



# Through the Netherlands “North Holland”

- YOUR TRAVEL INFORMATION -

MS De Willemstad

Amsterdam – Amsterdam



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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 De Willemstad.

Your team from  
SE-Tours



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## Port Location

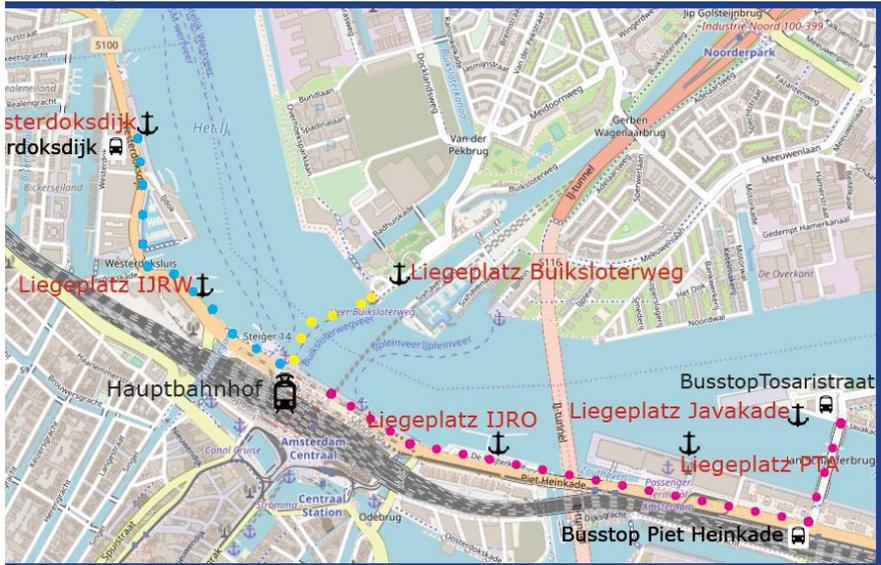
In Amsterdam your ship is assigned to the following port location:

Dates 04.09.2021 and 18.09.2021:

**De Rujterkade West** (exact location «Liegeplatz (Berth) IJRW» on the Port map)

The train station Amsterdam Centraal is approx. 500 m from the landing stage (5 minutes walk).

### Port map:

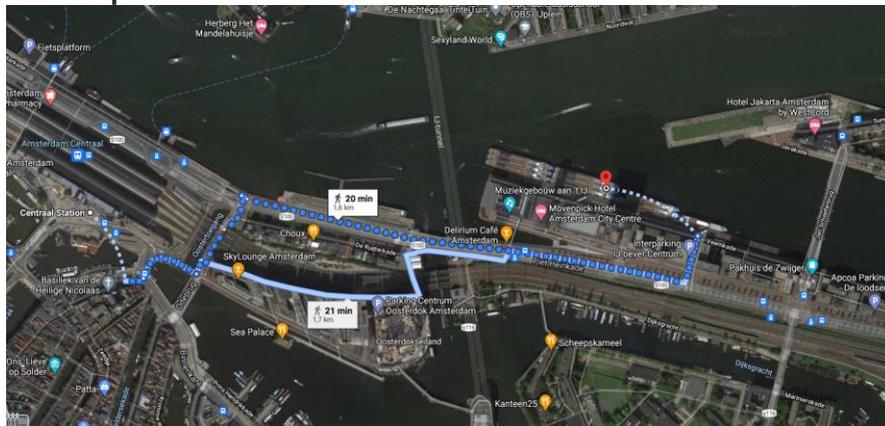


Date 11.09.2021:

**Passenger Terminal Amsterdam – Veemkade** (exact location of the red point on the Port map at the bottom right side - the left side is the main train station «Centraal Station»)

The train station Amsterdam Centraal is approx. 1,5 km from the landing stage (20 minutes walk).

### Port map:



**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 3:30 pm and 4:30 pm.

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

Please timely inform us in case you arrive in delay.  
Your ship will set sail for Hoorn at 5:30 pm.

