

**Passage to Eastern Europe
Bucharest to Budapest**

*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 contact information
or hotel details that are 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 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 Program Director 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, no visas are required 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 regards 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 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 onboard, 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 Program Director.

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.

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.

Verify all checked baggage and carry-on restrictions with your airline. You may find applicable fee schedules using the link provided above.

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

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: 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 on all vessels. Some ships have split-level decks and/or significant thresholds that could make movement difficult. Shore excursions may require movement over cobblestones or up and down stairs; accordingly, a physically challenged guest will require the services of a responsible adult since crew availability is severely limited in most circumstances. 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. 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 a①): 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 a②): 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 a③): 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 Program Director.

While there is no doctor on board, close proximity to land guarantees medical services can be rapidly obtained.

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 Restaurant Manager. 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: Hungary uses the forint; Croatia uses the Kuna; Serbia uses the Serbian Dinar; Bulgaria uses the Lev; Romania uses the Romanian leu and the Czech Republic uses the koruna. Current exchange rates are available in the financial sections of newspapers or online, at www.xe.com

The most convenient way to obtain foreign currency is from ATMs. These are widely available and conveniently located in large European cities, while somewhat more limited in smaller towns. ATMs typically offer favorable exchange rates compared to local banks. Should you wish to use ATMs, confirm with your bank *prior to departure* that your ATM/credit card and PIN (Personal Identification Number) will work abroad and inquire about possible foreign transaction fees.

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, Visa and American Express 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.

Please note: Credit cards with chip-based technology (or “chip and pin,” which require both a smart chip and entry of a PIN) have become increasingly common internationally. Unlike American cards with magnetic strips, these cards can be used at dispensing machines, such as train and transit ticket vending systems, and at restaurants where transactions are processed tableside with a handheld device. Please contact your credit card provider for further information.

Most shops and restaurants will generally accept credit cards and cash. Travelers checks are not as widely

accepted, while U.S. Dollars generally cannot be used. For incidentals and small vendors, we recommend getting some local currency.

Currency Aboard Ship & Your Onboard Account. The onboard currency is the Euro. 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 (U.S. dollars or Euros), or by credit card (your bill will be converted at the current exchange rate). Please review your shipboard bill upon checkout so that we can more easily assist 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 www.cbp.gov/xp/cgov/travel/

Items not included in your cruise fare: specialty coffees and/or teas from the beverage menu, bar items, gratuities, laundry, phone calls and other items of a personal nature.

From the Program Director 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 € Euro per guest, per day for your Program Director and €12 Euro per guest, per day which is distributed among the ship's staff.

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

- Local Guides – € Euro per person, per day
- Drivers – €1 Euro per person, per day

For local guides and drivers, we recommend tipping at the end of each tour in cash.

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 onboard.

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.

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 Europe, 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.

**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:

- Austria country code: 43
 - Vienna city code: 1
- Bulgaria country code: 359
- Hungary country code: 36
 - Budapest city code: 1
- Czech Republic country code: 420
 - Prague city code: 2

The numbers for the ships are based on satellite service and have a German country code (49) even when they are not in Germany.

And if you are phoning home from Europe, use the following codes:

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

Time Difference

All of the countries you will be visiting are six hours ahead of Eastern Time (ET) most of the year. 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. Note: below numbers are averages and serve as an indication only.

Average Temperature (°F)

Bucharest	Mar	April	May	June	July
	50/32	64/42	73/50	80/57	83/60
	Aug	Sept	Oct	Nov	Dec
	83/59	76/52	64/42	50/34	38/27

Budapest	Mar	April	May	June	July
	51/37	62/45	71/53	77/58	80/61
	Aug	Sept	Oct	Nov	Dec
	80/60	72/54	61/46	47/37	38/31

Belgrade	Mar	April	May	June	July
	53/37	63/46	72/53	77/59	81/61
	Aug	Sept	Oct	Nov	Dec
	81/61	74/55	64/46	51/39	41/31

Average Rainfall (inches)

Bucharest

Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
1.5	1.8	2.8	3.0	2.5	2.3	1.7	1.3	1.9	1.7

Budapest

Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
1.3	1.6	2.4	2.7	1.8	2.2	1.5	1.3	2.3	1.9

Belgrade

Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
2.0	2.3	2.8	3.6	2.6	2.0	2.0	1.6	2.1	2.3

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 historical structures, museums and other buildings you may visit may not be.

Business Hours of Shops & Public Buildings

While many European 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 Sundays, 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.

Check-in Time On Board

While the crew is preparing staterooms for arriving guests, you can relax in the ship's lounge or leave your luggage with the staff and explore the embarkation city on your own. You will be given access to your stateroom mid-afternoon, at approximately 3:00 p.m. If you arrive during lunchtime, a light lunch buffet will be available in the lounge.

Coaches

Motor coaches used for transportation during shore excursions are rarely more than a few years old, and Viking requires all of them to have working restrooms for your convenience. 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.

Concierge Service

A special event, hard-to-find tickets for the opera, a visit to a special bookstore, a few hours in a soothing and relaxing spa, a revitalizing massage? For all of your personal requests, our concierge will assist you in making the most out of every single port, helping you to shape your experience according to your own individual expectations – because one size does not fit all.

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.

Electricity

Onboard electrical current is 220V/230V. Most vessels have one or more 110/115 V outlets.

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. There is an emergency call button in your cabin, and 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.

Exercise

If you have an active lifestyle, you can choose those shore excursion alternatives (see shore excursions) that provide more exercise, or ask your concierge to make an appointment at one of the shore side gyms we work with.

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. Additionally, the Aquavit Terrace offers a bar-style menu several nights per cruise. 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. – 9:30 a.m.
Lunch: 12:00 p.m. – 2:00 p.m.
Dinner: 7:00 p.m.

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.

We offer our all-inclusive Silver Spirits premium beverage package, which covers a selection of premium local wines, beer, espresso drinks, soft drinks and juices for the entire duration of your cruise, plus an open bar during the bar's operating hours and a bottle of sparkling wine—all for one package price. Visit the reception desk when you begin your cruise for more information if you have not already booked your package with your cruise.

Front Desk

The ship's reception is staffed 24 hours per day. During the night, our night auditor goes on regular inspection rounds, but is never gone for more than 10-15 minutes.

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 one of the ship's computers. Please note that shipboard service is better in some areas than in others and

may also depend on weather conditions. 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.

Ice Machine

You may serve yourself at the ship's ice machine. An ice bucket is in each stateroom.

Laundry Service

For a fee, we can launder and iron your clothes. Dry cleaning is available only during hotel stays.

