

Travel documents *MS NORMANDIE „by bike and boat“*



1. Embarkation

Embarkation will take place **between 4pm and 5pm.**

Please plan your arrival so that you arrive in time for embarkation. If you arrive later, please let us know in time.

Earlier embarkation is not possible for organizational reasons. If you wish, you can leave your luggage on board as early as 12:00 noon.

Please mark your luggage with a luggage tag with your name, cabin number and the ship's name.

2. Disembarkation

Disembarkation takes place after breakfast from around 9:00 a.m.

We ask that you vacate your cabin by 9:00 a.m. at the latest. You will receive more detailed information about the procedure from your on-board tour guide on the last evening.

Please don't forget to leave your cabin key at the reception.

3. Entry formalities

EU nationals require a valid identity card or passport.

All non-EU nationals or EU nationals with special circumstances (e.g. dual citizenship, primary residence abroad, provisionally issued travel documents) are requested to obtain information on the respective visa and entry requirements from their respective consulates in good time before departure.

Participants in our tours are responsible for checking and complying with the current vaccination and travel regulations at the time of travel.

Please inform yourself about the entry regulations of your destination. The current travel and safety information is available from the German Foreign Office at <https://www.auswaertiges-amt.de/en>

4. Arrival to Rotterdam-Schiedam

For detailed information on where to dock your ship, please refer to the enclosed arrival information.

Arrival by train:



Destination station is Rotterdam Centraal.

Distance from the station to the berth at the Maasboulevard: about 10 km.

A cab costs about € 35,-.

Arrival by plane:



Arrival at Rotterdam airport. Distance to the berth at the Maasboulevard, Schiedam is about 10 km. Cab costs about € 35,-. The **Rotterdamse dijk** tram stop is located approximately 1.7 km away (a 25-minute walk). Trams run approximately every 15 to 25 minutes.



Arrival by car:

Due to the high parking fees, it is generally recommended to avoid the car and arrive by train. Parking tickets are quite expensive in Holland and overstaying the parking time by a few minutes quickly costs up to € 60.00. The parking machines in Rotterdam do not accept cash, it is only possible to pay by EC or credit card. No parking tickets are issued, the system works on the basis of the license plate based on the license plate number.

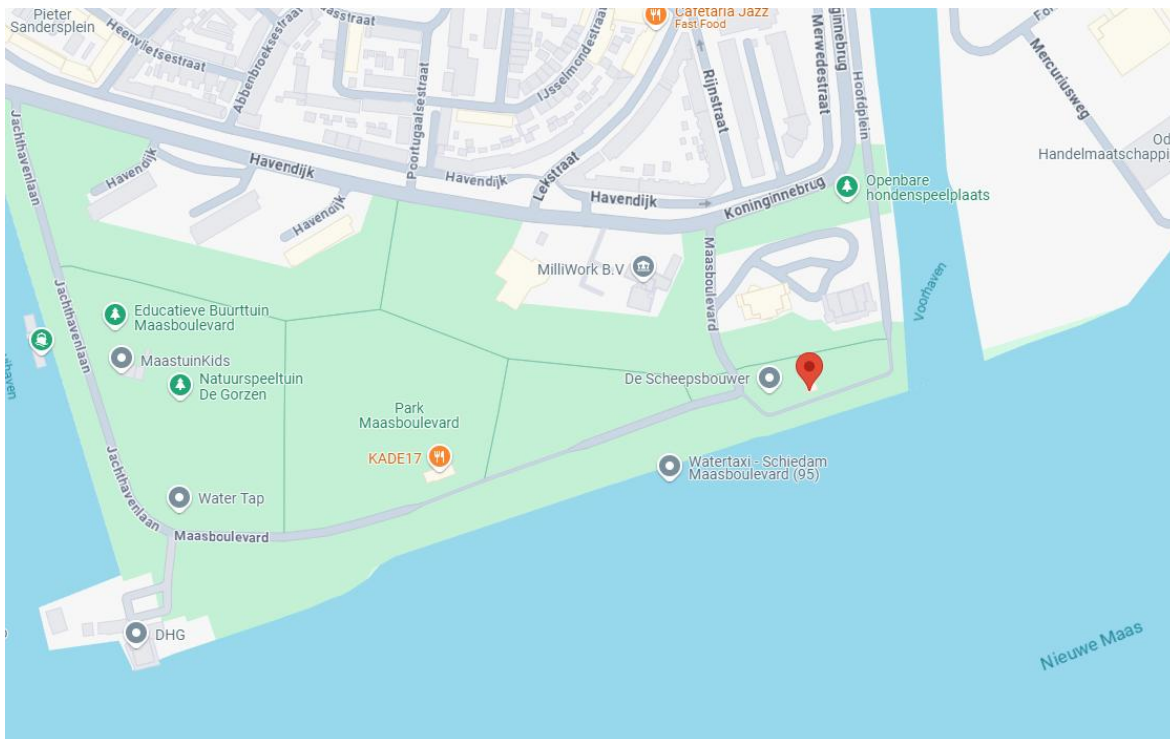
Parking option in Rotterdam-Schiedam, for example, "**ParkBee Heiman Dullaertplein 4**" Rotterdam, a parking garage located approximately 11 minutes by car from the ship's docking area (further transfer by taxi). Prices start at around €130 per week, depending on availability. Reservations can be made via park-bee.com/en.

