in the 19th century by the French Protectorate but inspired by the centuries-old architecture of the Khmer. In 1863, King Norodom signed the Treaty of Protection with France and the Royal Court was moved from Oudong to the Royal Palace in Phnom Penh. The complex is divided into three main compounds: the Silver Pagoda is on the north side, Khemarin Palace to the south, and the central compound contains the Throne Hall—still used today for

religious and royal ceremonies. Then see the National Museum of Cambodia, which houses treasures of Khmer art and craftsmanship and other artifacts that predate the mighty empire.

Leisure Time or Choeung Ek Excursion ①. After lunch, enjoy the balance of your afternoon exploring the maze of small alleys, markets and busy streets of Phnom Penh or join an excursion to sobering memorial of the Cambodian genocide. Take a bus to the Tuol Sleng Genocide Museum, a former high school turned detention center where thousands of victims of the murderous Khmer Rouge regime were tortured and killed. Continue to the Killing Fields of Choeung Ek, the site where a majority of the prisoners held in Tuol Sleng (S-21) were executed and buried in mass graves. Sit down for dinner this evening and see a folkloric dance performed by Cambodian children—a testament to the resilience of the Cambodian culture.

Included Meals: Breakfast, Lunch, Dinner

Day 10 Mekong River Scenic Cruising/Border crossing

Scenic Cruising. Have breakfast as you sail down the Mekong, one of the world's great rivers, which has sustained civilizations through the centuries. This morning, a lecture about the history and culture of Vietnam is presented by your PDs. After lunch, take a tour of your ship, and admire the colonial character of this hand-finished vessel and enjoy a movie presentation as your ship crosses the border into Vietnam. Take part in a fruit-carving demonstration on the sun deck, or simply relax as you pass by some of the Mekong rice fields—the main staple of Vietnam's present-day cuisine. Arrive in Châu Đốc this evening and remain docked overnight. Tonight, you will see a screening of *The Quiet American*, based on an anti-war novel by British author Graham Greene, first published in United Kingdom in 1955 and in the United States in 1956. It was adapted into a film in 1958 and another in 2002.

Included Meals: Breakfast, Lunch, Dinner

Day 11 Tân Châu

Included Tân Châu Excursion ②. Today you will have a rare glimpse of rural life as it has been lived for ages. Begin your morning with a ride on a traditional rickshaw in Tân Châu. Observe the making of floor mats from sedge and slippers from

uzu. Afterward, visit the floating fish farm by wooden sampan, then take a boat ride to Vinh Hoa, known as “Evergreen Island.” Here you can take a short walk to see various methods of traditional Vietnamese farming and the crafts and other daily activities of local people firsthand.

Scenic Cruising. Return to your ship for lunch and set sail for Sa Dec observing daily life on the river along the way. After dinner aboard see a Cambodian fashion show presented by the crew. Tonight, the French film adaptation of Marguerite Dumas’s novel *l’Amant* (The Lover) is presented.

Included Meals: Breakfast, Lunch, Dinner

Day 12 Sa Dec & Cái Bè

Included Sampan Boat Excursion & Sa Dec City Tour ②. This morning, take an exciting sampan boat ride along the canals and backwaters of the Mekong Delta. During your excursion, get a glimpse of industry in the region with a visit to a brick factory. Stop in Sa Dec to explore the markets and see the home of Mr. Huynh Thuy Le, the protagonist in Marguerite Duras’s beloved autobiographical novel, *l’Amant*.

Included Cái Bè Village Tour ①. Have lunch on board, then join an excursion to the floating markets of Cái Bè where you will see local workers producing rice noodles, coconut candy and a host of other handmade products. Back on board, a Vietnamese traditional music show is performed by local people in Mekong delta. This evening, take part in a Farewell Reception on the sun deck, followed by a Farewell Dinner.

Included Meals: Breakfast, Lunch, Dinner

Day 13 My Tho & Ho Chi Minh City

Disembark & Transfer to Ho Chi Minh City. After breakfast aboard, disembark and bid farewell to your ship as the cruise portion of your trip comes to an end. Transfer by bus from My Tho, a busy river port city, to Ho Chi Minh City, formerly known as Saigon. Upon arrival, take a tour of the Reunification Palace—formerly known as Independence Palace. This was the site of the fall of South Vietnam when tanks stormed its gates on April 30, 1975. It has been restored to its former glory, and the tanks from that day remain on display. See the Central Post

Office, constructed in a Gothic architecture style, and make a short stop and the neo-Romanesque Notre Dame Cathedral. After your tour, check in to your hotel, the Sofitel Plaza Saigon (or similar), for a 2-night stay in the former capital of South Vietnam. Have dinner at a local restaurant.