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 Program Director, key staff and (on shore) tour guides all speak English. In port, you will encounter Hungarian, Serbian, Bulgarian and Croatian in numerous local accents and dialects. Bring a small travel dictionary for some key words – your efforts will be greatly appreciated, while at the same time, you will find many people 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

In some ports, ships may be required to dock alongside each other. Viking owns many of the docking facilities in the ports that we visit, and here and elsewhere we do our best to arrange the most convenient docking available. However, 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.

Museum and Site Closures

Public holidays, both local and national, may have an impact on the opening hours of shops, museums and site. 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

Each ship has an onboard boutique area offering Viking River Cruises logo items, souvenirs and select toiletries.

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.

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.

Registry

Viking Aegir, Embla and Rinda are registered in Switzerland.

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 the strict safety standards of the European Union, as well as each individual country's safety laws 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.

Shipboard Credit

A shipboard credit can be used towards bar, gift shop and shore excursion purchases; not applicable to gratuities. Only valid on vessels operated by Viking River Cruises; may not be redeemed on Egypt, Portugal, and Vietnam cruises. No cash value and are non-transferable. Other restrictions may apply.

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 special occasions 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 Program Director or Hotel Manager, who will do their best to accommodate your wishes.

Stateroom Amenities

In your stateroom, you will find a television, a telephone, complimentary bottled water, a folder to keep your daily programs and other handouts organized, l'Occitane bathroom amenities such as soap, shampoo, lotion, conditioner etc., that are replenished as needed. 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.

Telephone Service

Each stateroom has its own telephone, and charges will be placed on your shipboard account. The phones function via satellite and there may be times when reception is not possible. Telephone service is comparatively expensive and you may prefer to use your own personal devices to make international calls instead.

Television

All staterooms have a color television. Depending upon satellite reception, programming includes CNN, Fox Movies, MSNBC and BBC World News along with local channels.

Viking Daily & Onboard Activities

The onboard daily newsletter, Viking *Daily* features information about daily activities, shore excursions and tour departure times, along with other interesting tidbits of information about the areas through which you travel.

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 Program Director; 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

All rivers that you will travel on have shipping channels that are maintained by national nautical authorities. On rare occasions, river travel may be impacted by water levels in these shipping channels. Usually, minor adjustments in the ships cruise schedule will allow safe and unimpeded passage – even under challenging circumstances. Precipitation patterns in Europe are relatively even throughout the year and there are no ‘wet’ or ‘dry’ seasons, which makes long-term predicting of high or low water impossible. Luckily, major disruptions are rare exceptions, and the vast majority of our cruises take place exactly as planned.

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.

Bucharest Arrival Transfer Information

Included Transfers. If we have arranged your transfers, collect your baggage, exit customs. 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 could be as long as one hour.

If your flight to Bucharest is delayed or if you miss your connecting flight, please call your with your new flight details. They will make every effort to have someone 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*. 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 if you miss your transfer, go directly to the hotel. Approximate taxi fare is 20-25 euros and the drive should take you approximately one hour. We recommend that you determine the price before getting into the taxi as there can be price differences between drivers.

Your Bucharest & Transylvania Pre-Cruisetour Extension Itinerary

If you are taking the Transylvania pre-cruisetour extension, your itinerary follows.

Depart

Leave on your flight to Bucharest. Refer to your individual air itinerary for exact departure and arrival times.

Day 1 Bucharest

Arrival in Bucharest. If Viking River Cruises arranged your transfer, you will be met at the airport and transferred to your hotel. Hotel check-in times are often in the early afternoon. If you arrive earlier the hotel may allow you to check in if your room is ready, but it may be necessary for you to wait. In this case, you can relax in the hotel lobby or ask the hotel to hold your luggage while you explore Bucharest on your own.

Bucharest at Leisure. During the late 19th century, Bucharest was remodeled by French and French-trained architects, earning its reputation as the “Paris of the East.” The city even boasts its own Arc de Triomphe, located on Soseaua Kiseleff Avenue in the mansion district. Visit nearby Cismigiu Park, take a short taxi ride to Plaza shopping mall or ask your Viking host for suggestions on how you might spend your day in this bustling and eclectic city which boasts a large number of museums, galleries, theaters, concert halls and nightclubs. Please ask about the optional excursions available.

Day 2 Bucharest & Brasov

Castle Tour & Transfer to Brasov. After breakfast, board your motorcoach for the three-and-a-half-hour transfer and tour through Romania’s mysterious Transylvania region. Visit Peles Castle—located in the idyllic setting of the Carpathian Mountains in beautiful Sinaia—during your transfer to Brasov. This charming, fairytale-like Neo-Renaissance castle is actually a 170-room palace built between 1873 and 1883. From here you will be transferred to your Brasov hotel; enjoy a short panoramic tour of the city upon arrival. A Viking host is available to help you plan your time. *Included Meals: Breakfast*

Day 3 Transylvania & Bucharest

Castle Tour & Transfer to Bucharest. This morning, check out of your Brasov hotel and board your coach for a short trip to the notorious Bran castle, home of the infamous Vlad Tepes, the man whose legend prompted Bram Stoker to create his most famous literary character, Count Dracula. This landmark citadel, built in the 14th century and used by Saxon and Wallachian kings, is the best-known of the several locations linked to the Dracula legend. Vlad Tepes, or Vlad the Impaler, used the castle as his headquarters for incursions into Transylvania. The castle has Gothic and baroque furnishings and decorative arts on display. After your tour, return to your Bucharest hotel and enjoy the balance of your day at leisure. A Viking host is available to help you make the most of your time in Bucharest.

Included Meals: Breakfast

Day 4 Bucharest

Leisure Time or Optional Excursion to Constanta. Spend your day enjoying Romania's capital city of Bucharest, the most prosperous city in Romania and sixth largest city in the European Union. Home to a diverse and continually growing cultural tapestry, Bucharest offers a wealth of sights—various churches and monasteries, palaces and the Parliament, museums, parks and gardens; or, simply take a stroll through the countless interesting neighborhoods.

Or, take an optional excursion to Constanta on the Black Sea coast. The oldest living city in Romania, Constanta was founded around 600 B.C. by Greek settlers, and is now a fashionable resort town. Arrive midmorning for a city tour featuring the iconic seaside casino and Art Nouveau architecture. Return to your hotel this evening—other cruise guests will be arriving today. Tomorrow will be the second day of your main cruisetour itinerary (cost of the optional tour is about 69 euros, which includes motorcoach transportation and guide).