For more stress-free parking, use the parking service Rotterdam from **Holiday Extras**.

- Booking necessary in advance
- On the day of arrival, your car will be received at the dock, safely parked and returned on the day of departure.
- Cost: approx. 170,- € per week (rate according to utilization).
- Arrival on Saturdays can be between 13:00 and 17:00, departure between 07:30 and 09:00. Arrangements outside these times are possible at extra cost.
- Reservations can be made through our website:
<https://www.se-tours.de/en/service/parking-amsterdam-rotterdam>

Directions to the berth at the Maasboulevard:

- Please drive along the promenade along the shore until you reach your ship



5. General ship information

Technical data:

Length: 91.20 m // Width: 10.50 m // Draft: 1.60 m // Passengers: max. 100 // Flag: Netherlands // Onboard language: German and English.

A personal and familiar atmosphere awaits you on board the cozy middle-class ship MS Normandie.

Ship features:

Panoramic salon with bar • Restaurant • Sun deck with seating, tables and deck chairs.

Cabins:

51 outside cabins, two of which are single cabins • approx. 10-11 m2 in size, single cabins approx. 7 m2 in size • Panoramic windows that can be opened in the cabins on the upper deck

Cabin equipment:

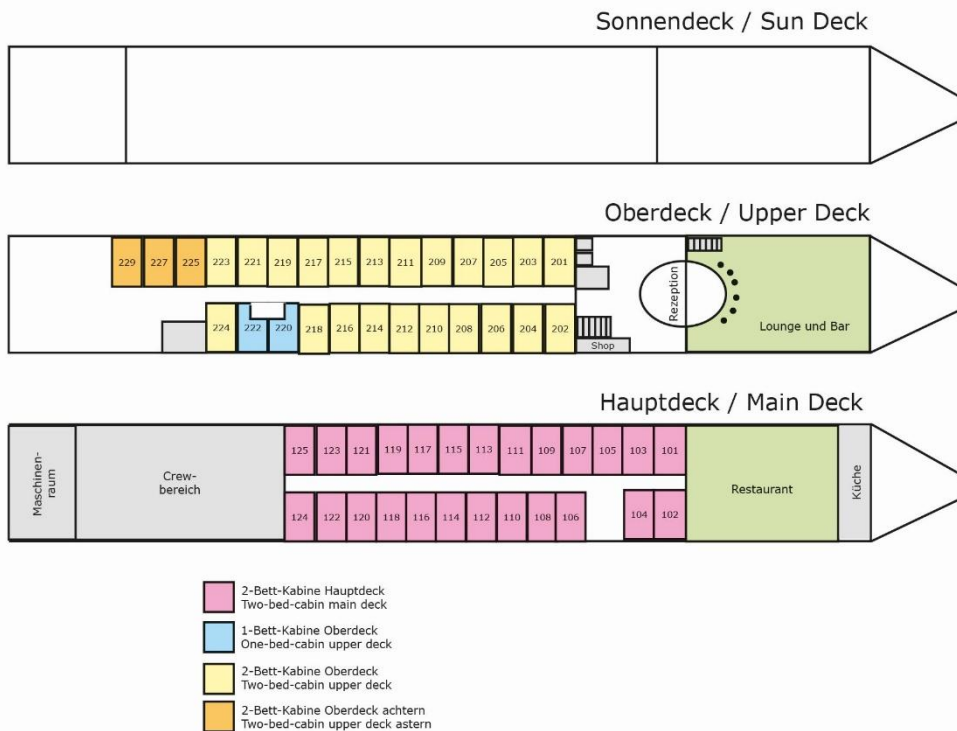
Hotel beds below • Shower/WC • Color TV • Safe • Hairdryer • Centrally controlled air conditioning.

