Portraits of Southern France
Chalon-sur-Saône to Avignon

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 the 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: France uses the Euro. 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: s*pecialty 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 €2 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 – €2 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/adapter 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:

- France country code: 33
  - Paris city code: 1
  - Lyon city code: 426
  - Avignon city code: 490
  - Nice 493

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)

Lyon	Mar	April	May	June	July
	53/38	58/42	67/50	73/57	80/61
	Aug	Sept	Oct	Nov	Dec
	79/60	72/54	61/47	50/39	44/35
Vienne	Mar	April	May	June	July
	53/38	58/42	67/50	73/57	80/61
	Aug	Sept	Oct	Nov	Dec
	79/60	72/54	61/47	50/39	44/35
Chalon-sur-Saone	Mar	April	May	June	July
	53/36	61/41	68/48	74/53	78/57
	Aug	Sept	Oct	Nov	Dec
	77/56	71/51	60/43	49/36	42/32

Average Rainfall (inches)

Lyon

Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
2.0	2.4	3.0	3.1	2.6	3.1	3.0	3.4	2.7	2.0

Vienne

Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
2.0	2.4	3.0	2.6	2.6	3.1	3.0	3.4	2.7	2.0

Chalon-sur-Soane

Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
1.9	2.0	2.3	2.7	2.5	2.5	2.1	2.9	2.8	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. 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. 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 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 French, 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 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

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 Buri, Heimdal and Hermod 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.

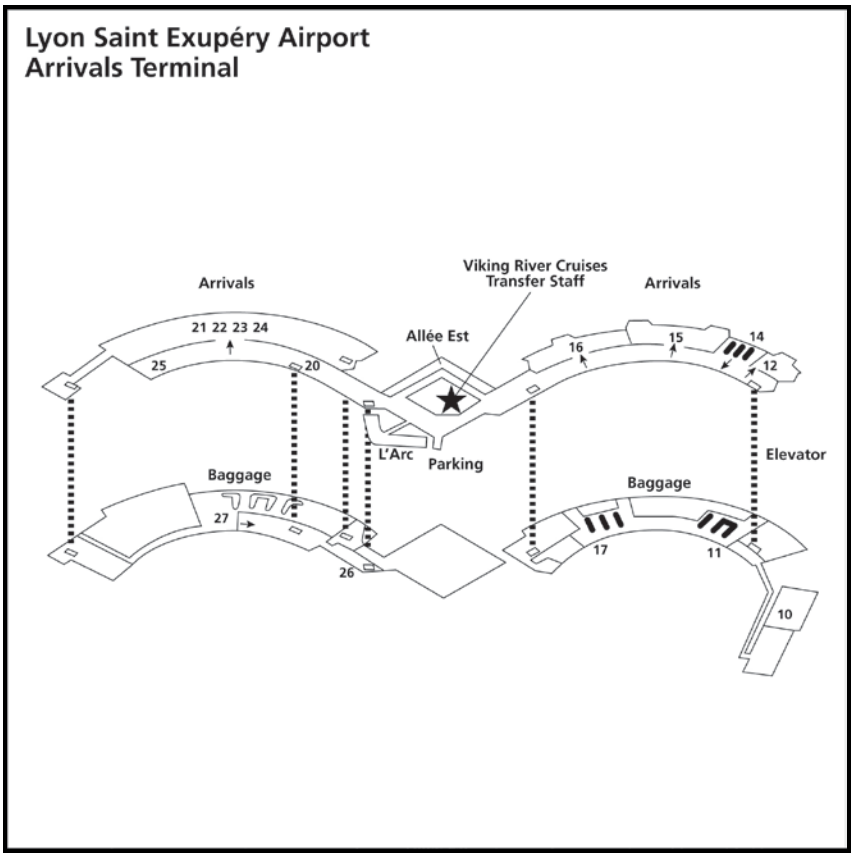
Wheelhouse

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.

Lyon Arrival Transfer Information

Included Transfers. If we have arranged your transfers, collect your baggage and proceed outside the customs area where a representative holding a Viking River Cruises sign will be waiting. Please be sure to wear your Viking sticker enclosed with your pre-trip materials so that you will be recognized by transfer staff. If you do not see the representative immediately, please wait in this area as he/she may be assisting another guest.

