



AMAWATERWAYS™

LEADING THE WAY IN RIVER CRUISING



WELCOME ABOARD

HELPFUL PRE-DEPARTURE
INFORMATION FOR YOUR CRUISE

Dear Traveler,

Thank you for choosing AmaWaterways. Your itinerary has been meticulously planned to ensure that you have the most memorable vacation possible. We hope you enjoy your trip as much as we enjoyed putting it together.

This booklet contains some important tips to help you prepare for your Douro River cruise. We encourage you to review it carefully and bring it along as a handy reference during your travels.

Wondrous experiences await you on your upcoming AmaWaterways adventure, including different lifestyles, cuisine and cultural traditions – prepare to be amazed! Our friendly and resourceful overseas staff will be with you every step of the way to make sure you have the journey of a lifetime.

Bon Voyage! We look forward to welcoming you aboard.

Rudi Schreiner
President



DOURO VALLEY

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PREPARATIONS FOR YOUR TRIP

Passports & Visas

A passport is required for all AmaWaterways river cruises and it must be valid for at least six months after you return home. It is your responsibility to ensure your passport is valid and contains all required visas. Please check your itinerary carefully and consult with the appropriate consulates to determine if any visas are needed. Vacations can be disrupted or altered if the correct documents cannot be presented at airports or border crossings. We recommend photocopying the first page of your passport, airline tickets, driver's license and/or birth certificate to expedite the process of replacing any documents lost while traveling. Keep the originals separate from the copies and pack some extra passport photos as well. Another option is to scan your passport, airline tickets and credit card numbers and e-mail them to yourself as attachments. Please be sure to fill out the "Emergency Next of Kin" section in your passport (in pencil) as well.

Online Check-in

AmaWaterways' online cruise check-in process is intended for the convenience of our valued guests. We kindly ask all guests to complete their online check-in at least 7 days prior to your trip by visiting our website at www.amawaterways.com/welcome-check-in. In addition to providing the mandatory information required for embarkation, the cruise check-in process helps to ensure smooth sailing. The entire process takes about ten minutes to complete and provides many benefits.

- » Ensures your personal information, as it appears on your passport, is correct
- » Provides us with an emergency contact in the unlikely event of an emergency
- » Allows you to sign up for Special Interest Tours once final payment has been made

TSA Secure Flight Program

The Transportation Security Administration (TSA) requires all passengers to provide Secure Flight passenger data when booking airline travel. This includes your full name, date of birth and gender as it appears on non-expired government-issued travel documents (e.g., passport, re-entry permit, alien registration card, "green card," photo ID, etc.). Any missing or incorrect information can cause unnecessary delays at the airport. If you booked your airline tickets through AmaWaterways and have not yet provided us with this Secure Flight passenger data, please contact our office as soon as possible at 800-626-0126 or 818-428-6198 (if dialing from outside of the U.S.). Please refer to your local transportation authorities for more information.

Travel Protection Insurance

If you purchased travel protection insurance, please make sure to write down important information such as the insurance company's telephone number and your policy number.

Baggage

International air carriers are often very strict about the size and weight of baggage and carry-on luggage. Please contact your air carrier or visit its website for specific requirements prior to your departure, as size and weight limitations vary according to the airline and destination. It is also important to check European domestic flight regulations as these too may vary. Passengers on international flights are usually allowed one piece of checked luggage and one carry-on bag per person. Some airlines limit each checked bag to a maximum of 62 linear inches (158 linear cm, length + width + height) and 50 lbs. (23 kg). Your carry-on should not exceed 22 x 14 x 9 inches (55 x 35 x 22 cm) or weigh more than 17 lbs. (8 kg). International air carriers may impose fees for baggage that is too large or heavy and/or require you to remove certain articles in order to meet weight restrictions.

Note: Please check airline websites for specific baggage weight, baggage size, carry-on regulations, and excess or overweight baggage charges all your flights (both international and intra-Europe).

