

# Rhine River Cruise



Important Information

## Congratulations!

Your Rhine River Cruise is quickly approaching! Please make the most of it by taking a few moments to read the enclosed information, download both apps and review information posted on both apps for your group.

Please bring this booklet with you on the trip for quick reference.

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# Three Things You Need to Do Before Travel

## 1. MyAvalon<sup>SM</sup> – Excursion Booking

You should have received an email from A-O Trips Rhine River (AOI2402) with your reservation ID and log-in instructions for the MyAvalon website at [my.avalonwaterways.com](http://my.avalonwaterways.com). This registration process will allow you to sign up in advance for the included excursions that will be offered in each port of call as well as purchase any optional excursions that you want to participate in. If you have not done so already, we encourage you to log in using your reservation name and number to choose your excursions.

**Note: There will be TWO apps for this program. Both apps will have important information, so it is necessary for you to download both apps.** You will receive an email from A-O Trips – Rhine River Cruise (AOI2402) with downloading, activation, and log-in instructions for both the A-O Trips app and the AvalonGO app for the A-O Trips Rhine River Cruise.

## 2. A-O Trips App

The A-O Trips app will have personalized information for your trip including your flight schedules, a basic itinerary, attire recommendations, time zone information, arrival/departure information and access to the trip survey. We recommend you and your guest download the A-O Trips app to your personal devices so that you receive important announcements and updates during the program. If you choose to turn off cellular data on your phone, you can use the complimentary Wi-Fi on board the ship in order to access the app. Please note that the internet reception may be limited while the ship is sailing.

## 3. AvalonGO App

The AvalonGO app will have personalized information regarding your cruise and will provide the most up-to-date information available throughout the program including daily newsletters, dining menus, a guide for each port including maps, GPS location of the ship and more! If you have not done so already, we encourage you and your guest to download the app to your personal devices prior to leaving for Amsterdam.



## About the Rhine River Cruise

Welcome to your once in a lifetime exclusive Rhine River cruise experience! You will enjoy an 8-night sailing on board a privately chartered Avalon Waterways cruise ship through one of Europe's most legendary rivers. Avalon is well-known for its superior service, fine cuisine and breathtaking sundeck views. Auto-Owners has chartered two ships that will follow each other throughout your Rhine River adventure to give you an exclusive A-O Trips experience. The sister ships will port together giving you another opportunity to catch up with old friends or meet new ones!

The Rhine River meanders through a landscape dotted with castles, vineyards, and medieval towns. Our journey along this fabled waterway will leisurely take you to the best sites the Rhine has to offer. There will be port activities for our traveler's varying interests, energy, and fitness levels. From action-packed experiences and interactive discoveries to traditional sightseeing, you can tailor your port experience to suit your interests and pace.

We will begin our Rhine River cruise experience with embarkation in Amsterdam. After a restful overnight sail, we will port in Nijmegen, Holland. Not only have the Romans left visible traces everywhere from back when Nijmegen was one of their administrative and economic centers, but the city center is filled with lively squares, parks, shopping and an abundance of cafés and restaurants. Our next stop along the Rhine is Bonn, Germany. Bonn is much more than just the former capital of Germany as it enjoys a widespread reputation as a city of the arts. The birthplace of Beethoven, Bonn embodies the joy of classical music.



You will awaken to passage through the dramatic Rhine Gorge – a UNESCO World Heritage site of stunning natural beauty. Take in the 360-degree views from the Avalon's Skydeck while your cruise director guides you through the 40 mile stretch of medieval castles and towns that dot the Upper Middle Rhine Valley. Later in the day we will port in the German winemaking town of Rüdesheim. Hike or cable car to the Niederwalddenkmal monument for breathtaking views of the town and Rhine River. After exploring the narrow-cobbled lanes and half-timbered houses, enjoy a local Riesling or the famous Rüdesheimer coffee.

