



AmaWaterwaysTM

Guest Service Directory

A

Air Conditioning

All public rooms and staterooms on the ship are air-conditioned. An adjustable climate control allows you to regulate the temperature in your own room.

Please note: air conditioning only works when windows and doors are closed.

All Aboard

The Daily Cruiser newsletter lists the ship's arrival and departure times. Guides will ensure you return on time for excursions. If exploring independently, you must be back by the *All Aboard Time* in the Daily Cruiser.

Important: Carry the ship's contact number (on your key card and in the myAmaCruise app) to notify staff if you need assistance while ashore.

Alarm

A silent alarm button is located near the desk in your stateroom. Please use this alarm for emergencies only.

Announcements

The ship is equipped with a public address system. Announcements are made only in public areas. There may be times when your Cruise Manager will use the public address system to inform you of interesting sights along the river. To hear these announcements in your stateroom, turn your TV to channel 1 (bow camera channel) or ask the Receptionist for specific directions that may vary by ship.

Bars / Beverages

The Lark Lounge and Bar opens daily at 9:00 AM, offering a wide selection of alcoholic and non-alcoholic drinks.

Complimentary coffee, tea, and iced tea are available 24/7. Unlimited beer, wine and soft drinks are included with lunch and dinner onboard.

Bicycles

The ship provides bicycles and helmets for guests to borrow while in port. Before use, please sign a release form at the Reception Desk.*

Complimentary guided bike tours are available on select itineraries on a first-come, first-served basis; you may sign up for these tours online or in the myAmaCruise app. Tours may be physically challenging and require mandatory helmet use. Tours may be cancelled due to weather conditions.

Camera

The live feed from a camera mounted on the bow of the ship can be accessed via your in-room Entertainment-on-Demand system, allowing you to follow the ship's course. You will find it on channel 1 of your TV.

Cruise Manager

Your Cruise Manager will look after your comfort, answer questions and provide vital information. Please do not hesitate to contact them at any time.

Daily Cruiser

The Daily Cruiser is uploaded to your myAmaCruise app each evening. It features details on the next day's schedule, dining, activities and ports. Printed copies are available only on the first night or by special request.

Disembarkation

Please vacate your stateroom by 9:00 AM on disembarkation day so the crew can prepare for arriving guests. You're welcome to relax in the lounge or explore nearby sights, and we will store your luggage. Your Cruise Manager will provide disembarkation and transfer details before the cruise ends.

Dress Code

Dress is casual and comfortable by day and casually elegant for dinner. Bathing suits are not permitted in restaurants or lounges, and shorts are not suitable for dinner. Guests may wish to dress a bit more formally for the Captain's Dinner (no jacket or tie required). Comfortable shoes are recommended for excursions, and walking barefoot in public areas is not permitted.

Electricity

Electricity on board is 220v with European 2-pin outlets; a European adapter is recommended for dual-voltage devices, and a converter may be needed for others.

For safety, clothing irons, curling irons, hair straighteners and electric kettles are not allowed onboard. A limited number of approved hair styling tools are available at reception.

Elevator

All AmaWaterways ships are equipped with an elevator that generally serves four levels*:

1. Journeys Restaurant
2. Cello Deck ("200" Staterooms)
3. Lobby (exit) and Lark Lounge
4. Violin Deck ("300" staterooms, The Chef's Table)

***Please note:** Elevator on AmaSiena, AmaMora, AmaLea and AmaKristina reaches Piano Deck ("100" staterooms)

In case of emergency, do not use the elevator.

Emergency & Safety Procedures

Your ship meets the highest safety standards and is operated by a well-trained crew. Please attend the embarkation-day safety briefing and review the safety instructions in your stateroom or on the in-room TV. In an emergency, remain calm and follow crew instructions; life vests are available on the Sun Deck if needed. For safety, the Sun Deck may close at times. Avoid leaning out of windows or balconies, and keep windows closed when away.

Please walk slowly and always use the handrail when going up or down stairs, both inside and outside the ship.

If you notice fire or smoke, contact the Reception Desk immediately and follow crew instructions. Smoking, candles, clothing irons and electric kettles are not permitted onboard.

Entertainment-On-Demand System

There is a flat-screen monitor and keyboard in your stateroom to access our complimentary Entertainment-on-Demand system, which features satellite television stations, movies, Safety Video (channel 0) and our Life Onboard Video (channel 2) as well as music and the ship's informational channel. Select ships also have internet access through this system. Some ships also offer internet access, which does not support streaming or downloads and may be limited by location.

F

Fire Safety

Should you detect fire or smoke, please alert the Reception Desk immediately and await instructions from the crew. Smoking is only allowed in designated areas; smoking on the balconies is prohibited. Lit cigarettes or matches are not to be thrown in the water. The use of candles (or any open fire), clothing irons and electric kettles is also prohibited.

First Aid

A first aid kit and defibrillator are available at the Reception Desk. Should you require further medical attention, please contact the Reception Desk or your Cruise Manager immediately.

Fitness Room

The fitness room offers a variety of exercise equipment and mats for your complimentary use. On select ships, an infrared sauna is also available. The fitness room is open during select hours and there is no attendant on duty. Refer to your Daily Cruiser newsletter or ask the Reception Desk for hours of availability. Please be courteous and limit your use of the equipment to 45 minutes if other guests are waiting.*

G

Games & Books

A selection of games and books is available in the ship's library. We kindly ask that all games and books be returned to this area after use.