Important: AmaWaterways is not responsible for any additional fees imposed by air-carriers. In addition, during your cruise and when traveling by motor coach, storage space may be limited and porters may decline to carry extra heavy suitcases for health and safety reasons. We recommend bringing only one suitcase and one carry-on bag per guest. Luggage tags are included with your travel documents. Guests receiving e-documents may request luggage tags on board. We also suggest putting your contact information, such as your name, cell phone number and e-mail as well as the hotel and/or ship contact information inside your bags, just in case they are delayed.

HEALTH & WELL-BEING

Physical Requirements

AmaWaterways itineraries are as varied and active as you want them to be. Cruising days provide ample opportunities to relax on board, while shore excursions require a moderate amount of walking, often along Europe's uneven cobblestone streets, inclines, and up and down stairs. To better accommodate our guests and their individual fitness levels, we offer three levels of walking tours whenever possible: "Regular Walkers" go at an average pace, "Gentle Walkers" proceed in a more relaxed manner and "Active Walkers" walk at a faster pace, covering more sights and locations in the same amount of time

Medical Conditions

Please advise us before your departure date if you have any medical conditions requiring special attention during your trip.

Special Diets

Please let us know prior to your departure date if you have any special dietary requirements (e.g., vegan, diabetic, gluten-free, etc.). We will make every effort to accommodate your request with the resources available to us.

MONEY MATTERS

ATM (Automated Teller Machine) / ABM (Automated Banking Machine)

Our ships do not have cash machines, but ATMs and ABMs are widely available throughout Europe and readily accessible during shore excursions. Please be sure to bring your personal pin number or security code for your card(s). Prior to your departure, we recommend notifying your bank of your travel plans, so they can inform you of any applicable foreign transaction fees and/or restrictions.

Credit Cards

Major credit cards (Visa/MasterCard/American Express) are accepted in most European shops, hotels and restaurants. Please make sure your credit cards are valid for at least 30 days after you return home and activate them before you travel. Some places may require a minimum charge for using credit cards and others may not accept certain cards, so it's best to bring more than one. As with your ATM card, we recommend informing your credit card company that you will be traveling abroad, so they can expect overseas charges on your account.

Note: We recommend you bring a chip style credit card and memorize your PIN number as most European countries use chip-and-pin credit cards. Cards with magnetic strips on the back (commonly used in North America) are used less frequently and may not work. You might want to carry some extra cash in your wallet to use in these situations just in case.

Travelers Checks

Travelers Checks are not accepted on board.

Settling Your Bill On Board

The day before your cruise ends, you will receive an invoice for any onboard charges you may have made. Please review it carefully before settling your bill. All onboard charges will be in Euros, payable with cash (Euros) or credit card. Pre-paid charge cards are not accepted. Your credit card company will convert your onboard charges into your home country's currency at the current exchange rate and service fees may apply. Please note your onboard charges will not be referenced as "AmaWaterways Los Angeles" on your credit card statement.



CIBELES FOUNTAIN, MADRID

TRAVEL ESSENTIALS

What to Wear

Our best advice is, “if in doubt, leave it out.” Adopt a simple color scheme for your travel wardrobe to reduce the amount of clothing required. Pack wrinkle-resistant, easy-care cotton/polyester clothing and bring enough underwear and socks so frequent laundry is not necessary. You may wish to bring a few smart casual outfits and something a little dressier to wear to the Captain’s Dinner or an evening concert. Bring comfortable walking shoes for shore excursions and one pair of dressier shoes. Pack comfortable work out clothing if you will be using our onboard Fitness room. You may be traveling through different climates and altitudes, so layering is advisable. Europe can be quite warm in the summer, so short sleeve shirts; shorts, skirts, sundresses and a wide-brimmed hat are good items to pack. Bring a raincoat and warm sweater for chilly evenings, especially in the spring and fall, and warmer clothing and a heavy coat for winter cruises.