**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 Amsterdam



### **Parkservice Amsterdam Holiday Extras:**

on the day of arrival, your car will be picked up at the pier and brought back to the ship on the day of departure. If you would like to book a valet service, please use the following link:

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

Costs from approx. € 150 per week (tariff according to occupancy)

### **Parking garage Oosterdok:**

Parking garage directly at the main train station (only for cars up to 2.10 m high). Savings tariff approx. € 25.00 for 24 hours. Website:

**<https://www.parkingzentrumamsterdam.de>**



### **Arrival by train:**

Destination station is Amsterdam Centraal. The train station is approx. 500 m or approx. 1.5 km from the landing stage.

You can walk to MS De Willemstad in around 5 or 20 minutes to achieve.



### **Arrival by plane:**

Arrive at Amsterdam Airport Schiphol and continue by train to Amsterdam Centraal station. The trains leave directly under the airport building and take you to Amsterdam Central Station in just 15 minutes (costs approx. € 5.60).

Prices are subject to change, effective June 2021

## Emergency number

In case of emergency, you can reach the reception of the MS De Willemstad under the following number:

+31 (0) 610 726 272

The cruise management you can reach under the following number:

+49 (0) 170 9938 769

Only **on the day of arrival and in case of emergency** you can reach SE-Tours under the following number:

+49 (0) 171 82 61 718

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

## Entry formalities

EU-citizens are required to have a valid passport or national ID card.

We kindly ask non-EU citizens or EU-citizens with special situations like dual citizenship, main residence abroad or a limited-validity passport) to inform well in advance about visa and entry documents at the competent embassy.

## Your ship: MS De Willemstad

The comfortable **MS De Willemstad** provides the right ambience to make you feel at ease.

- Partly refurbished and upgraded in the winter of 2017/2018
- tastefully furnished and fully air-conditioned restaurant on the Main deck.
- saloon/bar with panoramic windows on the Upper deck
- spacious and partly shaded sun deck holds deck chairs

All cabins on the vessel are outside featuring en-suite facilities with shower and hair dryer, TV, safe and individually controlled air-conditioning.

Upper deck: eight suits (approx. 15 m<sup>2</sup>) with French balcony and sliding glass doors and two twin beds. Further 16 two-bed cabins (approx. 10 m<sup>2</sup>, upgrading in winter 18/19) with two separate lower beds, as well as two single cabins (approx. 8 m<sup>2</sup>). Both the two-bed and the single cabins on the Upper deck are outfitted with opening windows.

Main deck: the 24 two-bed cabins (approx. 10 m<sup>2</sup>) also feature two separate lower beds, and have windows with an opening ventilation flap.

Technical Details: Year Built: 1986. Refurbishment: 2017/2018/2019. Registry: Dutch. Length: 91,35 m. Width: 10,45 m. Draft: 1,45 m. Passengers: max. 98. Number of Crew: 20.

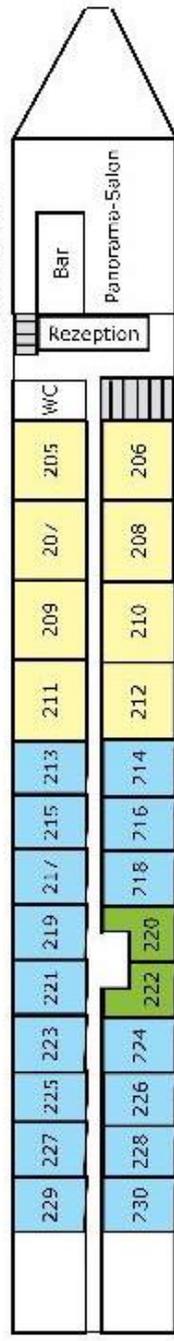
### **Honest Words:**

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.

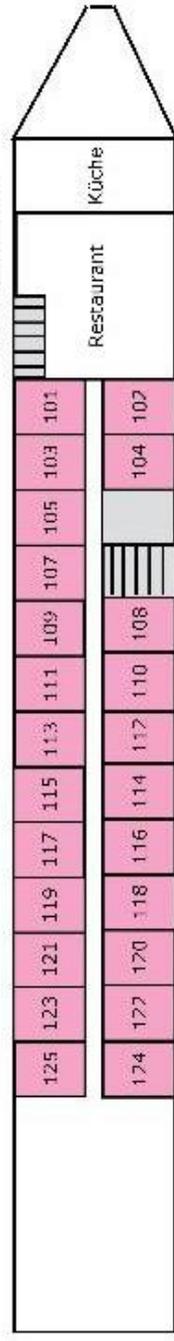
# Sonnendeck



# Oberdeck



# Hauptdeck



- 2-Bett-Kabinen Ha. plöck
- 2-Bett-Kabinen Oberdeck
- 2-Bett-Kabinen Oberdeck Südr.
- 1 Bett Kabinen Oberdeck

## Life on board

### **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 are not possible.

### **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 4.00 – 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](http://www.velo-de-ville.de) and send an e-mail to [info@se-tours.de](mailto:info@se-tours.de).