Included Meals: Breakfast

Your Passage to Eastern Europe Itinerary

Depart

Leave on your flight to Bucharest. Refer to your individual air itinerary for exact departure and arrival times.

Day 1 Bucharest, Romania

Arrival in Bucharest. If Viking River Cruises arranged your transfer, you will be met at the airport and transferred to your Bucharest hotel. Hotel check-in times are often in the early afternoon. If you arrive earlier the hotel may allow you to check in if your room is ready, but it may be necessary for you to wait. In this case, you can relax in the hotel lobby, or ask the hotel to hold your luggage while you explore Bucharest on your own. Check in and take the rest of the afternoon to become familiar with this vibrant city.

Day 2 Bucharest & Giurgiu, Romania

Included City Tour & Transfer ③. Check out of your hotel after breakfast and begin your full-day tour of Romania's capital of Bucharest. Founded in the 14th century, Bucharest became Romania's capital in 1859 with the merging of Moldavia and Walachia. During your tour, you will see the beautiful 17th-century Patriarchal Church, the Victory Square and National Theatre (among others). Continue to Ceausescu's lavish and expansive "House of the People." Then stop at the Village Museum, a Romanian village with authentic dwellings from all regions of the country, including rural cottages, farmhouses and water mills. Enjoy lunch at a local restaurant with an included folkloric performance. After lunch, transfer to your ship on the Danube River port of Giurgiu.

Please note: The House of the People may occasionally be closed to host official government business.

Welcome Reception. Gather this evening to get acquainted with your Program Director and traveling companions at a Welcome Reception before the Welcome Dinner.

Included Meals: Breakfast, Lunch, Dinner

Day 3 Rouse, Bulgaria

Included Veliko Tarnovo & Arbanasi Tour ②. After breakfast, begin your full-day excursion with a short overview of Rouse en route. Continue on through the countryside to the lovely former Bulgarian capital of Veliko Tarnovo. Stop at Tsaravets Hill to view the ruins of the royal castle and for views of the picturesque hillsides around the town. Spend some time on Samovodska Charsia, a street with traditional old buildings and several shops with excellent handicrafts and other souvenirs.

Enjoy lunch in a local restaurant in the suburb of Arbanasi, a lovely historic village, followed by a guided tour of the Nativity Church, known for its frescoes. Rejoin your ship in Svistov for dinner. *Included Meals: Breakfast, Lunch, Dinner*

Day 4 Vidin, Bulgaria

Included Belogradshick Tour ②. After breakfast, your motorcoach takes you from Vidin to Belogradshick. With its strange red-colored rock formations, it is one of the most scenic areas in Bulgaria. The Rocks of Belogradshick were formed by millennia of weathering, river erosion, freezing, as well as many other natural factors that resulted in the formation of a multitude of fantastic figures resembling silhouettes of people, towers, ships, mushrooms, palaces and animals. You will stop at Belogradshick Fortress and explore its many terraced courtyards, offering spectacular views of the rock formations. Built in a maze of rock columns and pillars by the Ottoman conquerors, the castle was used for the last time during the Serbian-Bulgarian War of 1885.

Vidin at Leisure. Return to your ship for lunch and spend the remainder of your afternoon at leisure in Vidin. One of the more popular attractions in Vidin is the fortress of Baba Vida, built between the 10th and 13th centuries and one of the last remaining intact Bulgarian fortresses. A walk through town will remind you of the many cultures that live or have lived in Vidin through the centuries, as you pass several Orthodox churches, the Osman Pazvantoglu Mosque and library and the ruins of a Jewish Synagogue built in 1894.

Included Meals: Breakfast, Lunch, Dinner

Day 5 Scenic Cruising & Iron Gate

Today, enjoy scenic cruising as you travel through one of the most picturesque areas of the Lower Danube. The Iron Gate is one of Europe's most dramatic natural wonders, a spectacular narrow gorge with enormous white limestone cliffs. Your Program Director will provide commentary about the region and scenic points of interest as you sail toward Belgrade.

Included Meals: Breakfast, Lunch, Dinner

Day 6 Belgrade, Serbia

Included Belgrade Tour ② & Leisure Time. Wake up in Belgrade and after breakfast join your tour of this ancient capital set at the confluence of the Danube and Sava Rivers. Belgrade means, "white fortress," and you will see the famed Kalemegdan Fortress looming over the old town with its medieval gates, Orthodox churches and victory monument. Here, you will have a guided walk in the park around the fortress. Then enjoy a short panoramic driving tour of Belgrade, stopping in the Square of the Republic near a pedestrian shopping area. Here, you have some free time to explore on your own.

Afternoon at Leisure or Optional Kovacica Excursion ①. Enjoy an afternoon at leisure for shopping and sightseeing in Serbia's capital city or join your fellow travelers on an optional excursion to a small town in the northern region of the Vovojdina. Here, you will visit an art gallery, a violin maker and even sample some delicacies of the area (cost of the optional tour is 34 euros, which includes motor coach transportation, snacks and a guide). Your ship sets sail late this evening.

Included Meals: Breakfast, Lunch, Dinner

Day 7 Vukovar, Croatia

Included Osijek Tour ②. Enjoy breakfast as your ship cruises along the Danube River. Arrive in Vukovar, a pivotal location during the Serb-Croatian War, this afternoon. Due to its important location near the junction of the Drava and Danube rivers, this large and prosperous town bore much of the brunt of the recent conflict in the 1990s. After lunch, disembark for your journey to Osijek, the fourth largest city in Croatia. This pleasant town is well-known for its Baroque architecture, beautiful

suspension bridge across the Drava River and neo-Gothic styled Church of St. Peter and St. Paul.

Included Meals: Breakfast, Lunch, Dinner

Day 8 Kalocsa, Hungary

Included Puszta Excursion ①. After lunch, disembark in Kalocsa for a visit to the city center where you will see the cathedral and Archbishop's Palace. Delight in an organ concert at St. Joseph church. Then enjoy a traditional Puszta horsemanship performance at the Bakodpuszta Equestrian Center. Return to your ship for dinner.

Captain's Farewell Reception & Dinner. Gather this evening to toast your memories and say farewell to your newfound friends during the Captains Reception and enjoy the Captain's Farewell Dinner. *Included Meals: Breakfast, Lunch, Dinner*

Day 9 Budapest, Hungary

Included Budapest Tour ②. After breakfast, disembark from your ship and take a tour of Hungary's lovely capital. The Danube cuts through the heart of the city, separating the Buda Hills and the Old City from the elegant boulevards of modern Pest. Start in "Pest" with a ride along the *Andrássy Út* where you will see the National Opera House and Heroes' Square. You will see other highlights including the Parliament before crossing the river to the more traditional "Buda" side of the city. Your tour here highlights the massive hilltop castle complex with its turreted Fishermen's Bastion and Matthias Church. You also see the famous Chain Bridge and Elizabeth Bridge, two of many that connect the two halves of this vibrant city. Your city tour ends at the hotel where you will check-in for the remainder of your stay in Budapest—enjoy the balance of your day at leisure.