A frank word:

Riverboats cannot be compared to ocean-going cruise ships. Due to their smaller size, the dimensions of deck areas, cabins and lounges are limited. At some berths, several ships lie side by side, so that the view from the cabin is obstructed and noise nuisance must be expected. Please keep in mind that your ship is on the one hand your vacation hotel, but on the other hand but also a machine that has to be operated constantly - even at night. A certain noise level is unavoidable.



MS NORMANDIE



6. Board ABC

Doctor / Medical care

There is no doctor available on board. In case of an emergency, please contact the crew or your They will be happy to help you find a pharmacy or a doctor.

If you need to take medication, we would like to ask you to bring a sufficient amount of it for your personal needs from home.

sufficient quantity from home.

Excursions

We have put together a small excursion program for you. Information about the excursions

Please find information about the offered excursions in the enclosed arrival information. Bookings can only be made on board with your cruise director. Payment is made in cash in €.

Booked and paid excursions will not be refunded (except in case of cancellation by SE-Tours or if the minimum number of participants is not reached).

Please note that due to weather conditions or lock closures, the excursion program, the starting times the excursion program, the starting times and also the embarkation and disembarkation points. We reserve the right to make changes to the itineraries and excursion programs.

Greeting and welcome drink

On the first evening, your on-board tour guide, the captain and the crew will welcome you with a drink. During the information hour, you will learn everything you need to know about life on board and the itinerary of your cruise. The exact meeting points and times can be found in the daily program, which is available in the reception area or on the information boards in the entrance area.

Onboard announcements

Over the ship's loudspeaker system we will inform you, for example, about the start of the excursions and, if necessary, about last-minute program changes. Please understand that no information can be transmitted to the cabins. Also a transmission to the sun deck may be disturbed.

Crew area

Please respect the crew's wish to have their own private area. The Guests are not permitted to enter the crew area.

Diet / Gentle Food

If you require dietary or special food, please let us know well in advance of your trip,

so that we can forward your wishes in advance. In the case of lactose and/or gluten-free diets, as well as special food. For special food requirements, a fee of €35 per guest will be charged on board.

Individual, very special requests, pronounced multiple food allergies, as well as a purely vegan cannot be guaranteed on board. In case of special diets we recommend to bring a small selection of food yourself.

Elevator / Lift

There is no elevator or lift available. Please note that some of the stairways are narrow and steep.

Hairdryer

A hair dryer is available in your cabin.

Lost property

Lost and found items are accepted and handed out at the reception.

Drinks

The bar / salon is open at all times. A wide range of beverages is offered daily.

Drinks consumed will be recorded on your board account and settled at the end of the trip. You will receive a receipt for the drinks you have ordered.

Towel change

Your cabin will be cleaned daily. In order to protect the environment, we ask you to use the towels you have in the cabin several times. If you need fresh towels, put the dirty ones on the floor. The crew will replace them with clean ones.

Pets

Pets are not allowed on board.

Internet access / WiFi zone

WiFi is available on the ship for a fee. Please ask for the current rates directly on site at the reception.

Clothing / Travel wardrobe

No special wardrobe is required for life on board. Sporty-casual clothing is sufficient. For the farewell dinner, many guests dress a little finer. For reasons of space, we ask that you do not bring hard-shell luggage. The storage space in the cabin may be very limited.

For the bike tours we recommend:

- 🚲 cycling helmet, padded cycling shorts and cycling gloves if necessary

- 🚲 Headgear / bicycle helmet
- 🚲 Comfortable shoes
- 🚲 Sun and rain protection, sunglasses
- 🚲 Sweater or sweatshirt for cooler evenings on deck
- 🚲 Swimwear and towel for warm summer days

Air conditioning

All rooms on board, including your cabin are air conditioned. The air conditioning is centrally controlled, individual adjustment in the cabins is not possible.