## Itinerary

Day	Port	Arrival	Dept.
Day 1	Amsterdam	Embarkation 15:30 h	17:30
Day 1	Hoorn	18:30	
Day 2	Hoorn		10:00
Day 2	Enkhuizen	13:00	
Day 3	Enkhuizen		06:30
Day 3	Lemmer	09:00	
Day 4	Lemmer		12:00
Day 4	Stavoren	14:30	15:00
Day 4	Texel	20:00	
Day 5	Texel		17:00
Day 5	Den Helder	20:00	
Day 6	Den Helder		09:30
Day 6	St. Maartensvlotbrug	11:30	12:00
Day 6	Alkmaar	15:00	
Day 7	Alkmaar		11:00
Day 7	Wormerveer	13:00	13:30
Day 7	Amsterdam	16:00	
Day 8	Amsterdam	Disembarkation until 9:00 h	

(subject to change)



### **1st Day: Individual arrival at Amsterdam, Shipping from Amsterdam to Hoorn**

Check-in on board in the afternoon. Embarkation at 5 pm. Maybe you will take some time for exploring the city of Amsterdam and a shopping tour. At 7:30 pm your ship will leave Amsterdam for Hoorn with its historical old part of town.

### **2nd Day: Cycling from Hoorn to Enkhuizen, cycle tour: approx. 20 - 26 km**

Hoorn is an ancient city in which you can still find many buildings dating back to the 17th century (e.g. the Regentur of Westfriesland – today a museum -, the town's scales at the Rodesteen, the harbour tower as well as the storage houses at the old quai). Today you are cycling from Hoorn to Enkhuizen. Tip: you should visit the Zui-derzeemuseum.

### **3rd Day: Shipping from Enkhuizen to Lemmer – Cycling from Lemmer and back, cycle tour: approx. 32 - 45 km**

Today you are shipping over the IJsselmeer to Lemmer. You are starting your roundtrip by bike: over the Oosterzee Buren to the Tjeukemeer, further to Munnekeburen, then around the Rottige Meente over Scherpenzel and Schoterzijl back to Lemmer with its historical old part of town and beautiful gable houses. Tip: visit of the

largest still-functioning steam pumping station in the world, “Woudagemaal”.

**4th Day: Cycling from Lemmer to Stavoren, Cycle tour: approx. 33 km – Shipping from Stavoren to Oudeschild (Island of Texel)**

You are going by bike to Sondeler Leien Lake, from there through the woods of Rijsterbos passing the Mokkebank (a birds’ reservation) to the Roode Klif at Stavoren. From there you are shipping to Oudeschild on the Island of Texel.

**5th Day: Island of Texel - Cycle tour from Oudeschild and back, cycle tour: approx. up to 70 km, Shipping from Oudeschild to Den Helder**

You are going on a round trip by bike on the biggest North Sea Island of the Netherlands – Texel. There are numerous alternative routes (29/32/47/70 km). About 5:00 pm shipping back to Den Helder.

**6th Day: Cycling from Den Helder via Sint Maartensvlotbrug to Alkmaar, cycle tour: approx. 25 to 55 km**

In the morning you are cycling through the dunes to Alkmaar. It is possible to board in St. Maartensvlotburg already and ship the rest of the way to Alkmaar. As an alternative, you can also start your cycling tour in St. Maartensvlotburg.

**7th Day: Shipping from Alkmaar to Wormerveer – Cycling from Wormerveer to Amsterdam, cycle tour: approx. 28 km**

In the morning you have the opportunity to visit the cheese market in Alkmaar (ca. Apr to Sep). At midday we are shipping to Wormerveer from where you should cycle to the open-air museum Zaanse Schans (windmills, ancient Dutch village, cheese factory, etc.). You are cycling through the recreational area Twiske to Amsterdam. Tip: In the afternoon you should take part in a “Grachtenrundfahrt” (shipping on the channels of Amsterdam in small boats)

**8th Day: Departure from Amsterdam**

After breakfast checkout until 9:00 am and we are saying goodbye – have a safe journey.