Included Meals: Breakfast

Day 10 Budapest, Hungary

Budapest at Leisure or Optional Tours. Spend the day exploring Budapest on your own—take time to enjoy both sides of the city and see more of this amazing cultural center.

Optional Szentendre Excursion ② You may choose to join your fellow travelers on an optional excursion to the riverside town of Szentendre. Take a guided walk down the picturesque

cobblestone streets and pastel facades. Later, view the extensive ceramic collection of Margit Kovács at the Kovács Margit Museum. Before we return to the hotel stop to enjoy delicious Hungarian pastries. (cost of the optional tour is about 44 euros, which includes motor coach transportation, snacks and a guide).

Optional Excursion to Gödöllő ①. After lunch you choose to join a tour of the palace at Gödöllő. Also known as Grassalkovich Palace after its commissioner, Count Antal Grassalkovich, confidant of Empress Maria Theresa, the Royal Palace was completed in the 1760s. Today 26 rooms are open to the public including Francis Joseph's suites, Elizabeth's private apartments and the impressive Decorative Hall (cost of the tour is approximately 44 euros, which includes transportation, entrance fees, and guided tour).

Included Meals: Breakfast

Day 11 Depart

After breakfast, check out of your hotel and transfer to the airport for your return flight home.

Included Meals: Breakfast

Your Budapest Post-Cruise Extension Itinerary

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

Day 1 Budapest, Hungary

Explore Budapest. Today our Viking host is available to help you plan your stay so you can be sure to experience Budapest to its fullest. Walk through Old Buda; see Buda Castle, Matthias Church and Fishermen's Bastion. Cross the Danube via the famous Chain Bridge to Pest, and shop along the *Váci Utca*. Tour the Hungarian National Gallery or the Bartok Museum. You might also visit one of the thermal baths, with mineral-rich water coming from natural springs, where it has been flowing for the past 2,000 years. Please ask about the optional tours available. *Included Meals: Breakfast*

Day 2 Budapest

Budapest at Leisure. You have the full day to further explore this magnificent city on the Danube. You might cross the Danube via the Chain Bridge to the Pest side of the city and explore Heroes' Square, City Park, or go shopping at the lively covered market. Today you could also choose to shop for traditional souvenirs like porcelain or peasant embroidery, and sample some of Budapest's famous fare, including *goulash*.

Included Meals: Breakfast

Day 3 Depart

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

Included Meals: Breakfast

Your Prague Post-Cruisetour Extension Itinerary

If you are taking the Prague post-cruisetour extension, your itinerary follows.

Day 1 Prague

After check-out begin your transfer to Prague. Travel time is approximately 8 hours. The evening is yours to explore on your own and sample some of the hearty local cuisine. Tonight, see the city's monuments, like the National Theatre, Prague Castle and the famous Charles Bridge, beautifully illuminated.

Included Meals: Breakfast

Day 2 Prague

Begin the day with a panoramic tour of Prague, followed by a free afternoon and evening to visit some of the city's landmarks or museums. A Viking host is available to help you plan your time in Prague so you can make the most of your visit.

Included Meals: Breakfast

Day 3 Prague

You have a full day to further explore Prague. See more of the Old Town or check out some of Prague's more modern sights like the Frank Gehry-designed Dancing House, an unusual office building inspired by Fred Astaire and Ginger Rogers. Walk across the Charles Bridge, see the mesmerizing Astronomical Clock and the poignant Lennon Wall, and stand in historic Wenceslas Square. Wander past the colorful cottages in Golden Lane, where Franz Kafka lived and worked. Or in the Josefov quarter, see the 13th-century Altneushul, Europe's oldest active synagogue. *Included Meals: Breakfast*

Day 4 Depart

After breakfast, you check out of your hotel and are transferred to the airport for your flight home.

Included Meals: Breakfast

IMPORTANT NOTICE

2014 PASSENGER TICKET CONTRACT - EUROPE, RUSSIA & UKRAINE

Terms and Conditions

IMPORTANT NOTICE: THESE ARE THE TERMS AND CONDITIONS OF THE LEGALLY BINDING CONTRACT BETWEEN YOU AS OUR PASSENGER AND THE CARRIER IDENTIFIED BELOW. THIS PASSENGER TICKET CONTRACT CONTAINS SUBSTANTIAL PENALTIES FOR CANCELLATION, AS WELL AS CERTAIN LIMITATIONS OF LIABILITY, INCLUDING LIMITATIONS CONCERNING DEATH OR INJURY CLAIMS, AS WELL AS DAMAGE CLAIMS RELATING TO BAGGAGE AND PERSONAL PROPERTY. PLEASE READ ALL THESE TERMS AND CONDITIONS CAREFULLY. UPON RECEIPT OF YOUR DEPOSIT OR FULL PAYMENT OR UPON RECEIPT OF A CONFIRMATION LETTER OR FINAL INVOICE FROM US, BOTH THE PASSENGER AND THE CARRIER WILL BE FULLY BOUND BY ALL OF THE TERMS AND CONDITIONS WHICH FOLLOW, INCLUDING SPECIFICALLY THOSE REGARDING YOUR RIGHTS TO SUE, GOVERNING LAW, FORUM AND JURISDICTION. VACATION PROTECTION INSURANCE COVERAGE IS STRONGLY RECOMMENDED. THANK YOU FOR TAKING THE TIME TO FAMILIARIZE YOURSELF WITH THESE TERMS AND CONDITIONS.