Please note: If you are taking the Paris pre-cruisetour extension, your transfer will have a different meet and greet procedure. See page 29 for itinerary details.



Lyon Airport

Sometimes, your transfer will wait for people arriving on other flights. The wait time for these guests is rarely more than 60 minutes but on occasion it could be as long as 90 minutes.

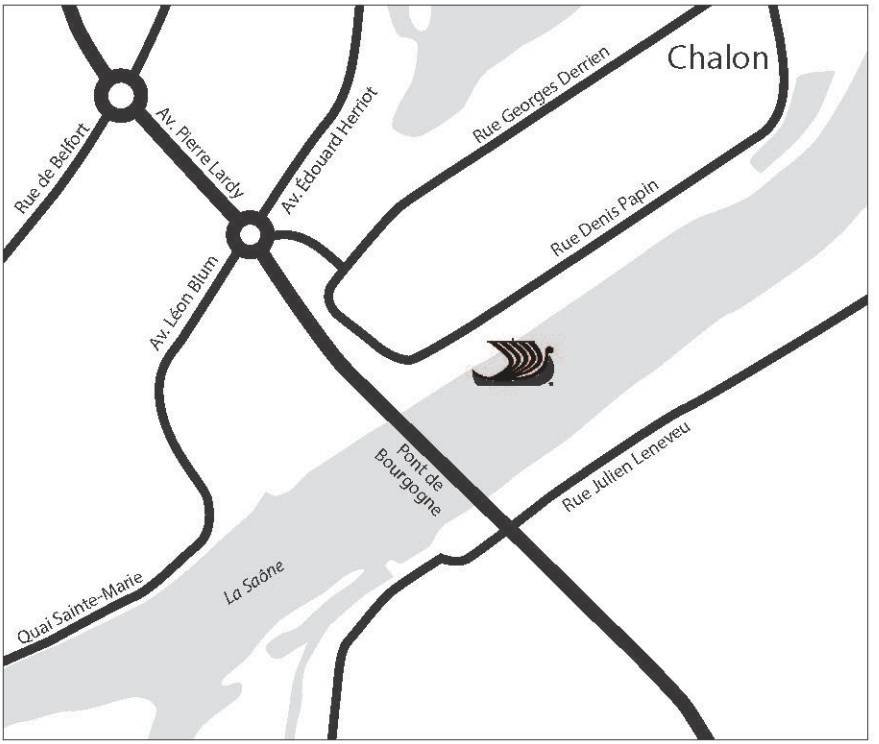
To report flight delays, please call your ship with your flight details. They will make every effort to have the transfer company meet you when you arrive. If you are not met due to a delayed or missed flight, follow the instructions for *On Your Own Transfers* (below). Retain any receipts for taxis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

Ship 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 the ship in Chalon-sur-Saône.

From Lyon. A taxi from Lyon directly to Chalon-sur-Saône will cost approximately 300 euros for two people with two bags each.

To take the train, you must go to the Lyon train station (called Lyon Part-Dieu). A taxi from the Lyon airport to the train station will cost approximately 60 euros while the airport shuttle Rhône Express will cost approximately 14 euros. Driving time from the airport to the train station Part Dieu is about 35 minutes. The train from Lyon to Chalon-sur-Saône costs approximately 30 euros per person, and the journey takes about 60-90 minutes. Do not forget to validate your train ticket before boarding the train.
A taxi from the Chalon train station to the ship will cost approximately 15 euros and will take 10 minutes.

From Paris. If you are coming from Paris, we suggest you take a train from the Paris Gare de Lyon train station, which will cost approximately 50-70 euros.



Docking place:

Port Fluvial Nord
Rue Denis Papin
71100, Chalon sur Saône

Do not dismiss your taxi until you have positively located the ship. The ship's docking location is at the discretion of port authorities, and your ship's Captain can be ordered to move the ship without notice. If you encounter any difficulty, call your ship.

