

**Memories of Mandalay
Bangkok to Mandalay to Yangon**

*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 14, 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 flight arrival/departure time, 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.

Before you go: Introduction

Viking Cruises is proud and pleased to share Myanmar and its people with you. The country has only recently begun to welcome greater number of visitors again and you will find much of it completely unspoiled by modern developments. This booklet contains useful information to help you prepare for your visit and by way of introduction we would like to draw your attention to three important topics covered in the following pages.

Visa Requirements

On Page 4, we point out that travel to Myanmar requires a visa. Immediately after you booked, you received information about Generations Visa, an organization we recommend if you required assistance in obtaining the necessary documents. Please carefully check your passports and visa, read the instructions on Page 3 and do not hesitate to contact Viking if you have any questions or concerns.

Health Matters

Myanmar is a country lacking the medical facilities and infrastructure you are used to. You must be in good health to travel there, and even if you do not have any current medical conditions, we strongly recommend that you consult with your primary care physician before you go. He may advise you to take certain preventative prescription medication to protect you from illness, which is why we recommend that you schedule your visit 4-6 weeks before traveling. See Page 22 of this booklet for further information.

Cultural Considerations

The most important aspects of travel to Myanmar are its residents and their ancient traditions. Your hosts are friendly, welcoming people who enjoy engaging with visitors. They are accustomed to a culture that is very different from ours and you will get the most out of your interaction with locals if you understand and adhere to the prevailing customs. Please see Page 14-15 for a brief explanation of the most important do's and don'ts for visitors to Myanmar.

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 Myanmar visa is required for this itinerary. Please note that you should apply for your visa at a Burmese embassy or consulate abroad before you arrive in Burma. The Myanmar visa-on-arrival program should not be used because it is not intended for tourists seeking tourist visas. If you are a U.S. citizen entering Thailand by air and staying for fewer than 30 days, you do not require a visa for Thailand.
- 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. On intra-Asia flights, a guest may carry on one bag with dimensions not exceeding 17 x 11 x 9 inches (44 x 28 x 23 cm) and weight not exceeding 11 pounds (5 kg). You are permitted one checked bag with a maximum weight of 44 pounds (20 kg). You will be charged from between \$7-\$10 USD for each additional kilogram above the maximum. Checked bag may not exceed 70 pounds (32 kg).

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 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 often require gangplanks over sandy beaches, 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 dispenser. 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 dirt roads and may include stairs and inclines. Getting off the ship often means climbing up dirt embankment. Most villages visited are not paved. 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: Myanmar uses the kyat and Thailand uses the baht. Current exchange rates are available in the financial sections of newspapers or online, at www.xe.com .

In Myanmar U.S. dollars are commonly accepted in major cities such as Yangon and Mandalay but not in the countryside. Please exchange currency for some kyat at the Yangon airport or your hotel in Yangon for the purchase of small items during the cruise outside of Yangon and Mandalay. Do not exchange money on the black market.

In Bangkok, bank run money exchange shops and ATMs are numerous. The rates offered by money exchange shops are competitive but it is best to compare.

ATMs: ATMs may be conveniently located in Asia's large cities, but your itinerary might 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 Yangon, Mandalay and Bangkok in major shops, restaurants and hotels. Notify your credit card companies that you will be traveling abroad to avoid inconvenient "holds" on your account should they assume suspicious activity.

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 travelers 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/wildlife 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 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 of \$30 USD contribution 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.

Myanmar Culture

On your trip, you will get an up-close experience with the people of Myanmar and their unique traditions. The Myanmar people are friendly, helpful and polite. Myanmar culture is heavily influenced by Buddhism and the traditions of the Mon people. It has also been influenced by neighboring Thailand, India and China and more recently by British colonial rule and westernization.

You are encouraged to learn basic language (e.g. mingalaba is hello) and to interact with the people of Myanmar as part of your experience; it will be welcomed by the locals. It is common for friends or members of a family to express physical affection in public however it is much more rare for couples to do so in public.

As the head is the “highest” point of the body, it is considered inappropriate to touch another person’s head. Feet, as the lowest point of the body, are not to be touched by another person either, and when sitting be aware not to let your feet point at another person. As a sign of respect, shoes are taken off when entering a home, pagoda or monastery. Calling someone with a raised finger is considered offensive.

Myanmar has festivals that take place throughout the year and you are welcome to participate in them should one occur during your visit. Please remember to ask permission before taking photos of the local people. People routinely pray or meditate in public. This is not uncommon and it is considered inappropriate to disturb. The robe of a monk should not be touched.

Some areas are off limits to foreigners, so it is important to follow guidelines for restricted areas. It is also recommended that money or candy is not given out directly to individual children or to people. If you would like to give out candy or money, please talk to your Tour Escort who will be familiar with the area and can help you.