1. DEFINITIONS.

- a. The words “you”, “your”, “guest” and “passenger” mean all persons, including minors, traveling under this Passenger Ticket Contract and each person’s heirs and personal representatives. Your acceptance of this Passenger Ticket Contract represents your acknowledgment and acceptance of these Terms and Conditions for you and for all other persons traveling under this Passenger Ticket Contract, all of whom accept and agree to all the conditions of carriage either written here or which we may separately notify you of in writing.
- b. The words “we”, “us”, “our” and “Carrier” mean Viking River Tours LTD., a corporation organized and existing in current good standing pursuant to the laws of Bermuda which words also include the Owner, Charterer, Operator, Manager, Independent Contractors (including Caterer and Concessionaires) and their respective Agents, Servants and Employees and the Ship itself.
- c. The word “Ship” means the vessel chartered, operated, or provided by us as the Carrier on which you, as our Passenger, will be traveling.
- d. The word “Master” means the Captain of the Ship or any person who acts under his authority.
- e. The term “Cruise Fare” means the total amount paid as cruise fare and for those additional facilities and services added to the cruise fare, but excludes Optional Facilities, Services Fees and/or personal charges. Gratuities on board and on land are not included in your cruise fare. Full Fare is defined as the full cost of any cruise, land or air component purchased from Viking.
- f. The term “prepaid charges” means that separate amount paid by you to cover the cost of authorized government fees and charges concerning the specific itinerary of your Cruise. Any increase or decrease of authorized government fees and charges may be made the subject of an adjustment to prepaid charges, in our discretion.
- g. The term “cabin baggage” means all baggage allowed aboard the Ship and placed in your cabin according to these terms and conditions. “Other Baggage” means any of your baggage or other personal property which has been stored in the Ship’s baggage room, holds or safe against a receipt at your request.
- h. The terms “Optional Facilities” and “Services Fees” mean all fees and charges which you voluntarily incur for items which may include, but are not limited to vacation protection insurance coverage, visas and prepaid gratuities, which are considered earned

as those facilities and services are provided either by us as the Carrier or by third party providers.

i. The term “cabin” means those accommodations as provided on your Confirmation and Cruise Vacation Plan.

2. IDENTIFICATION. Your name and the names of all passengers in your party, the name of the Ship, the sailing date, your accommodations, the date of issuance of this Passenger Ticket Contract, your total Cruise Fare and all ports, including embarkation and final destination are as specified on this Passenger Ticket Contract.

3. CRUISE FARE. We acknowledge receipt of payment by you of the total Cruise Fare and we agree to transport you from the point of embarkation to the point of final destination according to all of the terms, conditions, limitation and exceptions contained in this Passenger Ticket Contract. The Cruise Fare paid by you covers all normal shipboard services, meals, accommodations and facilities. Optional facilities and services are added by agreement in order to constitute a total Cruise Fare, subject to all of the terms and conditions of this Passenger Ticket Contract regarding our liability. If your purchase is limited to the cruise only, together with necessary prepaid charges, we agree to transport you from the port of embarkation to the port of disembarkation according to these Terms and Conditions, as applicable.

4. CARRIER'S DISCRETION. As the Carrier, we reserve the right at any time, without notice, to cancel any cruise, to change or postpone the date or time of sailing or arrival, to change the port of embarkation or disembarkation, to shorten the cruise or substitute the Ship. If we are required to do any of these things, we will be responsible to you as follows:

a. If we cancel the cruise before it has started, we will refund the cruise fare that we have actually received or provide another substitute Cruise.

b. If the scheduled sailing date or time is delayed and as a result of that delay you are not otherwise accommodated on board the Ship, we may arrange shoreside accommodations and food at no additional expense to you for the duration of the delay.

c. If the scheduled port of embarkation or disembarkation is changed, we will arrange transportation to the new port from the originally scheduled port.

d. If any governmental agency publishes an informative announcement regarding travel conditions in or to a specific country or location included in the scheduled itinerary, we reserve the right to operate the Cruise as scheduled; alternatively, we reserve the right to cancel the Cruise and return all monies paid.

e. If the Cruise is shortened or terminated, we will, at our option, either make a proportionate refund of the Cruise Fare or we will transfer you to another ship or the port of disembarkation by other means. If the scheduled length of the Cruise Fare is increased, you will have no responsibility for the cost of any additional Cruise Fare and we will have no responsibility to pay or compensate you in any manner, including consequential damages. In either of the above circumstances, our responsibility ends once we return you to the point of origination as booked and ticketed by us.

f. We reserve the right, in our sole discretion, to return all monies paid and deny embarkation to any person other than for reasons related to discrimination on the basis of race, religion or sexual preference.

5. THIS PASSENGER TICKET CONTRACT IS NON-TRANSFERABLE. This Passenger Ticket Contract is not transferable or assignable by you and is valid only on the Ship and for the cruise or Cruise shown hereon. The schedule of payments is based upon the marketing promotion for which your booking was made. Please refer to your Invoice for payment terms. No reservations will be issued on a binding basis unless we, as the Carrier, or our representative receive the required payments. We reserve all rights concerning the pricing and payment of all cruise or Cruise Fares. Travel Agents and all other agents are declared to be solely your agents for the purposes of this Passenger Ticket Contract and all further documents concerning the cruise. Cruise Fares together with prepaid charges and Optional Facilities and Service Fees incurred are agreed as fully earned and otherwise paid at the scheduled departure date and will not be refunded in whole or in part except as otherwise noted in these terms and conditions. In all other

instances, when we receive a written notice of cancellation from you addressed to us at our principal offices, cancellation fees shall be imposed as follows:

- a. In the event of cancellations actually received by us 121 days or more prior to the scheduled departure or sailing date, a refund of all amounts already paid to us will be made, less a cancellation fee of US\$100 per person;
- b. In the event of cancellations actually received by us between 120 and 90 days prior to the scheduled departure or sailing date, a cancellation fee of 15% of full fare will be paid to us;
- c. In the event of cancellations actually received by us between 89 and 60 days prior to the scheduled departure or sailing date, a cancellation fee of 35% of full fare will be paid to us;
- d. In the event of cancellations actually received by us between 59 and 30 days prior to the scheduled departure or sailing date, a cancellation fee of 50% of full fare will be paid to us;
- e. In the event of cancellations actually received by us between 29 and 0 days prior to the scheduled departure or sailing date, a cancellation fee of 100% of full fare will be paid to us;
- f. In the event that you do not board the vessel and have not provided at least 24 hours notice of cancellation prior to the scheduled departure or sailing date, a cancellation fee of 100% of full fare will be paid to us.

6. **PASSENGER'S WARRANTIES.** You warrant that you and all other passengers traveling with you are physically, emotionally and otherwise fit to undertake the Cruise; that you and they have received all medical inoculations necessary; that you and they will at all times comply with the Ship's rules and regulations and orders and directions of the Ship's Master, officers and medical staff, as applicable, and that your conduct will not impair the safety of the Ship or jeopardize or inconvenience other Passengers. We may disembark at any port any Passenger who may be suffering from contagious or infectious disease or whose presence, in the opinion of the Master, may be detrimental to the comfort or safety of other Passengers or the crew, or who, in the Master's opinion, might be excluded from landing at destination by Immigration or other Governmental Authorities. In such cases, the Passenger shall not be entitled to any refund of the cruise or Cruise Fare or any compensation whatsoever.