Included Meals: Breakfast, Dinner

Day 14 Ho Chi Minh City

Included Ho Chi Minh City Tour ①. Have breakfast, and then begin your tour in the historic center of Ho Chi Minh City. Drive along Dong Khoi Street, the main shopping center and heart of old colonial Saigon. Afterward, visit China Town and see classic colonial landmarks such as the ornate City Hall and the Opera House. Also, you will visit a lacquer factory, where the steady hands of these workers create beautiful and artistic wares.

Complete your morning tour at Bến Thành Market, one of the earliest surviving structures in Saigon and considered a symbol of Ho Chi Minh City, thus making it a very popular tourist destination for those seeking handcrafted souvenirs.

Afternoon Leisure Time. After lunch on your own, you are free to explore and shop in the various markets of Ho Chi Minh City. Farewell dinner at a local restaurant.

Included Meals: Breakfast, Dinner

Day 15 Ho Chi Minh City & Depart

Depart. After breakfast, check out of your hotel and we will take you to the airport for your return flight.

Included Meals: Breakfast

Your Bangkok Post-Cruisetour Extension Itinerary

If you are taking the Bangkok post-cruise extension, your itinerary follows.

Day 1 Bangkok, Thailand

Transfer to Bangkok. Following breakfast at your hotel in Ho Chi Minh City, check out and take a short flight to Bangkok, Thailand. Transfer to your centrally located Millennium Hilton (or similar) and get settled in. The rest of your day is yours to enjoy at your leisure. Tour some of the various temples, visit the Chinatown area or shop at the Phahurat Indian Market.

Included meals: Breakfast

Day 2 Bangkok

Included Chao Phraya River Tour. After breakfast join a motorboat tour along the Chao Phraya River. Explore the small canals of Thon Buri—the former capital of Thailand during the reign of King Taksin—located across from Bangkok on the opposite bank of the Chao Phraya River. You are treated to a view of Thai daily life along the riverbanks.

On your return journey, stop for a visit to War Arun, known as the “Temple of Dawn,” with its magnificent central *prang* (Khmer-style tower). Its name comes from the pearly iridescence that appears during the first light of morning. Spend your evening at leisure, perhaps attending a Thai puppet theater show or temple dance performance.

Included Meals: Breakfast

Day 3 Bangkok

Included Grand Palace & Wat Po Tour. Today you will take a tour of Bangkok’s Grand Palace Complex, which includes the Temple of the Emerald Buddha, one of Thailand’s holiest treasures. Built in 1782, during the reign of King Rama I, the Grand Palace has served as the residence for the Kings of Thailand since the 18th century. The solid Jade Buddha has a long history shrouded in legend. See the Royal Funeral Hall and Royal Coronation Hall before you venture through Bangkok’s Chinatown to Wat Po. Known as the Temple of the Reclining

Buddha, Wat Po is the largest and oldest temple in Bangkok. Use the balance of your day at leisure and do some shopping or simply explore the city.

Included Meals: Breakfast

Day 4 Depart

After breakfast, check out of your hotel and we will take you to the airport for your return flight.