What to Pack

Current airport security regulations require that any liquids and semi-liquids (e.g., lotions, gels, etc.) stored in your carry-on bag MUST be in a container no larger than 3 oz. (88 ml) and all items must fit into a clear quart-sized plastic bag. Any items exceeding this limit may be confiscated by TSA personnel. Please refer to your local transportation authorities for more information. Some suggestions for what to pack:

- » Toothbrush, toothpaste, deodorant, comb or hair brush, razor, feminine products and cosmetics
- » Sunscreen and sunglasses
- » Tissues and antibacterial wipes
- » Basic first aid kit: medications for upset stomach, prescriptions, aspirin, antiseptic cream, cold medicine, vitamins and bandages
- » Prescription eyeglasses or contact lenses
- » Mini flashlight
- » Small calculator (for currency conversions)
- » Converters, adapters, chargers and power cords
- » Travel umbrella
- » Camera and extra memory cards
- » Smart phone

Important: Pack a sufficient supply of any medications you are taking, copies of the prescriptions and the telephone/fax numbers of your doctor. Some countries require prescription drugs be carried in their original container with the label clearly visible.

Note: Europe uses 220v and 2-pin adapters. Be sure to inspect your chargers and power cords (for cell phones, cameras, electric shavers, laptops, iPads, MP3 players, e-readers, etc.) to determine specific converter and/or adapter requirements to ensure their safe operation aboard the ship. Every stateroom has a USB charger should you need to use it (USB charger may be located in the TV monitor).

TRAVEL LOGISTICS

Airport Security and Check-in

It is recommended you be at the airport at least three hours before international flights and two hours before domestic flights. This allows enough time to check your baggage, present your passport and ticket, confirm seat assignments and boarding passes, and clear security procedures before proceeding to the boarding area. Most airlines offer online check-in 24 hours prior to departure, which can help you avoid long lines once at the airport. If permitted, this is also a chance to request seating assignments or buy an upgrade if available. Airport security regulations require that sharp objects of any kind be stored inside your checked luggage, not in your carry-on bag. You may be asked to put your shoes and/or coat through an X-ray scanner, so be prepared to remove them.

Tips for Long Flights

- » Wear loose-fitting clothing and comfortable shoes.
- » Avoid caffeine, alcohol and carbonated drinks and drink plenty of water to stay hydrated.
- » Alleviate ear pressure by chewing gum, yawning, swallowing or gently blowing your nose.
- » Periodically walk up and down the aisle to stretch your legs and get blood circulating. You can also do a few isometric exercises while seated.
- » Try to sleep during your overnight flight, so you can acclimate to the local time more quickly.
- » Avoid wearing contact lenses during your flight, as recirculated cabin air tends to dry them out.

Late or Missed Flights

If you miss a flight, immediately advise an airline representative that you are a cruise guest bound for a specific location/date/time to meet your ship. If your flight is cancelled, await instructions from the airline regarding alternate travel arrangements. Typically airlines will do everything in their power to get you on the next available flight. Once you know your new flight information please call the emergency contact number listed within this Travel Document.

Delayed Baggage

Baggage can sometimes be delayed during air transport. Pack a change of clothing in your carry-on bag or your traveling companion's bag just in case. Place a copy of the hotel and ship contact info inside each piece of checked luggage, as this will help the airline locate you should your bags be delayed. Please note it is the responsibility of the airline to deliver any delayed bags to you. Claims for reimbursement for delayed luggage should be submitted directly to the airline. Fill out a claim form at the appropriate airline desk before leaving the airport. If you need assistance later regarding your delayed luggage, please ask your Cruise Manager or local host to contact the airline for information.

AIRPORT INFORMATION

Note: The instructions below apply only to guests who have purchased an AmaWaterways transfer. However, the AmaWaterways Welcome Desk is available for all arriving guests in need of information.

LISBON: Portela Airport (LIS)

Please proceed to the AmaWaterways Welcome Desk located next to the “ABREU” Welcome Desk in the arrivals area (near the Airport Information Desk, to the right of the cafés and shops). The AmaWaterways Welcome Desk is available 7:30 a.m. to 4:30 p.m. on scheduled arrival days for guests who booked the full 3-night pre-cruise hotel land program.



If your flight arrives outside of these hours or if you arranged a private transfer (as noted on your transfer voucher), please pass through Customs, collect your baggage and proceed towards the arrivals gate exit. You will be met by an AmaWaterways representative holding a sign with your ship name.