7. **EMBARKATION.** Upon embarkation, you shall have in your possession this Passenger Ticket Contract, valid passport, visas, inoculations card and all other documents necessary for the scheduled ports of call and final destination. We, as Carrier, shall not be liable for any losses or delays incurred by your failure, or that of others, to maintain all of said necessary documents. You are required to be aboard the Ship at least 2 (two) hours before scheduled departure time. You may be refused embarkation if you, in our sole opinion, are not physically or otherwise fit to undertake the scheduled voyage, in which case we shall refund the applicable cruise fare in full and upon so doing, we shall have no further liability whatsoever.

8. **CARRIER'S RIGHTS.** The Ship, either before embarkation or at any time thereafter and whether or not required by any maritime necessity, may remain in port, proceed by any route and deviate from or change the advertised or intended route at any stage of the voyage and may proceed to and stay at any places whatsoever, although in a contrary direction to, or outside of, or beyond the usual route, one or more times, in any order, for loading or discharging fuel, stores, laborers, stowaways, Passengers, or members of the Ship's company, for this, or any prior or subsequent voyage and/or for any purpose whatsoever that we, as Carrier, or Master may deem advisable. Any such procedure shall be considered not to be a deviation but within the voyage herein intended as fully as if specifically described herein. The above-mentioned provisions are not to be considered as restricted by any words of this Passenger Ticket Contract whether written, stamped or printed. The Ship may adjust compass, drydock or go on ways before or after commencement of the voyage and may sail without pilots, tow or be towed, and assist vessels in all situations and deviate for the purposes of saving life or property. If the performance of the proposed voyage is hindered or prevented (or in the opinion of the Carrier or Master, is likely to be hindered or prevented) by war, hostilities, blockage, ice,

labor conflicts, weather, surf, shallow waters, insurrections, disturbances, on board or ashore, restraint of any Governmental Authority, breakdown of the Vessel, congestions, docking difficulties or any other cause whatsoever, or if we, as Carrier, or the Master of the Ship consider that for any reason whatsoever, beyond the control of the Carrier, proceeding to, attempting to enter, or entering or remaining at any port may expose the Ship to risk of loss or damage, or be likely to delay the Ship, you and your baggage may be landed at any port or place at which the Ship may call, in which event our responsibility shall cease and this Passenger Ticket Contract shall be deemed to have been fully performed, or if you have not embarked, we may cancel the proposed Cruise and refund your Cruise Fares as paid, with no further liability of any nature.

9. VIKING RIVER CRUISES, INC.: Viking River Cruises, Inc. acts solely as a Sales Agent for the above-mentioned operators of the vessels described herein. Viking River Cruises, Inc. neither owns nor operates any of the vessels described herein and thus assumes no responsibility or liability for acts or omissions of the vessel owners or operators in regard to the cruises described herein.

10. CARRIER'S LIABILITY.

a. Our responsibility as the Carrier for death, injury, illness, damage, delay or other loss to person or property of any kind suffered by you or any of the other Passengers in your party shall, in the first instance, be governed by the Athens Convention relating to the Carriage of Passengers and their Luggage by Sea (Athens Convention), with protocols and amendments as adopted by Switzerland, and, as applicable, by those other and further limitations of liability set forth in the statutory maritime and general laws of Switzerland, as the law governing this Passenger Ticket Contract. We shall not be liable for any such death, injury, illness, damage, delay, loss or detriment caused by Act of God, war or warlike operations, civil commotions, labor trouble, interference by Authorities, perils of the sea, lurching of the vessel, or any other cause beyond our control, fire, thefts or any other crime, errors in the navigation or management of the Vessel or defect in or unseaworthiness of hull, machinery, appurtenances, equipment, furnishing or supplies of the Ship, fault or neglect of pilot, tugs, agents or independent contractors such as Ship's physician, to you or other persons on board not in our employ or any other cause of whatsoever nature except and unless it is proven that such death, injury, illness, damage, delay or loss resulted from our act or omission committed during the course of the carriage and due to our fault or neglect or that of any of our servants or agents acting within the scope of their employment, and in that event our liability therefore shall not exceed those limitations provided by the said Athens Convention or in any further revisions, protocols and/or amendments thereto as shall become applicable.

b. Carrier shall also have the right at all times to avail itself and have the benefit of any and all applicable limitations of liability or exoneration of liability as set forth in further rules, regulations or statutes, specifically including provisions of the Strasbourg Convention on the Limitation of Liability of owners of Inland Navigation Vessels (CLNI), as adopted by Switzerland, as well as of the International Convention on Limitation of Liability for Maritime Claims, 1976, with revisions and amendments, if and as applicable (collectively, the "Convention"); namely, Sixty thousand (60,000) units of account (also known as Special Drawing Rights, or SDR's) multiplied by the number of Passengers the Ship, according to its certificate, is allowed to accommodate; not to exceed in any event more than twenty-five (25) million units of account) to apply to the aggregate of all claims which arise on any distinct occasion against carrier, with respect to damages suffered on a seagoing ship and, as regards damages suffered on an inland navigation ship, not to be less than 720,000 units of account or more than (a) 3 million units of account for ships with an authorized passengers transport capacity of not more than 100; (b) 6 million units of account for ships with an authorized passenger transport capacity of not more than 180; (c) 12 million units of account for ships with an authorized passenger transport capacity of more than 180. The Athens Convention and The Convention may be found at www.imo.org. The current U.S. Dollar equivalent of SDRs may be found at www.imf.org.

c. You are entitled to free carriage of all personal belongings necessary while on board. However, you must comply with any regulations, tariffs, terms or conditions of any

airline or other transportation provider which may include a lower weight limit for baggage. We assume no responsibility for any loss of or damage to your perishable items, medicines, valuables, financial instruments, electronic equipment and the like, except as specifically provided in these Terms and Conditions. Only such personal wearing apparel, effects and gifts as are necessary and appropriate for the voyage may be brought on board by you. You may not take on board firearms, controlled or prohibited substances or inflammable or hazardous items, or any contraband prohibited by local, state or national law. The ship's officers and crew have the right to enter and search your stateroom, baggage or person for any hazardous, controlled or prohibited substances or items. You agree that the carrier's liability for loss or damage to baggage or personal property is limited under all circumstances to the provisions and amounts of the Athens Convention: Baggage 1,800 S.D.R./Delay 10,000. S.D.R. Other Baggage 2,700. S.D.R. In the event it is determined that we, as Carrier, are not entitled to all of the benefits of the above baggage limitations, we shall not be liable for loss of or damage to your property in any amount exceeding US\$500.00 per Passenger. Should you desire an extension of our liability of US\$500.00, you should declare the true value of the property and pay to us an amount of money calculated at 5% of the true value declared, up to US\$5,000.00. Liability will then be extended to the amount of the true value declared but in no event exceeding US\$5,000.00. A copy of the Athens Convention and CLNI will be provided by Carrier upon written request.