Your Paris Pre-Cruise Extension Itinerary

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

Depart
Leave on your flight to Paris. Refer to your individual itinerary for exact departure and arrival times.

Day 1 Paris
Included Transfers. If we have arranged your transfers, go *outside* the baggage claim area and look for the representative holding a Viking River Cruises sign. Please be sure to wear your Viking sticker enclosed with your pre-trip materials so that you will be recognized by transfer staff. Baggage carts are provided free of charge at all airport arrival areas.

Sometimes, your transfer will wait for people arriving on other flights. The wait time for these guests is rarely more than one hour.

To report flight delays, please call your ship with your new flight details. They will make every effort to have the transfer company 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.

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.

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. Approximate taxi fare into Paris for one person with two suitcases is 50-60 euros; two people, each with two suitcases, can expect to pay approximately 70 euros.

Hotel check-in times are often in the 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 the "City of light". Paris has a lot to offer, from art and culture to history and romance. You will want to stop at a sidewalk café and sample some fresh French bread and local cheese.

Day 2 Paris

Included Paris Orientation Walk. Your orientation walk through Paris this morning will give you a first impression of the Marais, a major center of Paris' Jewish community, as well as the Bastille District. A Viking host is available to help you plan your free time in Paris.

Paris Leisure Time. Visit museums like the Centre Georges Pompidou, Orsay and Picasso, and historic buildings like the beautiful Gothic masterpiece Notre Dame, or the Palace of Fontainebleau. You may also choose to while away time in the Tuileries, the Park that Parisians seek out to relax and take in the sun. *Included Meals: Breakfast*

Day 3 Paris

Full Day at Leisure. Enjoy another day exploring Paris on your own. See the Eiffel Tower up close or Ile de la Cité, an island in the middle of the Seine River. Visit the Louvre, Church of Sainte Chapelle, famous Latin Quarter, Montmartre and La Sorbonne, one of the world's most prestigious universities. Or today you might instead choose to travel out to tour the Palace of Versailles. *Included Meals: Breakfast*

Day 4 Depart

After breakfast, you check out of your hotel. You will receive notification of the exact time of this transfer during your hotel stay. *Included Meals: Breakfast*

Your *Portraits of Southern France* Itinerary

Please note that the order of your itinerary may vary slightly

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

Day 1 Chalon-sur-Saône, France
Arrival in Lyon. If Viking River Cruises arranged your transfer, you will be met at the airport and transferred to your river cruise ship in Chalon-sur-Saône. Because the crew will be preparing staterooms for arriving guests, you can relax in the ship's lounge or explore Chalon-sur-Saône on your own. You will be given access to your stateroom in the midafternoon, by approximately 3 p.m. If you arrive during lunchtime, a light lunch buffet will be available in the lounge.
Included Meals: Dinner

Day 2 Beaune, Tournus & Mâcon
Included Beaune & Burgundy Wine Tour ②. After breakfast, disembark for a motorcoach excursion to Beaune, wine capital of Burgundy. Many of the region's vineyards are still owned by the Hospices de Beaune, founded in 1443 as a hospital. The hospital, with its beautiful tile roof, is a magnificent example of Burgundian/Flemish architecture. Enjoy wine tasting at one of Beaune's famous wine cellars.

Optional Cluny Tour ②. This afternoon, your ship sets sail for Tournus. Enjoy the scenery along the Saône River as you cruise, arriving in the midafternoon. You may wish to take the optional excursion to the town of Cluny and to see the ruins of its famous Benedictine Abbey, which was the world's largest church until St. Peter's was built in Rome. After your walking tour, you will have some free time to explore Cluny on your own before returning to your ship, which has sailed to meet you in Mâcon (cost of the optional tour is about 41 euros, which includes motorcoach transportation, entry fees and a guide).

Welcome Reception & Dinner. Gather this evening to get acquainted with your Program Director and traveling

companions at a Welcome Reception before the Welcome Dinner aboard. The ship remains docked in Mâcon overnight.
Included Meals: Breakfast, Lunch, Dinner

Day 3 Lyon
River Cruising. Enjoy the morning cruising through lovely Burgundy and Beaujolais landscapes, passing lush vineyards, farms and quaint villages.