Landings

Please always wait for the ship's official clearance before going ashore.

Berths are also subject to change at short notice. Inform yourself before each shore leave about the departure times and berths of the ship.

Please always hand in your cabin key at the reception when going ashore. You will receive a cabin card in return. This way the crew always has an eye on the presence of your guests.

Berths

Berths are allocated by the port authorities. The berths can be changed at short notice. berths at short notice. Please always check before leaving the ship.

It is common practice in some cities for the port authorities to assign a common berth to several vessels due to the high volume of traffic. In these cases, the ships are adjacent to each other and the clear view from your cabin may be impaired. Likewise, stronger noises and odors from neighboring neighboring ships cannot be avoided.

Meals

Meals take place in one sitting, i.e. all passengers dine together. The exact times please refer to the daily program. The table arrangement has already been made before the voyage. Please keep your seat in the restaurant, which you are assigned at the beginning of the trip, during the entire trip. If you would like to sit at the same table with other travelers who have not booked together with you, please inform us or your booking office at least 14 days before the start of the trip.

We will take this as a non-binding customer request.

Please understand that it is not allowed to take food from the restaurant.

Minibar

A minibar is not available.

Program changes

Changes to the schedule due to technical reasons or unforeseen events cannot be ruled out despite careful planning. Any changes, which may also affect the excursions, will be communicated to you immediately by the on-board tour guide. They will always try to offer you the most to offer you the most attractive alternative solutions.

Smoking

Smoking is not allowed inside the ship. Smoking is only allowed on the sundeck. on the sun deck. We ask all smoking passengers to be considerate of non-smokers.

Safety regulations

You are on a ship with high safety standards and reliable crew. You will receive a safety briefing from the crew on embarkation day. Please always follow the instructions of the captain and inform yourself about the safety regulations on board. Escape plans can be found in the corridors as well as on the door of your cabin. Life jackets are located in your cabin under the bed or in the closet.

Sun deck

The spacious sundeck is equipped with seating and tables and is also a storage area for bicycles. Parts of the sundeck can be covered in case of strong sunshine.

Due to some low lock and bridge passages the sundeck can be closed for your own safety.

Power supply

There are 220V AC power outlets in the cabins.

Tipping

In accordance with international custom, it is customary to tip the staff. The amount is of course up to you and should be recognition for a good service. We recommend an amount of 10,00 € per guest/day.

Drinking water

The water on board is of drinking quality and is suitable for personal hygiene without hesitation. However, since it is kept in tanks and is not running water, we recommend that you order mineral water at the bar or restaurant for drinking.

TV

The ship is equipped with a satellite system, so that TV reception is guaranteed for most of the route. is guaranteed. When passing bridges and when staying in locks as well as on certain sections of the and on certain stretches of the route, there may be short-term reception problems. We ask for your understanding.

Catering

Full board includes breakfast, packed lunch for the bike tours (or a small snack for guests staying on board) and a multi-course dinner.

and a multi-course dinner. In the afternoon coffee and cake are available until about 16:00. Meals not taken cannot be refunded.

You can prepare your own packed lunch for the bike tours from the breakfast buffet. In the course of sustainability and to avoid waste, we ask you to bring reusable lunch boxes and, if necessary, a water bottle. and if necessary a water bottle.

Wake-up service

If you would like to be woken up individually, please let the reception know.

Valuables / Safe

You can leave your valuables in the safe in your cabin. For shore excursions, we recommend that you take only a small amount of money with you, carry your valuables close to your body, and avoid flashy jewelry.

Means of payment

The currency on board is the Euro. The following means of payment are accepted on board: Cash (Euro), EC card (Maestro) and credit card (Visa-Eurocard and Mastercard).

7. Bicycles

Our rental bikes:

You will receive a high-quality unisex bicycle from the bicycle manufacturer Velo de Ville from Münster. This way we guarantee you comfort and safety on roads and bike paths.

The booked rental bike is available to you for the entire time during the trip, but not for any additional days booked.

Be sure to treat your rental bike with care, always park it safely and lock it. Please never park your bikes unattended in the metropolitan areas.

In case of negligence, you will be liable for any damage caused to the rental bike.



