



Through the Netherlands “South Holland”

- YOUR TRAVEL INFORMATION -

MS Normandie

Rotterdam - Rotterdam



SE-Tours GmbH

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We would like to give you a very warm welcome on board!

Enclosed you will find some important information for your journey.

If you have any further question, please do not hesitate to refer to your tour manager or to the crew.

On behalf of your travel agent and us, SE-Tours, we wish you delightful travel preparations and a relaxing stay on board the MS Normandie.

Your team from
SE-Tours



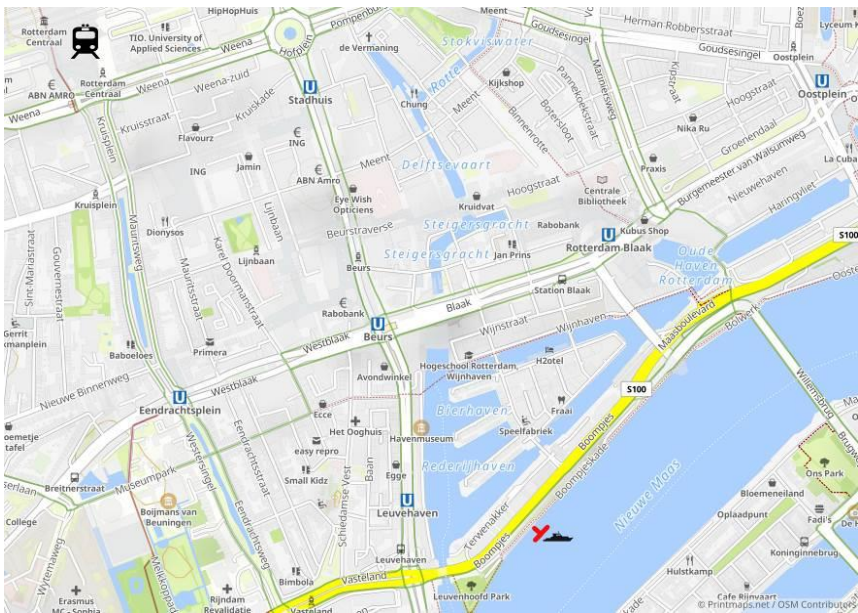
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Port Location

In Rotterdam your ship is assigned to the following port location: Boompjeskade, 3011 Rotterdam

Important note: The mooring site may change at short notice. The local port authorities may assign the same mooring place to more than one ship. So your ship may be tied up alongside another ship. In case you cannot find your ship, please contact the emergency number provided in this brochure.



Embarkation

Please plan on arriving in good time in order to respect the scheduled embarkation time, which will be between 4:00 pm and 5:00 pm.

Due to organisational reasons, an earlier embarkation is not possible.

Please timely inform us in case you arrive in delay.
Your ship will not depart until 10:00 am the next morning and set sail for Dordrecht.

Please note that each piece of luggage must have a luggage tag with your name and the ship`s name on it.

Disembarkation

Disembarkation is expected to take place after the breakfast in Rotterdam approx. until 9:00 am.

Please do not forget to hand over your cabin key at the reception.



Arrival in Rotterdam

Arrival by car:

The parking situation in Rotterdam is much more relaxed than in Amsterdam. However, you should make sure that you buy your parking ticket correctly and do not overrun the parking time. Due to the high parking fees, it is recommendable to travel by train.

To overrun the traffic ticket just for a few minutes can cost up to €60,00 in Netherlands. The parking machines in Rotterdam do not accept cash, it can only be paid by EC or credit card. No parking tickets are issued. The system works on the basis of the number plate. Therefore, parking is less stressful in parking garage, where the parking fee is calculated and paid on leaving. In most parking garage you can often park cheaper if you have reserved and paid in advance. There are several car parks near the mooring place. But the price is beyond € 20,00 per 24 hours.

On the outskirts of Rotterdam there are several Park & Ride parking spaces available, which are very well connected with public transport to the city centre. Some of them are monitored, but they are often free of charge.