In Myanmar be sure to negotiate a taxi price before you get in the taxi. Most destinations in Yangon or Mandalay can be reached with \$2 or \$3 USD.

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, 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.

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. Men should wear trousers that cover the knees and women should have their shoulders covered. Your Tour Escort can assist you with any questions.

Bring:

- Comfortable walking shoes
- Sandals or flip flops for Temple/Pagoda visits
- Dressier shoes

- Collapsible umbrella/lightweight rain gear
- Lightweight jacket/warm sweater/sweatshirt
- Sunglasses, sun hat or visor, and sunscreen
- Toiletries (including medical remedies)
- Coat and water-resistant footwear (for cooler months)
- Insect repellent
- Sun screen
- Bring all your medications with you. You will not find basic medication outside Yangon and Mandalay. Bring medication for upset stomach, cold and fever.

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.
- Cost of making an International call to North America is estimated at over \$4.00 USD per min.

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

Following is a list of useful country and area codes:

- Myanmar country code: 0095
 - Mandalay City code: 69 or 90
 - Yangon City code: 1
- Thailand country code: 0066
 - Bangkok city code: 2

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

Time Difference

Myanmar and Thailand are 10.5 and 11 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: www.cnn.com/weather.
The tables below may be consulted while preparing for your trip.

It can be extremely hot in the dry season especially in the afternoon. Temperature will be over 100 F. Drink plenty of water and wear comfortable clothes.

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

Average Temperature (°F)

Mandalay	Jan	Feb	Mar	June	July
	88/54	91/59	93/66	99/79	97/79

Aug	Sept	Oct	Nov	Dec
97/75	93/73	93/72	91/64	89/63

Yangon	Jan	Feb	Mar	June	July
	91/64	95/66	98/71	87/74	87/74

Aug	Sept	Oct	Nov	Dec
86/73	88/74	91/74	91/71	91/65

Bangkok	Jan	Feb	Mar	June	July
	91/74	92/76	94/79	93/79	92/78

Aug	Sept	Oct	Nov	Dec
91/78	91/77	91/77	91/75	90/72

Average Rainfall (inches)

Mandalay

Jan	Feb	Mar	Jun	Jul	Aug	Sept	Oct	Nov	Dec
0.2	0.1	0.0	4.6	3.3	5.4	5.9	4.9	1.5	0.2

Yangon

Jan	Feb	Mar	Jun	Jul	Aug	Sept	Oct	Nov	Dec
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0.2 0.1 0.3 21.6 22.0 23.7 14.5 8.1 2.4 0.3

Bangkok

Jan Feb Mar Jun Jul Aug Sept Oct Nov Dec
 0.4 1.2 1.1 5.9 6.1 7.8 13.6 9.5 1.9 0.4

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 Pyay (Prome) is 7 hours; stops will be made along the way for your comfort. Besides this transfer, 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. Your Tour Escort will inform you if temples are included on your shore excursion. In preparation for these excursions wear shoes and socks that may be easily removed. Be prepared to walk barefoot in these temples. No chairs are provided to remove shoes or put them back on so guests are

encouraged to wear sandals or flip-flops on these excursions. Guests are asked to dress respectfully when visiting places of worship and other religious sites where you may be denied entry if wearing clothing considered inappropriate or too revealing. Men should wear trousers that cover the knees and women should have their shoulders covered. Your Tour Escort can assist you with any questions. Dinner attire is “evening casual,” and the Captain’s Dinner is dressy but not formal.

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. Hospitals are few and located only in Yangon and Mandalay. In a case where medical attention is needed, Western-style health care may not be available or may be very costly. If a medical emergency arises, this may necessitate an air lift to Bangkok or Singapore.

Food & Drink

Breakfast, lunch and dinner are served in the ship’s restaurant. 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, tea, water and soft drinks are all free. Complimentary bottled water is placed in the stateroom each day. Wine and beer are included with lunch and dinner. You may bring local wine aboard, a corkage fee may apply; see your Maitre d’.

Food & Water Safety in Southeast Asia

Food in Myanmar & Thailand. 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 have not been thoroughly cooked, are not recommended. You can rely on the advice of your Tour Escort or local guide during your tour.

When drinking, brushing your teeth or shaving, **only** use bottled/purified water. 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. It is available for shore excursions 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. The internet connection functions via cellular service and is not always reliable. There are 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 Burmese and Thai 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/sampans for shore excursions or the ship may be beached and you will be required to disembark via portable gangplanks.

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 to access the 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. 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. 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 Irrawaddy River 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.

Bangkok 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 White polo shirt 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.

To report flight delays, please contact the transfer staff.