The following day the ship will port in Ludwigshafen. From this port you can reach the quintessential German town of Heidelberg. The Heidelberg Castle along with the Old Bridge are among the most impressive sights to be found in Germany. There will also be options to explore the city of Mainz during this day. It's known for its old town, with half-timbered houses and medieval market squares.

Our last stop in Germany is Cologne. A UNESCO World Heritage Site, the Cologne Cathedral is likely to leave you speechless as it's a world-class religious landmark and hub of the metropolis on the Rhine. There are 2,000 years of history in Cologne, and visitors here will find everything from Roman towers to Gothic churches to fine examples of modern architecture. If you have a sweet tooth, don't miss the Chocolate Museum, and visit to the gift shop. Cologne also offers unique shopping in which you will be sure to find the perfect memento from your trip.

Our trip concludes with two nights aboard the ship in Amsterdam. From port, you can easily walk to explore all this amazing city has to offer. Enjoy the historic buildings, beautiful museums, and pleasant ambiance. Go for a boat tour on the canals, stroll through Vondelpark, and go shopping in the city. Amsterdam has the world's highest museum density and is home to cultural treasures like the Van Gogh

Museum, Anne Frank House, and Rijksmuseum with its world-famous "The Night Watch" by Rembrandt. Nearby you can experience a fishing village known for its authentic Dutch character and see beautiful windmills along the Dutch countryside.

### About Avalon Waterways Ships

All ships, Panorama, Vista, Impression and Expression feature two full decks of Panorama Suites with wall-to-wall, floor-to-ceiling panoramic windows that transform the living space into river cruising's only Open-Air Balcony. Each ship has on board amenities that include a fitness center, complimentary Wi-Fi access, elevator and a spacious Sky Deck with premium lounge chairs, shade awnings and whirlpool. The Club lounge with 24-hour self-serve beverage station with complimentary cappuccinos, lattes, tea, hot chocolate and premium coffees as well as treats throughout the day.

## Travel Information

### Air Itinerary

If Gavel International booked your air travel, your itinerary and electronic ticket confirmation have been emailed to you. If you have any questions, please contact the A-O Trips Travel Desk at Gavel International by calling **877.379.7101** or **816.334.0101**.

### Travel Instructions for Arrival Day

Refer to arrival day instructions included in this packet.

## Travel Documents

All U.S. citizens must have a valid passport to travel to Amsterdam.

Please be sure to bring the following documents with you in your carry-on bag:

- Passport for each traveler – it must be valid for at least six months beyond duration of the trip
- Proof of residency for non-U.S. passport holders who reside in the United States.
- Printed copy of your Airline Itinerary & E-ticket Receipt
- Documentation supporting any prescription medication

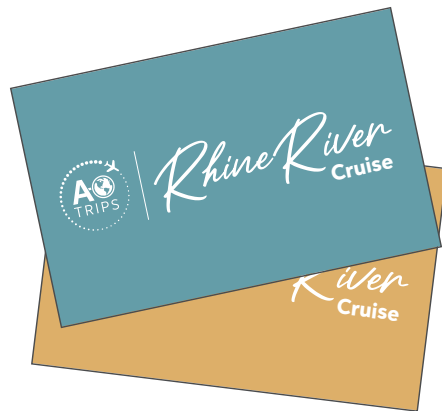
It is your responsibility to secure all required documentation for your trip. We suggest you make two copies of each passport. Leave one copy at home and carry the other copy with you separate from your passport.

## Pregnancy

Some airlines may require a medical certificate to travel if you are in your late stages of pregnancy. If you are pregnant, please check with your airline carrier for their specific requirements.

## Luggage Tags

All checked luggage must be tagged with the pre-printed A-O Trips Rhine River Cruise luggage tags supplied within this packet. It is also recommended that you place your name and address on the inside of your checked bags.



## What to Bring

When packing, keep in mind that you will need a day/carry-on bag in addition to your checked luggage. It is recommended that you do not bring more than one piece of checked luggage per person and one carry-on bag per person.