If you purchased additional or reduced nights in Lisbon (i.e., different from what is presented in our brochure) and/or have arranged a private transfer (as noted on your transfer voucher), please pass through Customs, collect your baggage and proceed towards the arrivals gate exit. You will be met by an AmaWaterways representative holding a sign with your ship name.

Lisbon Portela Airport is located 4 miles (7 km) northeast of the city center, approximately 15 minutes from the city center and hotel.

MADRID: Madrid-Barajas Airport (MAD)

There is no AmaWaterways Welcome Desk at this airport.

For flights arriving at Terminal T1, please pass through Customs, collect your baggage and proceed to the official meeting point indicated on the map below. The meeting point is located in the arrivals area near the Airport Information Desk, in front of the “Ars” restaurant. You will be met by an AmaWaterways representative holding a sign with your ship name who will provide instructions regarding your transfer.



For flights arriving at Terminal T2, please pass through Customs, collect your baggage and proceed to the official meeting point indicated on the map below. The meeting point is located in the arrivals area near the Airport Information Desk, across from “Il Caffè di Roma.” You will be met by an AmaWaterways representative holding a sign with your ship name who will provide instructions regarding your transfer.



MADRID: Madrid-Barajas Airport (MAD) - continued

For flights arriving at Terminal T4, please pass through Customs, collect your baggage and proceed to the official meeting point indicated on the map below. The meeting point is located in the arrivals area next to the “Medas Ready to Eat” cafeteria. You will be met by an AmaWaterways representative holding a sign with your ship name who will provide instructions regarding your transfer.



If you have purchased an AmaWaterways transfer with additional or reduced nights in Madrid or if you have pre-arranged a private transfer (as noted on your transfer voucher), please pass through Customs, collect your baggage and proceed to the arrivals gate exit. You will be met by an AmaWaterways representative holding a sign with your ship name.

Madrid-Barajas Airport is located 11 miles (17 km) northeast of the city center, approximately 30 minutes from the city center and hotel.

PORTO: Francisco Sá Carneiro International Airport (OPO)

There is no AmaWaterways Welcome Desk at this airport.

Upon arrival, please collect your baggage and pass through Customs, where you will be met by an AmaWaterways representative holding a sign with your ship name who will provide instructions regarding your transfer.



If you have arranged a private transfer (as noted on your transfer voucher), please collect your baggage and pass through Customs, where you will be met by an AmaWaterways representative holding a sign with your ship name.

Porto's Francisco Sá Carneiro Airport is located approximately 11 miles (17 km) from the port, approximately 20 minutes from the ship.

HOTEL LAND PROGRAMS

Hotel Arrival Information for Pre/Post-Cruise Hotel Land Programs

Hotel Check-in time is typically 3 p.m. If your flight arrives in the morning, luggage can be stored at the hotel before check-in and delivered to your room later. Upon arrival at the hotel, please proceed to the AmaWaterways Welcome Desk (typically located in the lobby area). There is no guaranteed early check-in and doing so may involve an extra fee. Please check with your specific hotel to confirm the check-in time.

Hotel Departure Information

Check-out time varies but is generally between 10 a.m. and 12 noon. If you have a late afternoon or evening flight, most hotels will store your bags until you depart for the airport. Guests with AmaWaterways departure transfers will be informed of their transfer pick up time by the Cruise Manager or local host. If you do not have a pre-arranged transfer, the hotel reception staff will be happy to arrange transportation to the airport by taxi or private car. Please check with your specific hotel to confirm the check-out time.

HOTEL WELCOME DESK INFORMATION

For itineraries that include a hotel stay, you will find an AmaWaterways Welcome Desk located in or near the hotel lobby attended by the Cruise Manager and/or a local host. They can provide helpful information about the city, suggestions for your free time and transfer information (hotel to ship, or hotel to airport). If you have simply booked an extra night stay at our hotel, no AmaWaterways Welcome Desk will be available. The hotel reception staff or Concierge can provide information about the city and suggest activities you might enjoy during your stay.