Park Service Rotterdam Holiday Extras:

On the day of arrival, you can drop your car directly at the docking location, and at the day of departure, it will be brought back to the ship for you. If you want to book the parking service on short notice, please use the following link:

<https://www.holidayextras.de/partner-wl/se-tours.html>

rates per week from € 145, - (prices depend on occupancy rate)

**Arrival by train:**

If you bring your own bike, please contact the railway for transport regulations. The distance from the station to the mooring place is approx. 2,5 km; by foot you need approx. 30 min., a taxi costs approx. €15,00 (depending on traffic).

**Arrival by plane:**

The Airport Rotterdam is not far away from the mooring place. There are approx. 7 km. You can take the metro to Leuvehaven. A taxi costs approx. €35,00 (depending on traffic).

Prices are subject to change, effective February 2022

Emergency number

In case of emergency, you can reach the reception of the MS Normandie under the following number:
0031 625 261 065

The cruise management you can reach under the following number:
0049 (0) 170 993 87 69

Only **on the day of arrival and in case of emergency** you can reach SE-Tours under the following number:
0049 (0) 171 826 17 18

For questions prior to departure, please contact your booking agent.

Entry formalities

EU nationals require a valid identity card or passport.

All non-EU nationals or EU nationals, at where there are special circumstances (e. g. double citizenship, first place of residence abroad, provisionally issued travel documents) we ask that you inform yourself about the respective visa and entry requirements at your responsible consulate in good time before departure.

All participants in our trips must have the respective state specified **vaccination or Present recovered status (currently 2G rule) upon embarkation** to begin our voyages. Unfortunately, people who have not been vaccinated and who have not recovered cannot take part in our trips until further notice take part. State rules are constantly changing.



All participants in our trips must inform themselves about the respective rules in good time before the start of the trip. The Participants in our trips carry them themselves Responsibility, the current Corona travel regulations to check and adhere to the travel time. For the safety of everyone on board, **you are required to wear mouth and nose protection (FFP2 mask)** and the Observe distance and hygiene rules. For this you will receive our ship-specific hygiene concept. There are a number of different registration and Test requirements before the outward or return journey.

Therefore, please always inform yourself about the Entry regulations and the epidemiological situation (risk area, high incidence area, virus variant area) your destination.

The attached entry information serves as a rough guide Orientation. **The current travel and security advice can be obtained from the Federal Foreign Office.**

(<https://www.auswaertiges-amt.de/en>)

Your Ship: Normandie

On joining this vessel, you are immediately aware of the cosy and informal ambience on board. On the upper deck you will find the comfy panorama salon with its bar, on the main deck the comfortable restaurant (no direct access from the cabin-zone). On deck there are both deck chairs and ordinary chairs and tables, which encourage conversation and communal activity in fresh air.

MS NORMANDIE possesses altogether two 1-bed-cabins and forty-nine 2-bed cabins. They are all outside cabins, giving some 10-11 square metres of space (2-bed) and about 7 qm (1-bed). All 2-bed cabins on main and upper deck are equipped with two lower hotel beds, shower and WC, hairdryer, TV, safe (deposit), central air-conditioning and a picture window. Only on the upper deck the windows may be opened. 1-bed cabins have one lower hotel bed and are otherwise equipped with same features.



Cabin refurbishment 2019/2020 | **Registry** Nederlande |
Length 91,2 m | **Width** 10,5 m | **Draft** 1,60 m |
Number of Crew approx. 19 | **Passengers** max. 100

Honest Words:

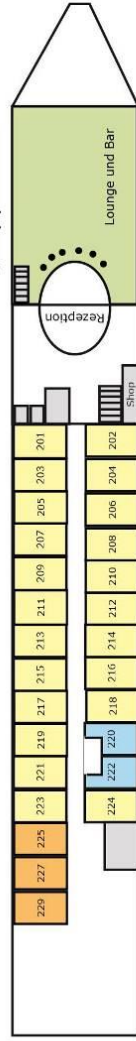
River cruises cannot be compared to ocean cruises. Due to the smaller size of the ships, they have smaller decks, and the cabin and living space is limited. In some ports, several ships may be tied up alongside each other, hence the view may be restricted and noise pollution may occur. Please consider that on the one hand your ship is your hotel, on the other hand, however, it is an engine that has to run constantly –even at night time, therefore a certain level of noise is inevitable.