Rental bike issue:

On the first day of cycling, your rental bike will be handed over to you on board. You will receive the following accessories:

- 🚲 1 luggage carrier bag and a handlebar bag
- 🚲 1 bicycle lock

Upon receipt of your rental bike, we ask you to check it for functionality and completeness. Please inform your cruise director if you notice a defect on your rented bike - so it can be remedied immediately.

To avoid unnecessary excitement, please use only the rental bike assigned to you.

Please return your rental bike and accessories completely to the on-board tour guide at the end of the trip. We ask that you completely empty the rack and handlebar bags before returning them. Please also make sure not to leave any personal items in them.

Bike theft:

Never leave your rental bike unattended and unlocked. We strongly recommend, to go sightseeing or strolling through the city without a bicycle. In case of bicycle theft, a police report must be filed - often very costly and lengthy.

Bicycle breakdowns:

Bicycle punctures can occur even with new bikes and the best maintenance. In case of major damage please contact your tour guide. Please do not leave any external repairs to the rental bikes without our approval. In case of technical problems please contact your tour guide.

Bringing your own bikes, electric bikes:

In general, we recommend that you rent a bicycle from us for the duration of the trip!

We exclude any liability for loss, theft and possible damage - this also applies to transport damage from the ship to the mainland and back. Bicycle repairs must be carried out by yourself.

by yourself. Also the breakdown service by our tour guide is not included for your own bikes.

You are responsible for transporting your own bike to the starting point and back to the starting point of your trip.

- Important note for taking your own bikes:

Panniers (handlebar bags / saddle bags / baskets etc.) on the bikes must be removed. Bicycles with excess width cannot be transported on board. We cannot guarantee that bikes with bags that have not been removed will be carried on board.

- Own electric bike:

You can connect the battery of your electric bike in the cabin via the socket. Remember to bring a spare battery. Bring a spare battery.

Safety rules during the bike tour:

We always recommend wearing a bicycle helmet. There is no general obligation to wear a helmet.

Please note, however, that on all of our tours, helmets are compulsory for minors under the age of 18.

Did you like our rental bikes? SE-Tours is a distributor of Velo de Ville. Put together the bike of your dreams at <https://www.velo-de-ville.com/de> and send us an email at info@se-tours.de.

8. Route books and GPS data for the bike tours

The bike tours are unguided. The detailed daily program will be presented to you on board during the daily tour briefing. The route books for the daily bike tours are stored in your cabin. Before the start of your cruise you can download them as well as the GPS tracks of the recommended cycling routes from our website: <https://www.se-tours.de/en/travel-information/travelinformation-route-descriptions-gps-tracks>

9. Information films

On our website you can get first impressions of the ship before you start your journey. Our travel videos present you an impression of everyday life on board and our destinations <https://www.se-tours.de/de/reiseinfos/reisevideos>

10. We look forward to your feedback!

In order to check and also constantly improve our service quality before and during the trip, we need your support. Your comments, suggestions and criticism are particularly valuable to us. You will receive an evaluation form at the end of the trip and we ask you to fill it out and return it to us. return it to us. A special box will be placed on board for this purpose. Everything is done anonymously, if you wish. You are also welcome to give the evaluation form directly to our on-board tour guide or send it to us by e-mail.

Alternatively, you can send us a message online on our website:

<https://www.se-tours.de/en/service/travel-feedback>

Do you have a Facebook or Instagram account?

Perfect! Then take us with you on your journey and let us share your beautiful vacation moments.

Tag us:

@setoursgmbh #setours #radundschiff #setoursmomente
#setoursreisen #sefluss



At the end of the season we will reward the best entry with a SE-Tours travel voucher worth 250,- Euro.

11. Your vacation checklist

- ✓ Check passport / ID card for validity and extend if necessary
- ✓ Check credit cards & travel documents
- ✓ Deposit valuables
- ✓ Get medicines for the vacation, pack first-aid kit
- ✓ Check travel insurance
- ✓ Leave vacation address and phone number with friends or relatives
- ✓ Hand luggage should include:
 - Passport and/or identity card
 - Arrival information, addresses for embarkation, participant passes/vouchers
 - Parking confirmations/tickets for arrival and departure, if applicable
 - Medicine

A note in conclusion

We recommend that you make copies of the most important documents before departure and keep them separate from the originals. In case of loss of the originals, this will facilitate the procurement of replacement documents.

The team of SE-Tours now wishes you a lot of fun with your travel preparations and a relaxing vacation!