For pre-cruise hotel land programs, the AmaWaterways Welcome Desk is open from 9 a.m. to 5 p.m. on the arrival day and at posted hours during the rest of your stay. For post-cruise hotel land program, the desk is typically open for two hours on arrival day and at posted hours during the remainder of your stay.

If you arrive outside of these operating hours, please proceed to the hotel's reception desk to check in. A Welcome Packet will await you at reception or in your room, with information about your Cruise Manager, his/her phone number and the schedule for the next day.

There will be no AmaWaterways Welcome Desk outside of scheduled hotel land program dates.

HOTEL CONTACT INFORMATION

LISBON: InterContinental Lisbon

Rua Castilho, 149

1099-034 Lisbon, Portugal

Tel: +351 (0) 21 381 87 00, Fax: +351 (0) 21 389 05 00

LISBON: Four Seasons Hotel Ritz Lisbon

Rua Rodrigo da Fonseca, 88

1099-039 Lisbon, Portugal

Tel: +351 (0) 21 381 14 00, Fax: +351 (0) 21 383 17 83

MADRID: The Westin Palace, Madrid

Plaza de las Cortes, 7

28014 Madrid, Spain

Tel: +34 (0) 91 360 80 00, Fax: +34 (0) 91 360 81 00

PORTO: The Yeatman Hotel

Rua do Choupelo (Santa Marinha)

4400-088 Vila Nova de Gaia, Porto, Portugal

Tel: +351 (0) 220 133 100; Fax: +351 (0) 220 133 199

EMBARKATION & DISEMBARKATION

Official embarkation time is 3 p.m. This allows the staff and crew enough time to prepare your stateroom and have the ship ready for your cruise. If you arrive earlier, you may check your luggage on board and relax in the Main Lounge or explore the local area.

Official disembarkation time is 9 a.m. You may disembark earlier if the ship is moored in your final destination. You may disembark later provided you have vacated your stateroom and have checked out no later than 9 a.m.

DURING THE CRUISE

Reception

The ship's reception desk is open 24 hours a day. Should you need any assistance, simply stop by anytime or call from your stateroom by dialing 9.

Onboard Language

The official language on board is English. All staff, crew and local guides speak English and all announcements and lectures will be presented in English. Occasionally, a foreign language guide will be aboard for specific groups, but all important onboard communication (spoken or printed) will continue to be presented in English for the benefit of all guests.

Smoking

Smoking (including e-cigarettes) is not permitted anywhere inside the ship, only at the rear of the Sun Deck. For the safety and comfort of all guests on board, your cooperation in observing the no-smoking policy is greatly appreciated.

Ship Schedule

The ship departs promptly from each port in accordance with its cruising schedule. Safety Cards containing important contact information for the ship and your Cruise Manager are handed out prior to every excursion and will be collected upon return. The ship is unable to delay departure for guests who may not be on board. Unless you are on a shore excursion accompanied by an AmaWaterways guide, it is your responsibility to make your own way to rejoin the ship at a subsequent stop. Without limitation, AmaWaterways is not liable for any costs incurred if you miss the ship's departure for any reason.

Gratuities

Gratuities to your Cruise Manager and the ship's crew for services rendered are not included in your cruise fare. While the amount of these gratuities depends upon your degree of satisfaction, many guests have asked us for some general tipping guidelines. For good service, we recommend 3 Euros per guest/per day for the Cruise Manager and 12 Euros per guest/per day for the crew, which is divided among all ship personnel and motor coach drivers. It is also customary to tip a particularly good local guide with 1-2 Euros per guest/per tour. Gratuities to your Cruise Manager and the ship's crew may be paid with credit card (charged in Euros) by adding them to your onboard bill or with cash. Tips for local guides may only be paid with cash direct to them at the end of the tour.

STATEROOM INFORMATION

Entertainment-On-Demand

High-speed Internet and Wi-Fi access make it easy to keep up with the latest news and stay connected with friends and family back home throughout your voyage. Our Entertainment-On-Demand system offers recent Hollywood releases, as well as classic films, English-language news, sports, satellite TV programs and a selection of music channels, all available via your flat-screen TV. If you have questions about navigating the system or accessing the Internet, please contact the reception desk for assistance. Please note the ship's television reception and Internet operate via satellite and may be temporarily restricted or unclear depending on the ship's location.