MS NORMANDIE

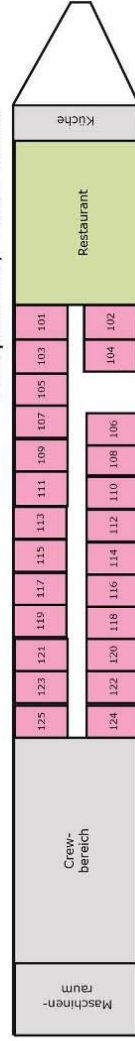
Sonnendeck / Sun Deck



Oberdeck / Upper Deck



Hauptdeck / Main Deck



- 2-Bett-Kabine Hauptdeck
- Two-bed-cabin main deck
- 1-Bett-Kabine Oberdeck
- One-bed-cabin upper deck
- 2-Bett-Kabine Oberdeck
- Two-bed-cabin upper deck
- 2-Bett-Kabine Oberdeck achtern
- Two-bed-cabin upper deck astern

Medical care

During the cruise, there will be no medical assistance on board. In case of an emergency, the crew will be at your disposal to help you to find a local pharmacy or doctor.

Please remember to bring an adequate supply of any prescription medications.

In any case, we strongly recommend that you take out a travel health insurance with repatriation cover.

Welcoming on board and first briefing

During the welcoming on the first evening, you will learn everything you need to know about life on board and about your first cycle tour on the following day. Afterwards, the captain and the tour manager will invite you for a welcome cocktail. For the exact meeting point and time, please refer to the information board in the entrance area.

Payment on board

With each drink purchased on board, you receive a receipt, which you have to affix with your signature.

The amount will be charged to your shipboard account. Please settle the final invoice on the day of departure. The shipboard currency is Euro. The following forms of payment are accepted on board: Cash (Euro), Visa-Eurocard and Master Card, Payments with EC or ATM card.

Hairdryer

Each cabin is equipped with a hairdryer.

Cabin cleaning

Cabins are cleaned daily; fresh towels on demand.

Air conditioning

All rooms are equipped with air conditioning. Please note the air conditioning in your room is working properly only if all doors and windows are closed.

On-board Smoking Policy

Please note that smoking is strictly prohibited in all interior areas of the ship (including cabins, restaurant and salon). Smoking is only permitted on the sun deck.

Clothing

There is no special dress code on board, dress aboard is casual. For the gala dinner, most passengers prefer to dress up. Due to limited space in the cabin, we kindly ask do not to bring hard protective cases.

For the bike tours we recommend:

- 🚲 Cycle helmet, padded cycling pants and cycle gloves
- 🚲 Headgear
- 🚲 Trainers
- 🚲 Sun and rain protection, sunglasses
- 🚲 Warm jumper or sweater for chilly evenings on deck
- 🚲 Swim wear and towel for warm summer days

Safety regulations

Your ship fully complies with applicable security regulations. Evacuation plans are displayed on the corridors as well as on your cabin door. You will find life jackets in your cabin either under the bed or in the cupboard.

Voltage

You will find 220-V electrical sockets in each cabin.

Phone /internet/ e-mail

If you want to be available on board in case of an emergency, please leave our office hotline with your family. We will forward any message to you as quickly as possible. If you plan to use your mobile phone, please check with your provider if you can use it abroad. Remember to bring the charger.

On board, we only have partly very limited internet access; nevertheless, we are happy to forward any urgent messages for you via e-mail.

W-Lan is available on board (limited, subject to a charge).

Table reservation

Tables are assigned upon boarding at the reception. If you want to share the table with fellow passengers who are not booked in a group with you, please inform us or upon booking or 14 days prior to departure.

Gratuities

In accordance with the international practice on river cruises, gratuities are collected at the end of the cruise for all crew members, tour manager included. This arrangement allows to distribute the gratuities equally among all employees; this way, also the ones who work in the background without direct passenger contact can benefit from this acknowledgement. As a matter of course, it is up to you how much tip you want to give. The recommended daily amount is 5.00 € per person.

TV

The ship features a satellite TV system, thus for most part of the journey the reception is guaranteed. When passing bridges and staying in locks, and on certain sections, programming may temporarily be unavailable. We apologise for any inconvenience.