**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
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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)

## SE-Tours App

The SE-Tours App has been developed to make it easier for you to orientate on your bike tours during your bike and barge trip. It is a free app and works easily on every smart-phone (Android, iPhone).

### What can the SE-Tours app do?

- The SE-Tours app is available for Android und iPhone, it is free of charge and ad-free.
- The SE-Tours app works with offline maps and GPS tracks. The necessary information and the bike maps can be downloaded previously from home so that you can save on internet volume. [www.se-tours.de/de/app](http://www.se-tours.de/de/app)
- The SE-Tours app is very easy to use, and helps you to find the route without any problem.
- The SE-Tours app shows your current location with only one click, so you can check directly if you are on the right route.
- The SE-Tours app displays the complete itinerary for the day with only a few clicks – including the distance cycled already and the remaining distance.
- The SE-Tours app is secure and reliable. In addition, on board you will receive the maps and the route descriptions.
- Together with our detailed travel information, the SE-Tours app ensures that you arrive at your destination.

### How does the SE-Tours app work?

1. Download the SE-Tours app for Android or iPhone
2. Download the GPS tracks for the respective journey [www.se-tours.de/Reiseinfos/Routenbuecher und GPS-Daten zu unseren Reisen](http://www.se-tours.de/Reiseinfos/Routenbuecher_und_GPS-Daten_zu_unseren_Reisen)
3. Open GPS tracks in the SE-Tours app
4. Download offline map for the respective barge and bike tour in the app

Here you go!

## Optional excursions

In order to make your holiday week on board the MS De Willemstad through the Province of North Holland even more special and varied, we have arranged a program with optional excursion for you.



### **Sunday, 2:00 pm, Zuiderzeemuseum Enkhuizen**

This outdoor museum with its dense network of canals is well worth a visit! Marvel at countless fisherman's dwellings and other authentic buildings, such as a church, a windmill, a pharmacy, a schoolhouse, traditional workshops and a harbour. You have to take a ferry boat to reach the museum. Until 5:00 pm, you will have time to explore the museum on your own. Subsequently, individual return to the MS De Willemstad.

**Duration approx. 3 Hours €  
17,00 per Person**

**Monday, 10:00 am,  
Woudagemaal near Lemmer. Visit to the world's largest steam-  
powered pumping station still in operation**



In 1920, Queen Wilhelmina inaugurated the pumping station, which regulated the Friesland's water level until 1966. Currently, the pumping station is called in action only in cases of exceptionally high water levels. For many years, it has set the standards for pumping stations all over the world. Until today, it is the largest of its type ever built and the only one that is still in operation. You can take a regular tour from the modern visitors' centre, which leads you to the pumping station with its majestic engine hall and to the boiler house, introducing you to the marvellous technology used during the age of steam.

**Duration: approx. 1 hour/ € 9.00 per pers.**

**Wednesday, approx. 09:00 am to 05:00 pm,  
Rent a TUK TUK for an Adventure Trip on Texel**



Explore the beautiful North Sea island of Texel renting a TUK TUK for a day.

The quick rides in a motor rickshaw will be a unique and enjoyable experience, and it is nice to see how the TUK- TUKs put a smile on the faces of waving

passers-by. Tuk Tuk renting by the harbour of Texel (car driver's licence required, minimum age is 24 years, max. 2 Pers. per TUK TUK ).

**Duration: 1 day, approx. 09:00 am to 05:00 pm / € 115.00 per TUK TUK, fully comprehensive insurance included**

**Friday, 6:15 pm\*,  
Boat Tour along the Canals of Amsterdam**



There is no better way to experience the essence of the Dutch capital than on an Amsterdam canal cruise, as you sit back and enjoy the sights. From the water, marvel at attractions like the “Magere Brug” (skinny bridge), and countless traditional merchant houses, built during the golden age. Highlights of the Amsterdam’s Canal cruise are the

Herengracht, Keizersgracht, and Prinsengracht.

**Duration approx. 1 hour € 18.00 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 June 2021.

### 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](http://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>.







**SE-Tours GmbH**

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