Telephone

Your stateroom has a telephone that may be used to call the reception desk and other staterooms. Please refer to the operating instructions provided. Calls may also be made from ship to shore. Charges will be billed to your onboard account. Please inquire at reception for rates. Please note the ship's telephone system operates via globally positioned satellites and therefore may be temporarily out of service depending on the ship's location.

Climate Control

Your stateroom is equipped with adjustable climate control. Please refer to the instructions provided or check with the reception desk should you have any questions regarding its use.

Electricity

Electricity on board is 220v with European 2-pin power outlets. You may need a European adapter and/or converter for any electrical appliances you bring with you. Stateroom bathrooms are equipped with electric shaver outlets. You may like to bring with you a multi port USB charger.

Bathroom Amenities

Your stateroom is equipped with a hair dryer and spa-quality toiletries, including soap, body wash, shampoo, conditioner and body lotion.

Safe

Your stateroom is equipped with a small safe (8 x 16 x 13 in / 20 x 42 x 34 cm) for your personal use. We recommend placing valuables in the safe whenever you are away from your room. Oversized items may be stored in the ship's safe at the reception desk.

Additional Stateroom Amenities

Your stateroom has two sets of robes and slippers for your use during the cruise. Complimentary bottled water is replenished daily.

ONBOARD FACILITIES & AMENITIES

Spa Services

Massage treatments are available on board. Please inquire at the reception desk for a menu of services and to schedule an appointment. Please note these services are available for a fee and can be paid for in cash or with a credit card at the time of purchase or at the time you settle any of your onboard charges prior to disembarkation from the ship.

Medical Facilities

There are no onboard medical facilities. Medical assistance can easily be called from shore if required. If medical services are required, such assistance is the financial responsibility of the guest.

Fitness Room

AmaVida has a fitness room with a selection of exercise equipment, as well as towels and bottled water. Please inquire at the reception desk about hours of operation. There is no attendant on duty and use of this equipment is at the sole risk of the user. AmaWaterways and its affiliates are not responsible for any injuries sustained during the use of the fitness room.

Swimming Pool

AmaVida has a heated swimming pool, perfect for a refreshing dip. There is no attendant on duty and use of the swimming pool is at the sole risk of the user. AmaWaterways and its affiliates are not responsible for any injuries sustained during the use of the pool.

Gift Shop

The gift shop sells accessories, souvenirs, gifts and a limited selection of toiletries. Opening hours vary according to the itinerary, but the hours are usually from 8 a.m. to 10 p.m. daily except on embarkation and disembarkation days.

Ice Machine

For your convenience, an ice bucket is provided in your stateroom. Ice is available from the bar.

Key Cards

A magnetic key card for your stateroom is issued upon check-in.

Laundry & Ironing

Onboard laundry service and ironing is available for an additional fee. A price list is provided in your stateroom. Please note dry cleaning is not available during your cruise. For safety reasons, the use of travel irons is prohibited on board the ship.

Library & Games

The ship has a small collection of books for guests to enjoy during the cruise. Puzzles and board games are also available. Please return any borrowed items before disembarkation. We are happy to accept any books or magazines you may decide to leave behind.

Mail

Stamps and postcards are available at the reception desk and mail is sent out from port each day. We offer a selection of complimentary AmaWaterways branded postcards. These can be found at the reception desk or near the library. The reception desk staff is happy to stamp and mail these AmaWaterways branded postcards for you free of charge. Stamps are also available for purchase.

Main Lounge

The ship has a large, comfortably furnished Main Lounge with a full-service bar and dance floor. It's a place to gather with friends and family, listen to lectures, be entertained and enjoy live music by the onboard pianist who plays every afternoon and evening.

Sun Deck

The AmaVida features an expansive Sun Deck offering 360-degree views of the passing -scenery. There is a heated swimming pool and ample sun loungers, tables, chairs and a shaded section where you can read, relax or gaze out at the view. For safety reasons, there may be times when access to the Sun Deck is temporarily restricted, such as when passing through locks and under low bridges.