**Day/Carry-On Bag:** Your day/carry-on bag should include your passport, travel documents, prescription medication, name badges and purple or green wristbands, valuables, a change of clothing and anything you need for the first few days of your trip. For carry-on restrictions please visit [tsa.gov](https://www.tsa.gov).

Lost or delayed luggage is unavoidable and there will be delayed luggage on every group. Plan accordingly and don't let this ruin your trip. We recommend that you pack a carry-on bag with enough clothing, toiletries, and anything (*including medications*) that you may need for the first few days of your trip. A-O Trips travel staff onsite will know where you can purchase a few more items you may need once you arrive in Amsterdam. If you are traveling with a spouse or guest and will have two checked bags, we recommend packing items in each bag for each person. If only one bag makes it to Amsterdam, both guests will have some of their items.

Any liquids that you plan on packing in your carry-on bag must be in three ounce or less containers and must all fit into a quart-sized plastic bag. These will be scanned separately from your carry-on bag when you go through security at the airport.

If you use insulin or other medical prescription dispensing products, they must be clearly identified. You must have appropriate medical records with you that show your medical condition and need for the prescriptions in case security officers have questions. For carry-on restrictions, please visit [tsa.gov](https://www.tsa.gov).



## Attire Details

We suggest you prepare to dress in layers to be as flexible as possible for all weather types and always wear comfortable walking shoes. For groups 1-14 the temperatures will range from 50-80 degrees Fahrenheit. For groups 15 and 16 temperatures will range from 40-60 degrees Fahrenheit.

**Daytime Attire:** For groups 1-14: Summer Casual – casual clothing layered and comfortable walking shoes. For groups 15-16: Fall Casual – casual clothing layered and comfortable walking shoes.

**Evening Attire:** For all Auto-Owners Insurance group dinners: Smart Casual – slacks and collared shirt or blouse with slacks, capri pants, skirt, or dress.

**Note:** for the group canal cruise and Maritime Museum dinner in Amsterdam please wear flat soled shoes and we recommend that you do not wear high heels.

No blue jeans or T-shirts may be worn at Auto-Owners Insurance evening functions.

Some local churches may require both men and women to cover shoulders and thighs down to the top of the knees while inside sacred areas.

**Other Items to Pack:** You should also pack a refillable water bottle, light summer sweater, light jacket and a raincoat or small umbrella in case of inclement weather. Dressing in layers to be ready for anything is always a good travel tip. Don't forget to pack sunglasses, sunscreen and a hat. Bring your swimsuit if you want to use the ship whirlpool located on

the sky deck. You may also want to pack an international converter/adaptor if you plan on using a U.S. appliance in your stateroom.

## Name Badges/Green or Purple Wristbands

Auto-Owners Insurance has provided green or purple wristbands for each attendee and guest. These should be worn so that travel staff as well as other attendees can easily identify A-O Trips guests at the airport upon arrival into Amsterdam Schiphol Airport and when on the Rhine River Cruise. Agents and their guest will still be required to wear name badges to all A-O Trips group sponsored evening meal functions and group events.

## Special Needs and Requirements

We are happy to assist you with any reasonable special dietary requirements that you may have. If you noted these requirements or dietary needs on the A-O Trips registration website, they have been arranged. If you have questions or need any additional assistance, please contact the A-O Trips Travel Desk at Gavel International: **877.379.7101** or **816.334.0101**, or email: **AOI2402@gaveledge.com**. Avalon makes it very easy to identify potential allergens in labeling the menus and buffet items. Avalon Chef and Maître D' will meet with any guest who has a dietary requirement in the Club Lounge on arrival day at 5:30 p.m.

Most airlines will allow medical supplies or equipment on board as additional items at no extra charge. Some medical items can be carried on the plane, as an "additional carry-on item", as long as they meet the standard size and weight limits. If your supplies/equipment are included in a larger bag that contains other non-essential items, that bag will not

be considered a free item and will be subject to normal baggage fees. Check with your airline for their policies and restrictions and if advance notice is required.