d. In the event it is determined that we, as Carrier, are not entitled to all of the benefits of the Convention, including the limitations stated above, NO SUIT SHALL BE MAINTAINABLE AGAINST US UPON ANY CLAIM IN CONNECTION WITH THIS TRANSPORTATION OR PASSENGER TICKET CONTRACT RELATING TO CABIN BAGGAGE OR OTHER BAGGAGE OR ANY PROPERTY UNLESS WRITTEN NOTICE OF THE CLAIM WITH FULL PARTICULARS SHALL BE DELIVERED TO US OR OUR AGENT AT OUR OFFICE AT ANY ADDRESS SET FORTH HEREIN WITHIN THIRTY (30) DAYS AFTER TERMINATION OF THE VOYAGE TO WHICH THIS PASSENGER TICKET CONTRACT RELATES AND IN NO EVENT SHALL ANY SUIT FOR ANY CAUSE AGAINST THE CARRIER WITH RESPECT TO CABIN BAGGAGE OR OTHER BAGGAGE OR PROPERTY BE MAINTAINABLE UNLESS SUCH SUIT SHALL BE COMMENCED WITHIN ONE (1) YEAR AFTER THE TERMINATION OF THE VOYAGE. NO SUIT SHALL BE MAINTAINED AGAINST US FOR DELAY, DETENTION, PERSONAL INJURY, ILLNESS OR DEATH OF THE PASSENGER UNLESS WRITTEN NOTICE OF THE CLAIM WITH FULL PARTICULARS BE DELIVERED TO US OR OUR AGENT AT ANY ADDRESS SET FORTH HEREIN WITHIN SIX (6) MONTHS FROM THE DAY WHEN SUCH DELAY, DETENTION, PERSONAL INJURY, ILLNESS OR DEATH OF THE PASSENGER OCCURRED; AND IN NO EVENT SHALL ANY SUIT FOR ANY CAUSE AGAINST US WITH RESPECT TO DELAY, DETENTION, PERSONAL INJURY, ILLNESS OR DEATH BE MAINTAINABLE, UNLESS SUIT SHALL BE COMMENCED WITHIN ONE (1) YEAR FROM THE DAY WHEN THE DELAY, DETENTION, PERSONAL INJURY, ILLNESS OR DEATH OF THE PASSENGER OCCURRED. The requirements of this clause cannot be waived by any of our agents or employees; they may be waived only by express written agreement of one of our directors having authority in the premises. In any case, where the time fixed in this Passenger Ticket Contract for the commencement of suit is less than that allowed by applicable law, such time is hereby extended so as not to exceed the minimum, lawful time.

e. Notwithstanding the foregoing, we shall in no event be liable to you in respect of any occurrence prior to embarkation or after disembarkation from the Ship named herein or substitute, except for transportation by water which is carried out by means of a conveyance provided by us including the Ship and its tenders or, with respect to any baggage, when the same is in our custody at any shoreside installation. We shall in no event be liable for the loss of or damage to cash, negotiable securities, gold, silverware, jewelry, ornaments, works of art or other valuables unless the same have been deposited with us against receipt for the agreed purpose of safekeeping. In the event of such a

deposit, our liability for loss or damage thereof shall be limited to US\$100.00, or in accordance with subpart (a) herein, whichever is less, unless value exceeding that amount be declared in writing. If the declared value exceeds US\$100.00, we are entitled to charge 5% of value declared, up to US\$5,000.00 Upon payment of this charge, liability will be extended to the true value declared but in no event shall we be liable for an amount exceeding US\$5,000.00.

f. No representations are made with respect to travel facilities other than water transportation which we provide, which is governed by these terms and conditions. Other than our water transportation, we have no responsibility in whole or in part for any delays, delayed departures or arrivals, missed connections, loss, death, damage or injury to person or property or accident, mechanical defect, failure or negligence of any nature whatever caused in connection with any accommodations, transportation, services or facilities, substitution of hotels, common carriers or equipment with or without notice or for any additional expenses occasioned thereby. If the entire cruise is canceled for any reason, passengers shall have no claim other than for a full refund of the Cruise Fare. This Passenger Ticket Contract constitutes the sole agreement between Carrier and you, it being understood that the various independent contractors otherwise participating in your Cruise vacation will enter into their own separate contractual arrangements with you, and that you assume the risk of utilizing the services and facilities of those independent contractors. The Carrier is not responsible for any conduct of independent contractors, including those who may assist in or operate shore excursions.

g. If any claim is brought against us in a jurisdiction where any of the applicable limitations and exemptions contained in the foregoing subparagraphs are legally unenforceable, then in such event we shall not be liable for death, injury, illness, damage, delay or other loss or detriment to person or property arising out of any cause of whatever nature if not shown to have been caused by our negligence.

11. **THIRD PARTY PROVIDERS.** We, as the Carrier, are not responsible for services provided or items sold by any concessionaire or other third parties to you. Charges for such services or goods which you request and/or purchase will be your sole responsibility.

12. **PASSENGER DETENTION.** If you are detained on board or elsewhere at any time or at final destination because of quarantine, port regulations, illness or other cause, all expenses incurred in connection with such detention shall be your sole responsibility. If you are carried aboard the Ship beyond final destination for any reason, without fault of the Carrier, you shall pay for any additional maintenance or extra transportation. Should it become necessary, in the sole judgment of the Master to transfer you for medical reasons, the cost of such transfer shall be borne by you.

13. **DANGEROUS ITEMS.** Any piece of baggage must be distinctly labeled with your name, Ship's name, cabin number and sailing date. You are allowed without extra charge one (1) cbm of baggage. You may not possess firearms, explosives, flammable materials or other hazardous goods. Such goods shall be surrendered to the Master at embarkation, and in our discretion may be confiscated, destroyed or surrendered to authorities. You shall have no claim for loss or inconvenience thereby incurred.

14. **PETS.** No pets or other animals are allowed on board the Ship.

15. **INDEMNIFICATION.** You agree to indemnify us for all penalties, fines, charges, losses or damages of any nature incurred or imposed upon us or the Ship by virtue of any act or violation of law by you or by all Passengers named on or traveling under this Passenger Ticket Contract.