Wi-Fi

Complimentary Wi-Fi is available throughout the ship. Please note the ship's Internet service operates via GSM networks similar to your mobile phone with Satellite as a back-up and may be temporarily restricted or unclear depending on the ship's location.

ONBOARD DINING

All onboard meals are included in your cruise fare. Meals are served in single seating in the Main Restaurant, as well the al fresco dining areas on either side of the Main Restaurant.

All meals are skillfully prepared by European chefs and consist of continental cuisine made with fresh, locally sourced ingredients whenever possible. Breakfast is buffet-style with selections available from the menu as well. Lunch is also buffet-style with salads, soups and a selection of hot buffet items, hot entrées and desserts. Dinner is a multi-course meal with a choice of delicious entrées, including a vegetarian option. If you have special dietary requirements (e.g., vegan, diabetic, gluten-free, etc.) please advise AmaWaterways prior to your departure date. We will make every effort to accommodate your request with the resources available to us.

We also offer a variety of alternative dining experiences, including early-riser breakfast; light lunch dining in the Main Lounge; and a selection of refreshments, tapas, snacks and sandwiches served throughout the day.

Beverages

Water on board is potable and we also restock the bottled water in your stateroom on a daily basis. Specialty coffees and teas are available free of charge any time of day and night via a self-serve machine in the Main Lounge. At lunch and dinner, fine wines, beer, soft drinks and specialty coffees and teas are available on an unlimited and complimentary basis. Soft drinks and alcoholic beverages are also available outside of meal times for an additional charge.

ONBOARD STAFF

Captain

The ship's highly qualified and licensed Captain was carefully selected for his/her vast knowledge of the European waterways, attention to safety and ability to command the ship and crew.

Cruise Manager

Specifically selected for their knowledge, experience and friendly personalities, AmaWaterways Cruise Managers are resourceful, well-traveled and multilingual travel professionals. They are responsible for coordinating all daily activities both on and off the ship.

Hotel Manager

The ship's Hotel Manager oversees all hotel operations on board, including the dining room, reception and housekeeping.

Ship's Crew

All AmaWaterways crew members, from the nautical crew to stateroom stewards, are thoroughly trained to ensure you enjoy the best vacation possible.

SHORE EXCURSIONS

Sightseeing Shore Excursions

As you have varied tastes, we have developed a selection of shore excursions in every port of call. These excursions may be on foot, via motor coach or a combination of both. Each shore excursion is led by a qualified English-speaking local guide. In most locations you can also choose your activity level: gentle, regular or active pace tours.

Special Interest Tours (aka Limited Edition Tours)

In select cities, we offer one or more alternative excursions known as Special Interest Tours, unique shore excursions with a very specific focus. These Special Interest Tours are ideal if you have already visited a certain destination or simply want to do something a little different. Space may be limited on these tours, so if you are interested, we encourage you to reserve a spot online (www.amawaterways.com/check-in) by completing our online cruise check-in at least 7 days prior to your departure. You will need your booking number and your reservation must be paid in full in order to pre-register. You may also sign up for these tours once aboard your ship, provided space is still available. Please note Special Interest Tours may not be available on all itineraries.

Hiking Excursions

You have the option to explore the beautiful Douro River Valley more actively with guided hikes.

Personal Audio "Quietvox" Device

We will provide you with a sophisticated, lightweight audio headset device to take along on shore excursions, so you never have to miss a word of your guide's insightful commentary.

Motor Coach Safety

For safety please remain seated with your seat belt fastened at all times. We strongly advise against using the onboard washroom while in motion, please be advised that doing so will be at your own risk. AmaWaterways and its affiliates are not responsible for any injuries sustained for failing to heed these safety precautions. Carry-on bags, purses and other bulky items should be safely stowed in the overhead luggage racks or under your seat to keep the aisles clear. Please do not stow heavy items overhead. Take a moment to note all emergency exits and please be careful whenever entering and exiting the motor coach.