### Leave-behind Cards

For your convenience, we have enclosed leave-behind cards that include ship contact information. Please distribute these cards to family, friends or co-workers, so that they may contact you while you are traveling in the event of an emergency.

## General Information

### Program Inclusions

Your participation in this program includes the following:

- Roundtrip economy class air
- Group (*roundtrip*) airport transfers and luggage handling for program air participants
- A-O Trips hospitality desk to answer questions and assist with leisure activities
- Arrival day group lunch and walking tours of Amsterdam
- Eight nights of accommodations on board an Avalon Waterways ship
- Breakfast, lunch and dinner daily on board the Avalon Waterways ship
- Included group excursions at each port of call
- Group canal cruise and off ship dinner in Amsterdam
- All gratuities for our sponsored events, included group tours, and ship gratuities

### Ship Accommodations

Stateroom accommodations have been confirmed under your name on board your Avalon Waterways ship. Your personal incidental charges will be at your own expense.

Check In: 4 p.m.      Check Out: 9 a.m.



### A-O Trips Hospitality Desk

Throughout your stay, A-O Trips travel staff will be onsite to assist you with any questions that may arise. These staff members will be identifiable by their blue shirts, khaki or black pants and name badges. The A-O Trips hospitality desk will be staffed daily for your convenience. The hospitality desk will be located in the ship lobby. Please check at the desk or refer to your AvalonGO App during your stay for your daily agenda, to note event time changes and for any special announcements regarding the program. Suggestions for your leisure time will also be available.

### Incidental Accounts

**You will need to present your passports upon check-in on board the ship so that the ship can scan them.** When you check-in, you will be asked to provide a credit card to establish charging privileges for incidental expenses. Your ship incidental accounts will need to be settled upon your check-out. We do not recommend you use a debit card for this. **There will not be a cash allowance for this trip.**

### Gratuities/Tipping

All gratuities for group events and included excursions, housekeeping and portage on board Avalon have been covered by Auto-Owners Insurance. No additional gratuities are necessary; however, they can be



given at your own discretion. You will be responsible for any gratuities for services that you obtain on your own.

When dining off the ship tips are not usually included in the bill and the standard is 5-10% of the total bill.

### Cell Phone/Data Service

Prior to using cell phones abroad, please contact your cell phone service provider for their availability, rates, roaming fees and charges related to international service. You can turn off the cellular data on your phone and only use the complimentary Wi-Fi on board the ship to access the A-O Trips app and the AvalonGo app for this trip. Please note that cell reception may be limited while the ship is sailing.

### Internet

High-speed wireless internet access is complimentary on board the Avalon Waterways ship. Please note that the internet reception may be limited while the ship is sailing.

### Time Zones

Amsterdam and Germany are on Central European Time (CET) and observes daylight savings time (Central European Summer Time – CEST) between March 31st and October 27th. Daylight Savings Time in the United States is observed until November 6th, 2024. Groups 1-14 will be 6 hours ahead of U.S. Eastern Time and groups 15 and 16 will be 5 hours ahead of Eastern time on program days 1-5 and 6 hours ahead of Eastern time on program days 6-9.

### Climate

#### For Amsterdam:

July Averages:  
72° High / 54° Low

August Averages:  
74° High / 68° Low

September Averages:  
66° High / 51° Low

October Averages:  
59° High / 46° Low

November Averages:  
50° High / 40° Low

#### For Germany:

July Averages:  
84° High / 77° Low

August Averages:  
76° High / 55° Low

September Averages:  
66° High / 52° Low

October Averages:  
56° High / 44° Low

November Averages:  
47° High / 38° Low

### Currency/Credit Cards

Please check online prior to travel for the most current exchange rate between the Euro and the U.S. Dollar.

Exchange rates and foreign transaction fees are determined by your credit card company or bank. We recommend you check with your credit card company or bank to determine the current fees and exchange rates that they charge. In addition, it is a good idea to notify your bank and credit card companies of your travel plans so that your transactions are approved. You may want to explore obtaining a credit card that does not charge a foreign transaction fee, which is typically 3% of the charge amount.