Food & Meals

Full board consists of a breakfast buffet, packed lunch for cyclists (or light meals for guests staying on board) and 3-course menu for dinner. For the cycle tours, you prepare your own picnic lunch from the breakfast buffet. There will be no refund for meals that have not been taken aboard.

If you have any dietary restrictions or food allergies, please let us know at least 14 days prior to departure. We guarantee vegetarian dishes (unfortunately, we are not able to accommodate for a vegan diet on board) as well as gluten- and lactose-free dishes at extra charge, however, we apologise that there may be a limited choice of menu.

For logistical reasons, we cannot cater for those who suffer for very special dietary restrictions like pronounced multiple allergies, therefore we recommend that guest who keep a special diet, bring along a small supply of daily foods.

To avoid garbage waste, we would like to ask you to bring along a lunch box and a drink bottle.

Bicycles

The booked rental bike is at your disposal anytime during the whole journey; however, this does not include any additional dates booked separately.

We kindly ask you to take care of our bikes during the whole trip and to lock your bike securely in a secure area. Never leave the bikes unattended, especially in the inner cities.

During the journey, you are liable for damages to the bike caused by negligence.

Bike hand over

At the first day, you will receive your bike on board. Along with it, you will get the following equipment:

- 1 pannier per bike
- 1 bike lock
- 1 repair set, 1 air pump (per cabin)

On receiving your bike, please check that it has everything necessary attached and that it is in good working condition. Please advise the crew, should you notice any defects – so they may assist you immediately.

To avoid any mishaps, please take special care to ensure every morning before you commence your bike tour, that you use your personal bike.

At the end of the journey, please return your rental bike as well as the complete bicycle equipment to the tour manager or to the crew.

Our Rental Bikes

7-gear-city bikes:

You will receive a high-quality 28-inch unisex city bike made by Velo de Ville, bicycle manufacturer from Munster, Germany. The proved brand quality guarantees for comfort and security on road and cycle path.

Bike theft

Never leave your bike unattended, and always remember to lock it. We highly recommend that you do not bring your bike when going on a sightseeing tour or going for a stroll through the city. A bike theft must be reported to the police— often stressful and time consuming.

Bike malfunction

Breakdowns can easily occur even with brand new and well-maintained bikes. Punctures will be fixed by you, for bigger damages please contact the crew or your tour manager. Please do not have any repairs done on our rental bikes without our consent. For technical problems with the bike, please refer to the tour manager.

Private bikes, e-bikes or tandems

Generally, we recommend that you rent one of our bikes for the duration of the trip.

We cannot be held liable for neither loss nor theft nor for possible damage on personal bikes -- this is also valid for transport damages when bikes are brought on or from board.

In case the bike needs to be repaired, you will have to fix it yourself. The break-down service offered by the cruise management is not available for personal bikes.

You are responsible for the transport of your personal bike to the starting point and for the way back at the end of the journey.

Important note for own bikes brought on board:

Bags (handlebar bags / panniers and baskets, etc.) attached to the bikes must be removed. Bikes with extra width cannot be transported on board; we cannot guarantee that bikes with their bags still attached will be brought on board.

Private e-bikes

You can charge the battery of your electro bike in the wall outlet of your cabin. Please do not forget to bring a spare battery.

Safety regulations

For safety reasons, we recommend that you always wear a helmet. Please note that on all our journeys, it is mandatory for children under 18 years to wear helmets.

Adult helmets can be purchased on board for approx. € 40.

Did you enjoy riding our rental bikes? SE-Tours is retailing partner of Velo de Ville. Design and assemble your dream bike on www.velo-de-ville.de and send an e-mail to info@se-tours.de.



Itinerary

Day	Port	Arrival	Dept.
Day 1	Rotterdam, Embarkation 16:00 h		
Day 2	Rotterdam		10:00
Day 2	Dordrecht	12:30	
Day 3	Dordrecht		10:00
Day 3	Gorinchem	12:30	
Day 4	Gorinchem		09.30
Day 4	Utrecht	16:30	
Day 5	Utrecht		10:00
Day 5	Schoonhoven	15.30	
Day 6	Schoonhoven		10:00
Day 6	Rotterdam	14:00	
Day 7	Rotterdam		
Day 8	Rotterdam Disembarkation until 09:00 h		

(subject to change)



1st Day: Rotterdam - Embarkation

Individual arrival in Rotterdam. Embarkation from 4:00 pm. Rotterdam is a city with many faces: important port city, classy shopping city and hip artists' city, but most importantly a city of architecture, and one of the most interesting cities in Europe.