16. **HEALTH CONSIDERATIONS.** You are required to advise us in writing, at or prior to the time a cruise is booked, of any physical, emotional or mental condition which may require professional attention during the cruise, including if you are so challenged and require the use of a wheelchair or other similar equipment. A certificate of fitness is required of all such Passengers. Please call 1-877-66-VIKING and request the appropriate document. Some ports of call may have physical conditions which may preclude challenged passengers from going ashore. Decisions made by the Master of the Ship in such circumstances will be binding in all instances. If you are so challenged, you must bring and be responsible for all necessary items related to your said condition. If

any such condition arises after the cruise is booked, you are required to advise us in writing immediately. Failure to so advise us shall release us and all professional personnel aboard the Vessel from any liability related to such condition or its treatment. Failure to disclose physical, mental, or emotional conditions prior to the departure date may result in denial of embarkation and forfeiture of the applicable fare and in such event we shall have no liability financial or otherwise. We are unable to accommodate women past their sixth month of pregnancy.

17. GENERAL AVERAGE. You will not be liable to pay, nor be entitled to receive, any general average contribution in respect of property taken with you on the Ship.

18. PAYMENTS. Any and all payments made by you to us shall be made in currency of the United States of America or other currency acceptable to us. All charges for services and products provided on board the Ship must be settled in cash or charged (via credit card acceptable to us) before your final disembarkation from the Ship. Any other expenses incurred by you or by us on your behalf shall be payable by you on demand.

19. CARRIER'S RESERVED RIGHTS.

a. Nothing contained in this Passenger Ticket Contract shall be construed to limit or deprive us of the benefit of any Convention, Statute or law whatsoever which might be applicable providing for exoneration from or limitation of liability, as more specifically set forth at Clause 9.

b. The provisions of Clause 9 shall extend to each of the independent contractors (including caterers and concessionaires) as well as our servants and agents and the Ship as defined in Clause 1, and for this purpose shall be deemed to constitute a contract entered into between you and us, as the Carrier, on behalf of all persons who are or may be our servants or agents from time to time, and all such persons shall to this extent be deemed to be parties to this Passenger Ticket Contract.

c. If any other person should be held responsible, he, she or it shall be entitled to all of the benefits, limitations and exceptions mentioned in this Passenger Ticket Contract and under the Convention, treaties or otherwise. This Passenger Ticket Contract and every term and provision hereof shall be and remain in full force and effect during all periods when we are under any responsibility to you or your property for any reason whatsoever.

20. PASSENGER'S COVENANTS. You covenant and warrant that you are duly authorized by or on behalf of all Passengers named on or traveling under this Passenger Ticket Contract to agree to all terms, conditions, limitations and exceptions herein contained, and by accepting and/or using this Passenger Ticket Contract, he or she and/or they do agree accordingly and do agree that the same shall be binding on them with the same force and effect as if they and every one of them signed this Passenger Ticket Contract. You must take proper steps (including provision of all necessary documents) as may be required to enable him or her to land at his or her port of destination and generally to comply with the laws of the country in which such port is situated. We shall not in any circumstances whatsoever, whether or not such documents are produced to us by you, be responsible for any information or advice as to said laws as may be given by you to us as the Carrier nor shall we be liable for the consequence of any insufficiency or irregularity in such documents or the noncompliance by you with such laws.

21. PASSENGER TICKET CONTRACT USAGE. The right is reserved to consider this Passenger Ticket Contract as canceled and the applicable fare forfeited if you do not use this Passenger Ticket Contract for the Ship or other Ships substituted, or land arrangements for the date mentioned, or should this Passenger Ticket Contract become lost or mislaid, or if you use this Passenger Ticket Contract for only part of the voyage indicated hereon, for any reason, whether or not due to causes beyond your control.

22. SECURITY PROVISIONS. In the interests of international security and in the interest of the convenience and safety of other Passengers, you agree and consent to a reasonable search being made of you, your baggage or other property, and to the removal and confiscation or destruction of any object which may, in our opinion, impair the safety of the Ship or inconvenience other Passengers, or violate the laws of any applicable authority relative to the possession and/or transportation of nonprescription narcotics, controlled substances or any other illegal commodity of any nature.

23. PASSENGER BOOKINGS. As a condition of its business, we retain the right to overbook Passenger accommodations. In the event that the Passenger accommodation referenced in this Passenger Ticket Contract is overbooked, or if we determine that the Ship is overbooked, we may, at our discretion, deny boarding to any Passenger and, at our further discretion, refund all monies paid or offer another cruise in substitution.

24. CHOICE OF LAW AND FORUM. All questions arising on this Passenger Ticket Contract solely in respect of the limitation of liability shall be decided according to the Conventions and the other and further laws cited at Article 9 hereof, including the statutory, maritime and general laws of Switzerland. The law governing all other aspects of this Passenger Ticket Contract is stipulated and agreed to be the statutory and general law of Switzerland, with references to which this Passenger Ticket Contract is made. ANY DISPUTE ARISING OUT OF OR IN CONNECTION WITH THIS PASSENGER TICKET CONTRACT SHALL BE DETERMINED BY THE CIVIL COURT OF THE CANTON OF BASEL-STADT [ZIVILGERICHT BASEL-STADT], THE JURISDICTION TO WHICH WE, AS THE CARRIER, AND YOU HEREBY SUBMIT OURSELVES. IF ANY ACTION IS INITIATED IN ANY COURT OTHER THAN THE COURTS IN BASEL, SWITZERLAND, WE, AS THE CARRIER, AND YOU HEREBY AGREE TO THE IMMEDIATE TRANSFER OF SAID ACTION TO THE COURTS OF BASEL, SWITZERLAND. ANY ATTORNEYS' FEES AND/OR COSTS INCURRED IN SUCCESSFULLY TRANSFERRING AN ACTION BROUGHT IN ANY VENUE OTHER THAN BASEL, SWITZERLAND SHALL BE AWARDED TO THE PARTY PROCURING THE TRANSFER AND SHALL BECOME DUE AND PAYABLE AT THE TIME OF THE TRANSFER.

25. AMENDMENTS AND MODIFICATIONS. In the event amendments or modifications to this Passenger Ticket Contract are required they may be added by means of attached form and will be considered an enforceable part hereof.

26. MISCELLANEOUS. The illegality or invalidity of any paragraph, clause, or provision of this Passenger Ticket Contract shall not affect or invalidate any other paragraph, clause or provision thereof. All titles set forth in this Passenger Ticket Contract are for convenience only and have no separate meaning or effect.

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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