Included Lyon Tour ②. Dock in Lyon and disembark after breakfast for a tour of beautiful Lyon, a 2,000-year-old city and a UNESCO World Heritage Site. Your tour features magnificent Basilica Fourvière and Old Town with its City Hall. Visit Basilica Notre Dame, and enjoy a motorcoach tour through the Presqu'île (peninsula), passing St. Georges Church, St. John's Cathedral, Palais de Justice and the St. Paul area.

Lyon at Leisure. You will have time to explore Old Town on your own before returning to your ship in the early evening. You may choose to visit the Textile Museum chronicling Lyon's past as a silk and fabric center, It was in Lyon that the Jacquard loom, the first automatic loom able to weave complex patterns, was invented. Or, visit *L'Atelier de Soierie* silk factory and do some shopping in the downtown area.

Optional Tour to Pérouges ②. This afternoon you may want to join this tour to the medieval town of Pérouges. Restored and conserved since 1911 by the Beaux Arts Commission, it has attracted film producers who have used exterior shots in numerous French films including "The Three Musketeers" (cost of the optional tour is 44 euros, which includes motorcoach transportation and a guide). Your ship remains docked in Lyon overnight, so you can take a romantic evening walk.
Included Meals: Breakfast, Lunch, Dinner

Day 4 Lyon, Vienne & Tournon
Scenic Cruising. After a leisurely morning, your ship leaves Lyon at noon and you arrive in Vienne after lunch.

Included Vienne Tour ②. Disembark for a short walking tour, including a mini-train ride. See the town's lovely cathedral and the Cybele Garden. Get a glimpse of Vienne's ancient Roman past at the 1st-century Temple of Emperor Augustus & Livia.

Your ship sails again during dinner time arriving in the charming Rhône River town of Tournon before midnight.
Included Meals: Breakfast, Lunch, Dinner

Day 5 Tournon, Tain L'Hermitage & Viviers

Included Tain L'Hermitage Excursion ③. After breakfast, disembark for a drive through the surrounding vineyards to Tain L'Hermitage, famous for its red wines. You will have a tour through a winery and tasting of local wine. Also visit the small Musée de Tain L'Hermitage located in the 16th-century Hotel of the Courbis, with its collection of paintings from the new school of Paris. You may choose either to take your motorcoach back to the ship or enjoy a leisurely stroll back through Tournon with your group, or perhaps do some shopping on your own.

Scenic Cruising & Included Viviers Evening Walk ③. Return to your ship for lunch as it sails for Viviers, arriving around dinnertime. After dinner, join your Program Director for an evening stroll through the old charming country town where you will see buildings dating back to the Middle Ages and some beautiful examples of Renaissance architecture. The ship remains docked here until after midnight.
Included Meals: Breakfast, Lunch, Dinner

Day 6 Tarascon & Arles

Included Arles Tour ③. Sail through the early morning hours and arrive in Tarascon this morning. After breakfast drive to Arles and embark on a walking tour of the town beloved by Vincent van Gogh. In 1888, the artist wrote from Arles to his brother Theo: "Nature here is extraordinarily beautiful…I can't match its beauty in my painting, but I take so much in that I can let myself go without restraint." Some of his finest works were produced here, and his friend, Paul Gauguin, joined him in Arles for a brief time. Your tour will pass many sites made famous through van Gogh's art, and includes a visit to Espace van Gogh, the cultural center dedicated in his honor, and whose interior courtyard was the subject of some of this paintings. See the Romanesque Cathedral of St. Trôphime and admire its beautiful façade. Known as "Little Rome of Gaul," Arles was once the richest city of the Roman Empire after Rome, and you will visit the Roman arena during your tour.