2nd Day: Rotterdam – Dordrecht, Cycle tour approx 40 km

Keep cycling alongside the waterfront via Krimpen aan den IJssel to Kinderdijk, where you will find the most famous group of windmills of the Netherlands. Dating back to the 18th century, the 19 well-preserved mills were added to the UNESCO World Heritage List. Continue through the polder area of the Albwasserwaard to reach Dordrecht. Dordrecht is considered to be Holland's oldest city. With about 1000 historic buildings that are housing restaurants, museums or theatres, the city's rich history and the marvellous historic port area will enchant you.

3rd Day: Dordrecht – Gorinchem, Cycle tour approx. 40 km

After a short ferry ride, you reach the beautiful De Biesbosch National Park, where several rivers come together to form a fresh-water delta of no less than 8.000 hectares. You may enjoy a wonderful boat trip, offered here everywhere, before continuing your tour through the Rhine- Delta area and crossing over to Gorinchem by water taxi. Do not miss out on the picturesque Old Town of this small but charming city.

4th Day: Gorinchem – Utrecht, Cycle tour approx. 55 km

Today an interesting and varied tour awaits you. From Gorinchem, cycle via Leerdam – famous for the Leerdammer cheese – into the fortified city of Vianen. Here you may stop for a short break in one of the numerous street cafes. Take the ferry boat to cross the Lek, and keep cycling to Vreeswijk with its narrow lanes. Continue to the little town of Nieuwegein – perhaps take a short side trip to Fort Jutphaas, hidden in a green oasis in Nieuwegein -before reaching Utrecht. Utrecht is considered the heart of Holland. The city was built around the cathedral. That is why it is almost impossible to lose your way in the car-free town with its picturesque canals

5th Day: Utrecht to Schoonhoven, Cycle tour approx. 42 km

This morning, be sure to take some time to explore the beautiful town of Utrecht, before getting back on your bike. Cycle tour through the beautiful polder landscape via Oudewater, with its famous Witches` Weigh House, (none of the so-called witches ever weighed here was found to be too light of weight and thus none of them was sentenced) to Schoonhoven, the Silver City of the Netherlands, with its typical Dutch Old Town.

6th Day: Schoonhoven – Rotterdam, Cycle tour approx. 45 km

From Schoonhoven, cycle leisurely to the city of Gouda, which is famous for its cheese. Your today's destination is Rotterdam. Tip: you should experience the harbour of Rotterdam on an interesting harbour tour.

7th Day: Rotterdam, Day at leisure / Cycle tour from Rotterdam to Delft and back or from Rotterdam via Den Haag to Scheveningen and back, approx. 40 - 70 km

Two options for today's cycling tour: First one will lead you to Delft (Tip: visit of the porcelain manufacture), second directly to the governmental seat Den Haag and to the North Sea coastal town and health resort Scheveningen and back. Alternatively, you can also go

back to Rotterdam by train (rail and bike is not included, approx. € 16.- p. Pers, not in rush hour between 16:30 h and 18:00 h). You do not fancy a bike ride? Rotterdam offers endless possibilities to design your day. Really one is spoilt for choice

8th Day: Departure from Rotterdam

After breakfast checkout until 9:00 am– have a safe journey home.

Important Note:

In case of high or low water, the cruise company reserves the right to operate part of the itinerary by motor coach and/ or to cancel the journey in an extreme case on short notice. No legal right shall arise in either situation.

The same applies for repair or maintenance works on locks and bridges ordered by river and other local authorities with little or no advance notice, or for engine or propulsion engine damage of no fault of our own.

Scheduled arrival times are subject to average waiting times at locks and normal water levels. We will make reasonable effort to respect the scheduled itinerary, however, river traffic or other unpredictable events are outside our control. Delays rarely occur but, unfortunately, are sometimes unavoidable. Please take any possible delays into account when planning your return journey regarding transfers or a change of trains on the last day of your holiday.