## Language

Although Dutch is the official language of the Netherlands and German is the official language of Germany, English is widely spoken throughout the area. All tour guides and ship crew speak English as well.

## Electrical Appliances

On board electricity is 220v. Wall sockets take a European 2-prong plug. To use any small personal appliance such as an electric razor, curling iron or electric plug-in type alarm clock, you will need an adapter to plug in to the wall sockets for dual voltage appliances and a converter as well as an adapter for appliances that are not dual voltage. Converters must be EU certified. Cheap, non-certified converters may damage your appliance and are a fire hazard on the ship. Staterooms are also equipped with USB outlets which are useful for charging phones, tablets, cameras, etc.

## Emergency Assistance

In the event there is an emergency at any time during your stay on the ship, dial "0" for assistance. Whenever possible, please notify the A-O Trips travel staff if you have an emergency or medical issue that arises during your trip.

## Prescription Medication

It is recommended that all prescription medications be transported in the original bottles and carried on the plane with you and not packed in your checked luggage. Please bring enough of a supply to last for the duration of your trip, as a refill may not be available. It is strongly recommended that you bring a copy of your doctor's prescription for all medications should security personnel have any questions or to satisfy foreign authorities.

## Duty Free Exemption

You may bring back gifts or articles up to a value of \$800 USD per person into the USA without incurring customs duty. Items should be readily available for customs inspection if requested. You may include up to two liters of alcohol within this \$800 USD exemption.

It is recommended that you keep all receipts together and with you in your carryon bag for any items purchased while in Europe. This will make completing the customs forms easier. For more information on U.S. customs regulations, please refer to the following [cbp.gov](https://www.cbp.gov) websites:

**[cbp.gov/travel/us-citizens/know-before-you-go/shopping-abroad-duty-freegifts-household-items](https://www.cbp.gov/travel/us-citizens/know-before-you-go/shopping-abroad-duty-freegifts-household-items)**

**[cbp.gov/travel/international-visitors/kbyg/types-exemptions](https://www.cbp.gov/travel/international-visitors/kbyg/types-exemptions)**

## Departure From Amsterdam

Detailed information regarding your departure from Amsterdam will be available onsite and updated on the A-O Trips app. Please be sure to settle your on-board account for incidental charges prior to your departure.

Please refer to the A-O Trips app for information regarding luggage and transportation to the airport.

## Contact Information

## Auto-Owners Insurance Incentive Travel

6101 Anacapri Boulevard, Lansing, MI 48917  
Telephone: **800.346.0346** ext **51793, 58708, or 50387**  
Email: **[incentive.travel@aoins.com](mailto:incentive.travel@aoins.com)**  
Trip Website: **[aotrips.com](http://aotrips.com)**

## A-O Trips Travel Desk at Gavel International

935 Lakeview Parkway, Suite 190  
Vernon Hills, IL 60061  
Telephone: **877.379.7101** or **816.334.0101**  
Email: **AOI2402@gaveledge.com**

## Avalon Waterways

**avalonwaterways.com**

**Panorama: (Groups 1, 3, 5, 7, 9, 11, 13)**

Panorama Reception Desk Telephone: **0049 1520 1506 226**  
**frontdesk.avalonpanorama@avalonwaterways.eu**

**Impression: (Groups 2, 4, 6, 8, 10, 12, 14)**

Impression Reception Desk Telephone: **0049 172 6199 381**  
**frontdesk.avalonimpression@avalonwaterways.eu**

**Vista: (Group 15)**

Vista Reception Desk Telephone: **0049 1520 1506 393**  
**frontdesk.avalonvista@avalonwaterways.eu**

**Expression: (Group 16)**

Expression Reception Desk Telephone: **0049 172 6199 341**  
**frontdesk.avalonexpression@avalonwaterways.eu**

## Notes



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