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 US \$15. Make sure the driver uses the meter. 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 Bangkok Pre-Cruisetour Extension Itinerary

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

Depart

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

Day 1 Bangkok, Thailand

Included Transfers & leisure time. If Viking River Cruises arranged your transfer, you will be greeted at the Suvarnabhumi airport in Bangkok. Collect your baggage and proceed through customs. A Viking representative will be waiting outside of baggage claim/customs to transfer you to your hotel. Luggage carts are available free of charge at all arrival areas in the airport.

Transfer to your centrally located Millennium Hotel and get settled in. The rest of your day is yours to enjoy at leisure. Tour some of the various temples, visit the Chinatown area or shop at the Phahurat Indian market.

Day 2 Bangkok

Included Chao Phraya River Tour. After breakfast, join a 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, see Wat Arun, known as the “Temple of Dawn,” with its magnificent central *prang* (Khmer-style tower). Spend your evening at leisure, perhaps attending a Thai puppet theater show or temple dance performance.

Included meals: Breakfast

Day 3 Bangkok

Morning leisure time. Your morning is free to explore more of Bangkok, or you might want to do some shopping—Bangkok offers everything from colorful open air markets to some of the

most sophisticated shopping malls in the world. This afternoon you will join the other guests on your main itinerary for a Bangkok city tour.

Included Meals: Breakfast

Your Memories of Mandalay Itinerary

Depart

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

Day 1 Bangkok, Thailand

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

Day 2 Bangkok

Bangkok Leisure Time. This morning, you can begin to acclimate yourself to this colorful part of the world; after breakfast at your hotel, take a walk, browse one of the open air markets or visit one of the city's museums.

Bangkok City Tour ②. In the afternoon, take a guided tour of some of Bangkok's highlights, including the canals and the famous Grand Palace. Dating back to the late 1700s, this walled complex, featuring golden pagodas, spires and the area's distinctive stupas, has been the royal family's main residence for more than 150 years, and also houses the entire administrative seat of government—military headquarters, the state department and the mint. The evening is yours to explore; attend a traditional Thai puppet theater or temple dance performance or shop at one of the many night markets.

Included Meals: Breakfast

Day 3 Mandalay

Transfer to Mandalay. After breakfast, check out of your hotel and proceed to the airport for your flight to Mandalay.

Mandalay Panoramic Tour ②. Upon arrival, take a panoramic tour of central Mandalay, visiting the Mahamuni Pagoda, with its serene gold-leaf statue of the Buddha, and Shwenandaw Golden Palace monastery with its exquisite teak carvings. Lunch is at a local restaurant. You will stop to see gold-leaf beating and other

traditional crafts before boarding your ship for a festive welcome dinner with your fellow guests.

Included Meals: Breakfast, Dinner

Day 4 Mandalay

Mandalay City Tour ②. Today, you have a tour of Mandalay, including Mandalay Palace, the Myanmar Buddhist Orphanage Association and other important pagodas and monasteries. This afternoon enjoy some free time before returning to your ship. Stop for lunch at a local restaurant in Mandalay.

Included Meals: Breakfast, Lunch, Dinner

Day 5 Amarapura & Ava

Scenic Cruising. This morning depart Mandalay early and cruise downstream.

Amarapura & Ava City Tours ②. Today we have stops at two former Burmese capitals: Ava and Amarapura. The Ava Kingdom unified and ruled Burma from the 14th through the 16th centuries, and Ava was the capital city for centuries. Today, we tour this peaceful, rural town, also known as Inwa, by horse-drawn cart. We then proceed to Amarapura, a more recent Burmese capital, now a township of Mandalay; we will see the city's 19th-century stupas and monasteries and U Bein Bridge, at three-quarters of a mile the world's longest teak bridge. Take a boat ride on the lake this evening for a great view of the sunset. Return to your ship and dine aboard as we continue south along the Irrawaddy.

Included Meals: Breakfast, Lunch, Dinner

Day 6 Yandabo

Scenic Cruising and Yandobo Excursion ②. Today's scenic cruising will feature a visit to one of the area's typical small villages. Yandabo's claim to fame is that the treaty ending the First Anglo-Burmese War (1824–1826) was signed here in February of 1826. Today, the town has a population of about 1,000, and specializes in pottery-making. We will spend time at a workshop to see how these useful vessels are created and fired. This evening, enjoy a traditional Burmese puppet show on the sun deck.

Included Meals: Breakfast, Lunch, Dinner

Day 7 Bagan

Bagan Excursion ②. Bagan was the capital city of Burma from 1044 to 1287. This plain east of the curving Irrawaddy is one of the most wondrous sights in Myanmar. We visit several of the 3,000 listed monuments, including Dhammayazika Paya, with its amazing view from the terrace, and the biggest temple, Dhammayangyi—both built in the 12th century—and one of the best-preserved of all Bagan temples, the 11th-century Ananda.