Please be aware that your ship is not only your hotel but also an engine, working with engine power also during the night. Especially passing locks and bridges may cause a certain level of noise. If you are sensitive to noise, please bring earplugs.

The passing through locks may cause unpleasant noise but this is inevitable.

Route description brochures for cycle tours

The offered cycle tours are unguided. On board, there will be held daily briefings, in which you will learn about the detailed programme for the day.

Already prior to departure, these brochures and the GPS tracks for the recommended cycle tours can be downloaded from our homepage:

[www.se-tours.de/Reiseinfos/Routenbücher und GPS-Daten zu unseren Reisen](http://www.se-tours.de/Reiseinfos/Routenbücher_und_GPS-Daten_zu_unseren_Reisen)

Optional excursions

We have organised some optional excursions for you in order to make your holiday week in the province of South Holland even more interesting and varied.



Friday, as of 11:00 am. **Tour with audio guide to the** **ROYAL DELFT Pottery** **Factory**

The first Delft pottery manufacture was established in the 16th century. But it was not before the beginning of the 17th century that Dutch orna-

ments were used instead of Italians. During the tour with audio guide, you will have the possibility to see skilled craftsmen at work, and follow the production process step by step. Subsequently, get an overview of the whole collection of hand painted Delft pottery in the museum and in the showroom..

Minimum number of participants: None
Duration approx. 1 hour / € 14.00 per Person



Friday, 5:00 pm. **Harbour Tour Rotterdam**

Experience the world's largest harbour. Amidst the busy traffic of sea-going and inland ships, you will participate in a special harbour tour through one of the largest seaports in the world. You can see the impressive skyline and imposing buildings glide by and enjoy a unique view of the ship yards, docks and the hypermodern transshipping of thousands of containers.

Minimum number of participants: 25
Duration approx. 75 min / € 15.00 per Person

Booking of Day Excursions:

- Tickets can be purchased directly on board, please refer to the tour manager (only cash payment, in EUR only)
- The excursions have capacity limitations – short term reservations cannot be considered. We recommend that you attend the tour information sessions.
- Minimum and maximum number of participants per tour: necessary
- Once the tour has been booked and paid, no refunds will be made.
(Except of cancellation by SE-Tours or if the minimum number of participants has not been reached).
- Please note that due to low tides or wait times there can be delays on the locks and therefore tour programs as well as boarding and landing sites may change.

Itinerary as well as tour programs are subject to change. Rates effective January 2022.

Tour information videos

On our webpage, you can watch informative short videos, which will give you first impressions of the life on board and our destinations already prior to departure: www.se-ours.de/de/reiseinfos/reisevideos

Your holiday checklist

- Check Passport / Personal ID validity and renew if necessary
- Check credit cards and travel documents
- Store valuables safely
- Bring the necessary supply of prescription medications, pack a travel medical kit
- Get a health insurance certificate if necessary
- Check your travel health insurance
- Leave the holiday contact address and phone with friends and family.

On a final note:

We recommend that you bring along copies of your key documents, and carry them separately from the originals. In case you lose the original documents, the copies will help to speed up the replacement process.

Your feedback is greatly appreciated!

On board you will receive an evaluation form on the last evening.

We are looking forward to receiving your feedback also via our webpage:

<https://www.se-tours.de/de/touren/reise-feedback>.

Personal Notes

Personal Notes

Optional Excursions Coupon



In the following, you will find the coupon for booking the optional excursions scheduled for your voyage. In order to simplify the planning on board, we would like to ask you to hand the completed coupon along with the amount payable (exact amount if possible) – only in EUR and only cash payment – to your tour manager on the day of embarkation.

Pre-booking of excursions is not possible!

Capacity limitations – short term reservations may not be considered. Once the tour has been booked and paid, no refunds will be made (except of cancellation by SE-Tours or if the minimum number of participants has not been reached). Please note that due to bad weather or lock closures the scheduled excursion programme may vary and boarding and landing sites can change.

Please detach here and hand to your **tour manager**:

Surname / forename:

Cabin number:

Day	Number of participants:	Excursion	Price per Person	Total Price
Fri		ROYAL DELFT Pottery Factory	€ 14,00	
Fri		Harbour Tour Rotterdam	€ 15,00	
Amount payable in EUR:				



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