Tarascon Leisure Time & Optional Les Baux Tour ③. After lunch aboard your ship, you have the balance of the day to explore Tarascon on your own. You may want to join an optional excursion to the little village of Les Baux, a beautiful location set high on a rocky spur. The village was important during the Middle Ages, as evidenced by its castle and numerous ruins, but it was destroyed during the 17th-century religious wars. The mineral bauxite is mined here and takes its name from this region.On the way to Les Baux de Provence you will stop at the Saint Paul de Mausole hospital near St. Rémy de Provence. It is famous for having accommodated Vincent van Gogh for 1 year. During that short time he produced 150 paintings and over a 100 drawings (cost of the optional tour is 49 euros, which includes motorcoach transportation and a guide). The ship sails around dinnertime, arriving in Avignon tonight.

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

Day 7 Avignon

Included Avignon Tour ③. Disembark after breakfast for a walking tour of the town and visit to the fabulous Papal Palaces. Known as the "City of Popes," Avignon is where the Popes of the Holy See resided for much of the 14th century. Rome was in turmoil making this the ideal place to build their elegant residences, chateaux, fortified palaces and churches.

Avignon Leisure Time & Optional Tour. Enjoy lunch aboard and the balance of the day at leisure to explore Avignon at your own pace. Take a stroll through the *La Balance* Quarter, where Gypsies lived during the 19th century. The elegant old town houses of the district have been largely restored over the past 30 years. Avignon boasts several museums, including the Musée Calvet, located in an 18th-century neoclassical mansion and housing an extensive collection of ancient silver, and the Musée Louis-Vouland with a glittering collection of 17th- and 18th-century porcelain, chandeliers, tapestries and other antiques.

You may want to join an optional tour to Châteauneuf du Pape ①. Two Popes from Avignon had decided on Châteauneuf as their seat. Only ruins remain of the two papal castles, but the Papal vineyards still deliver their famous red wine. On the tour, you will enjoy a tasting of some of the wines produced in this famous region (cost of the optional tour is 49 euros, which includes motorcoach transportation and a guide). Return to your ship for dinner.

Alternatively, you may choose to join us for a tour to the famous Pont du Gard, the world's largest and best-preserved ancient Roman aqueduct and a UNESCO World Heritage Site. It is the tallest bridge aqueduct built by the Romans in just 5 years. See this architectural masterpiece with its three mighty rows of arches spanning the Gardon Valley. Visit the Museum of Roman Civilisation and learn more of the secrets of the bridge`s construction. (cost of the optional tour is 49 euros, which includes motorcoach transportation and a guide). Return to your ship for dinner.

The ship remains docked in Avignon overnight.
Included Meals: Breakfast, Lunch, Dinner

Day 8 Depart
After breakfast, disembark and proceed to the airport for your return flight home.
Included Meals: Breakfast

Your French Riviera Post-Cruise Extension Itinerary

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

Day 1 Nice
After breakfast, disembark and begin the ride to Nice. Enjoy glorious views along the breathtaking Côte d'Azur. After check-in, you have free time to become more acquainted with Nice. Stroll along the Promenade des Anglais, which extends along the beaches, explore the city's romantic old town area and watch the street performers on the Rue de France. Your evening is free to explore the city's scenery, nightlife and distinctive cuisine. *Included Meals: Breakfast*

Day 2 Nice
Nice guided walking tour. This morning you have a tour of this Mediterranean city. Walk through the old town area and continue exploring Nice, home to wonderful beaches, tree-lined boulevards and an array of shopping opportunities. The balance of the day is yours; stroll the cobbled streets and visit the local marketplaces, shop for antiques or enjoy perusing the many galleries. A Viking Host is available to help you plan your free time. *Included Meals: Breakfast*

Day 3 Nice
Today, walk along the famous beaches of Nice, relax at a boulevard café, perhaps do a bit of shopping. Or, take an optional half-day excursion to Monaco—a tiny, elegant country whose capital, Monte Carlo, hosts exclusive casinos and the annual Monaco Grand Prix. Enjoy a tour, free time and the stunning coastal drive back to Nice. *Included Meals: Breakfast*

Day 4 Depart
After breakfast, check out of your hotel and proceed to the airport for your return flight.
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 inyour 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. ANYATTORNEYS' FEES AND/OR COSTS INCURRED IN SUCCESSFULLY TRANSFERRING AN ACTION BROUGHT IN ANY VENUE OTHER THAN BASEL, SWITZERLAND SHALLBE 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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