Included Meals: Breakfast, Lunch, Dinner

Day 8 Salé Monasteries

Tan-Chi-Taung Mountain Excursion ②. This morning we stop at the Tan-Kyi-Taung mountain and ascend by car to see the spectacular view over Bagan. The villagers will perform an elephant dance for us on the river bank.

Scenic Cruising and Salé Monasteries ②. Today's scenic Irrawaddy cruising is punctuated with an afternoon stop at the famous Salé Monasteries. The highlight of this group of teak monastery structures is the Yout-Saun-Kyaung, with its spectacular wood carvings, built in 1882. Also explore a nearby area of splendid colonial-style houses before returning to your ship.

Included Meals: Breakfast, Lunch, Dinner

Day 9 Magway

Ohn Ne Kyaung Walk ②. This morning, we stop off at a typical riverside community which you will be able to explore by foot. Interact with the local people and get a taste of daily life.

Magway ②. This afternoon we visit the magnificent Mya-Tha-Lun Pagoda which is constructed of solid gold bricks. Return to the ship in time for cocktails on the sun deck before dinner.

Included Meals: Breakfast, Lunch, Dinner

Day 10 Magway & Minhla Colonial Fort

Magway City Tour ②. This morning we visit the local market and town center by trishaw.

Scenic Cruising and Minhla Tour ②. Continue cruising the Irrawaddy. This afternoon, stop to visit Minhla, a fort built by two Italian brothers to protect Royal Burma from the British. A gentle climb up to Minhla Fort is rewarded with sweeping views of the surrounding area and the river.

Included Meals: Breakfast, Lunch, Dinner

Day 11 Ancient Pyu & Thayetmyo Frontier Post

Thayetmyo Frontier Post Tour ②. This morning's excursion by horse cart takes you to colonial-era Burma; we visit the Thayetmyo Frontier Post, a pleasant town that once guarded the border between Royal Myanmar and British Myanmar. See the 19th-century covered market, colonial houses, golf courses and more.

Included Meals: Breakfast, Lunch, Dinner

Day 12 Pyay

Pyay Excursion ②. Visit the fascinating archaeological museum of the Srikshetra period (6th to 9th century), a museum of early Buddhist artifacts and sculpture. See the early prototype stupa called Phayargyi. Continue to the magnificent ShweSanDaw Pagoda where you will get a magnificent view over the Irrawaddy and of the city, Prome.

Included Meals: Breakfast, Lunch, Dinner

Day 13 Pyay & Yangon

Transfer to Yangon. After a final breakfast on board, disembark your ship. Take a ride through the verdant countryside to Yangon, the former Burmese capital also known as Rangoon ("end of strife"), where you check in to Traders Hotel for a two-night stay. Dine at your hotel.

Included Meals: Breakfast, Lunch, Dinner

Day 14 Yangon

Yangon City Tour ②. Founded in the 11th century as a fishing village, Yangon was transformed into a major hub during the colonial era; it was replaced as the administrative capital in 2005 but remains the country's largest city and cultural capital. Today you have a guided tour of Yangon's highlights; we will focus on some of the city's spectacular Buddhist temples, including the

Shwedagon Pagoda, sometimes called the Golden Pagoda, thought to be more than 2,500 years old. You will also visit the Botataung Pagoda built around the same time, but rebuilt in 1948 after being destroyed by the RAF. The stupa's hollow inside features a maze-like walkway lined with glass showcasing many ancient relics. Relax before a farewell dinner at the Kandawgyi Palace restaurant.

Included Meals: Breakfast, Dinner

Day 15 Bangkok

Transfer to Bangkok. After breakfast, check out of your hotel and proceed to the airport. Fly to Bangkok and check into the Millennium Hilton for a final evening before your flight home.

Included Meals: Breakfast

Day 16 Bangkok

After your hotel breakfast, proceed to the Bangkok airport.

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

Canal Tour. After breakfast, join a traditional longtail boat tour of the city's canals and 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. Get treated to a view of Thai daily life along the riverbanks. On your return journey, stop for a visit to Wat Arun, known as the “Temple of Dawn.” The rest of your day is free. You might like to visit one or two of the city's many museums; perhaps visit the Jim Thompson House, a collection of traditional Thai buildings and art from the region.

Included meals: Breakfast

Day 2 Bangkok

Bangkok leisure time. You have a final free day in Bangkok. Venture through Bangkok's Chinatown to Wat Po, known as the Temple of the Reclining Buddha, or do some shopping—Bangkok offers everything from colorful open air markets to some of the most sophisticated shopping malls in the world. This evening you may want to experience Bangkok's night life. Your Viking host can help you make the most of your stay in Bangkok. *Included Meals: Breakfast*

Day 3 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 - Myanmar

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.

2014 MAN-YAN D2D 07.17.14