Included Meals: Breakfast

IMPORTANT NOTICE

2014PASSENGER TICKET CONTRACT - MEKONG

Terms and Conditions of Carriage

1. Though every effort will be made to ensure that the published itinerary is followed as closely as possible, given uncertain river and other local conditions, all schedules and itineraries may be subject to alterations and delays at short notice.
2. The ship's purser and captain are jointly responsible for passengers' comfort and safety. Passengers must accept their decisions and instructions.
3. Whilst our crew does everything in their power to facilitate landings, access to the ship at certain river stations can be difficult, with steep and sometimes slippery river banks. Elderly passengers should consult their doctor to ensure that they are fit for travel. Wheelchairs are not allowed.
4. In the case of water levels being too high or low or defects to the vessel beyond the control of the company an alternative itinerary will be offered to passengers after consultation between the ship's captain and the company's management, subject to accommodation and meals being maintained on board the vessel unless by prior agreement with the passenger.
5. Should it prove difficult to embark or disembark passengers at the scheduled points, the company is not liable to bear any extra cost of transporting passengers to and from the revised point of embarkation or disembarkation unless passengers or their agents have purchased a complete package tour which includes land services from us. Any reason for changing the points of embarkation or disembarkation can not count as a reason for cancelling this contract.
6. Passengers should seek advice from their doctor regarding relevant inoculations and prophylactics for travel to these countries.
7. Passengers must be fully insured to cover any risk of medical expenses and repatriation (which includes repatriation of remains) and the Company is in no way responsible for such liabilities. Passengers must settle before departure any medical bills incurred whilst on a company ship for doctor's attendance, drugs supplied, and any other medical facilities provided by the company for the passenger.
8. Once a booking has been received through a sales agent or directly from the passenger, a contract exists between the Company and the passenger and these terms and conditions must be adhered to by both parties.
9. Unless otherwise agreed, agents are responsible for the transfer of their passengers to and from the ship on time and in the event of a late arrival the ship is not obliged to delay departure thereby upsetting tight schedules.
10. The company accepts no liability or responsibility for loss or damage to passenger's property whilst on board a company vessel.
11. During the river stops the company provides a guide service in the English language. Foreign language guides must be pre-booked and there may be extra charges for this. Personal guides must be booked at normal rates in passenger accommodation.
12. The company reserves the right to refuse to allow anyone on board if a ticket can not be produced and the company can not guarantee the exact allocation of cabins and deck location which may in the event of extenuating circumstances differ from the cabin number indicated on the ticket.
13. Within the ticket price fuel costs have been calculated on average prices as of the publication of this document. Should fuel prices rise by more than 10% the company will be entitled to impose a fuel supplement equivalent to the amount by which the fuel price exceeds the price allowed for in the contract.
14. It is not permitted to allow any breed of animal on board.
15. Due to the nature of our cruise itineraries, Viking River Cruises does not maintain facilities or services for children aboard river cruise vessels. On all cruises and cruise journeys, minors under the age of 18 must be accompanied and share a stateroom with a parent, legal guardian or other responsible adult over the age of 21. We reserve the right to limit the number of minors under the age of 18 years on board.
16. In the event of a dispute the law of the country in which the vessel is operating will apply.

17. The company reserves the right to change the vessel without notice.
18. Payment terms and cancellation policy is printed on an invoice issued for each booking whether for an individual or for a group. Passengers and their agents must abide by these terms and the company reserves the right to either cancel an existing reservation or to refuse passage in the event that these terms have not been adhered to.
19. In the event that one passenger enters into a commercial or other form of relationship or arrangement with another passenger, the company is no way liable for the obligations of one passenger to another passenger or any claim arising thereof.
20. For cruise departures where occupancy is less than 5 cabins, the company reserves the right to cancel the departure giving all passengers with confirmed bookings 30 days prior notice of this intention. An alternative departure date will be offered subject to availability. If this alternative date is not acceptable to the passenger, any deposits made for the cancelled cruise will be refunded. In the event that a passenger has cancelled and paid cancellation fees and the Company subsequently cancels that departure then any cancellation fees (and deposit) will be refunded in full on the request of the passenger.
21. The company reserves the right to change a cabin allocated without notice and in the event that a passenger is downgraded to a cheaper cabin then the difference in cost between the cabins will be refunded to the passenger or the passenger's agents.
22. Force Majeure: in the case of circumstances beyond normal control, such as war, civil or political unrest, strikes, catastrophes, epidemics or disruption to fuel supplies for the vessel, the Company may cancel the cruise and there will be a full refund of all monies paid by the passenger. In the event of a cruise being cancelled as a result of the above force majeure situations following the commencement of that cruise period then monies will not be refunded.

AIR TRANSPORTATION TERMS & CONDITIONS

International (Warsaw Convention) Notice: If the passenger's journey involves an ultimate destination or stop in a country other than the country of departure, the Warsaw Convention may be applicable and the Convention governs and in most cases limits the liability of carriers for death or personal injury and for loss of or damage to baggage. See also the notices entitled "Advice to International Passengers on Limitation of Liability" and "Notice of Baggage Liability Limitations."

Domestic Notice: Air Transportation to be provided between points in the U.S. (including its overseas territories and possessions) is subject to the individual contract terms (including rules, regulations, tariffs and conditions) of the transporting air carriers, which are herein incorporated by reference and made part of the contract of carriage.

Where this coupon is issued for transportation, or services other than air travel, specific terms and conditions may apply. These terms and conditions may be included in the ticket set or may be obtained from the issuing company or agent. Please make sure you have received the important legal notices entitled "Conditions of Contract," "Notice of Incorporated Terms," "Notice of Baggage Liability Limitations," and "Notice of Overbooking" or the specific terms and conditions relating to non-air transportation or services. If not, contact the nearest office of the company or agent to obtain copies.

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