Daily Cruiser Newsletter

We recommend carrying each day's onboard newsletter with you whenever going ashore, as it contains the ship's docking address, All Aboard times and your Cruise Manager's and ship telephone numbers.

Water Levels

In the event of fluctuating water levels on certain stretches of the river, it may be necessary to operate part of your planned itinerary by motor coach or to alter the daily program as determined by the ship's Captain.



CITY VIEW, PORTO

DOCKING LOCATIONS

Some European ports have more than one docking location, so please refer to your cruise voucher for the exact location. Local river authorities are responsible for allocating docking spaces and locations may vary depending upon the number of ships in port on any given day. Ships typically moor facing upstream, against the current. There may be times when multiple ships are tied together and views from your stateroom are temporarily restricted. These are typical situations that are beyond the control of AmaWaterways. Docking locations may also change without notice. For guests making their own way to the ship, please contact the AmaVida on the day of embarkation to verify its exact location.

Porto, Portugal

Docking area: Vila Nova de Gaia

Street address: Avenida Ramos Pinto

The docking location is on the south bank of the Douro River along a street called Avenida Ramos Pinto, near Ponte Dom Luis I.

The closest international airport is Porto's Francisco Sá Carneiro Airport (OPO), approximately 11 miles (17 km) from the ship.





THE AMAVIDA

Vega de Terrón

Docking area: Vega de Terrón

GPS Coordinate: 41.028316, -6.930256

Vega de Terrón is located at the confluence of the Douro and Águeda Rivers. The closest town is Barca d'Alva, a half mile away from Ponte Almirante Sarmento Rodrigues.

The closest international airport is Madrid-Barajas Airport (MAD), approximately 225 miles (360 km) from the ship.



CONTACT INFORMATION

Your final travel documents contain important phone numbers and other information you may need during your vacation. Some tips for making calls:

Helpful Calling Information

Calling Europe from the US and Canada:

1. Dial the US/CAN long distance code 011
2. Dial the country code (such as 41 for Switzerland)
3. Dial the area code (drop the leading zero)
4. Dial the number

For example to dial a Swiss phone number, such as 061 639 6080, you dial the following:
011 41 61 639 6080

Common Calling Questions:

Do I Drop the Leading Zero in the Area Code?

Yes. When dialing to any European country from another country, drop the leading zero in the area code. When dialing from within a European country to the same country, dial the leading zero.

Why is There a Plus Sign (+) at the Start of the European Phone Number?

European phone numbers are frequently written in the format +44 07981 555555. The plus indicates you have to dial your long distance code first (in the US or Canada the code is 011, in Europe it is 00).

Calling the US and Canada from Europe:

1. Dial the Europe long distance code 00
2. Dial the country code (1 for the US and Canada, 44 for the UK)
3. Dial the area code and number

Please refer to the phone numbers below and/or on your travel documents and advise the ship of any delays or changes to your schedule. If for any reason you require assistance, our representatives are at your service:

AmaWaterways Headquarters

1-800-626-0126 or 1-818-428-6198

Monday-Friday: 6 a.m. - 6 p.m. Pacific Standard Time

Saturday: 7 a.m. - 1 p.m. Pacific Standard Time

AmaWaterways European Office

+41 (0) 61 639 6080

Monday-Friday: 9 a.m. - 6 p.m. Central European Time

AmaVida Ship Contact Number

+351 (0) 926 781 512 (Reception Cellphone)

+351 (0) 964 928 319 (Reception Land line)

EMERGENCY CONTACT INFORMATION

In the event of a travel emergency please use the following numbers:

If you are still within the US or Canada, please call:

1-818-428-6198 or 1-800-626-0126

From Monday-Friday, 6 a.m. - 6 p.m. P.S.T.; and Saturday, 7 a.m. - 1 p.m. P.S.T.

Outside of these times please call the US emergency phone number:

1-818-398-1921

If a travel emergency occurs once you have arrived in Europe, please call:

+41 79 955 7320

Emergency e-mail address: emergency@amawaterways.com (Please put "EMERGENCY" in the subject line of your e-mail.) Our Emergency e-mail is monitored 24 hours a day.

Port Maps provided by Google Maps





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