The Boutique

You can find a selection of souvenirs, accessories and branded items in our onboard boutique, located next to the Reception Desk on most ships. The Boutique is open daily during daytime hours, unless stated otherwise in the Daily Cruiser. The Boutique is closed on disembarkation day.

Gratuities

Gratuities are generally not included in the price of your cruise. For local guides and bus drivers, tips are at your discretion and are customarily given at the end of each tour or excursion in cash. For the ship's crew and your Cruise Manager, gratuities may be paid by credit card or cash (Euros) at the end of the cruise. Respective information with recommended amounts will be provided prior to disembarkation.

H

Hair Dryer

Each stateroom is equipped with a hair dryer, located in the cupboard under the bathroom sink.

Housekeeping

Our excellent housekeeping staff tends to your stateroom twice daily. Please use the door hanger provided to indicate "service needed" or "privacy".

I

Ice

An ice bucket is provided in your stateroom for your convenience. Ice is available from the bar and from a self-service machine in designated public areas. Please ask the Reception Desk for assistance.

L

Laundry

Laundry services are available on board. Laundry bags and a price list can be found in the closet in your stateroom. Please fill out the form and leave it with your laundry bag on your bed, either in the morning or before you go to dinner. Laundered items will be returned within 24 hours. Ironing services are also available for a modest fee. Dry cleaning services are not available on board.

Lounges

All ships have a spacious lounge open 24 hours for announcements, relaxation and entertainment, with a bar and self-service coffee and tea. The Chef's Table restaurant can also be used as a daytime lounge for reading, games or socializing.

M

Mail

Stamps and a selection of complimentary postcards are available at the Reception Desk. Mail is sent out from port during each cruise. We are happy to stamp and mail these postcards for you with our compliments.

Massage

The services of a massage therapist are available. Please inquire at the Reception Desk to view a list of services and to schedule an appointment.*

Meals

All meals on board are designed by European chefs and feature European-style dishes, all carefully selected to please a broad range of palates. Daily mealtimes are indicated in your Daily Cruiser. The times may vary according to each day's scheduled activities and shore excursions.

For breakfast, an a la carte menu is available alongside a self-serve buffet. You may dine any time during breakfast hours.

Meals Cont.

For lunch, an a la carte menu is available alongside a self-serve buffet. A Bistro Lunch is also available in the lounge or terrace.

Unlimited and complimentary wine, beer and soft drinks are included with every lunch and dinner.

Dinner is a served, multi-course meal. Please note that we have an open seating policy in our Journeys Restaurant and table reservations are not accepted.

The Chef's Table is a specialty restaurant requiring reservations. Please reserve at Reception before 2:00 PM on your preferred day. Guests are asked to arrive on time and not remove food or drinks from any dining area.

Mosquitoes

During the summer months, we recommend keeping your stateroom windows and balcony doors closed to prevent mosquitoes from entering.

P

Payment on Board

We use a cash-free system during your cruise and charge all your purchases to your onboard account. The day before your cruise ends, you will receive an itemized invoice for any onboard charges incurred. Please review the invoice carefully before you settle your bill. All onboard charges will be in Euros, payable with cash (Euros or US dollars at the ship's exchange rate) or credit card. Please note that pre-paid credit cards, personal checks or a cash advance from a credit card are not accepted. European currencies cannot be exchanged for any other currency on board the ship.

Pool

Your ship has a heated pool (or whirlpool) on the Sun Deck so you can unwind without missing any of the beautiful scenery. Please note there is no attendant on duty.*

Program Changes

Despite our meticulous planning, there may be times when changes must be made to the daily program due to circumstances beyond our control (e.g., delays at locks, heavy river traffic, fluctuating water levels). The ship's Captain and crew will do their utmost to find the best and safest solution.

Any changes to the day's schedule will be communicated as soon as possible.

Q

Questionnaire

AmaWaterways is always striving to improve the quality of our guests' travel experiences. We strongly encourage you to submit your feedback via the questionnaire available through your myAmaCruise app. Your comments are very valuable to us and we hope you will take the time to thoughtfully complete the survey. A paper version of the questionnaire is available upon request.

QuietVox Audio System

We are happy to provide you with your own QuietVox Audio System to use during guided tours and excursions for the duration of the cruise. This device enables you to clearly hear your guides so you can enjoy each tour to the fullest. The audio device and an earpiece can be found in your stateroom in a charger unit on the desk. Please make sure to always re-insert the device in the charger once you return to your room to ensure it is fully charged for the next day.

R

Reception Desk

To reach our 24-hour Reception Desk from your stateroom, dial "9". Between 10:00 PM and 7:00 AM, our night watch Receptionist is on duty. The night watch conducts a security round every hour and thus may be away from the desk for a short time.

Room Service

Should you ever feel too unwell to come eat in the dining room, we will be happy to serve you in your stateroom. Room service is otherwise not available.



Safe

Your stateroom is equipped with a small safe for your personal use. We recommend placing valuables in the safe whenever you are away from your room. Oversized items may be stored in the ship's safe at the Reception Desk. Please remember to remove all items from the safe and leave the safe open before disembarking.

Safety

In accordance with international law, the Captain has full control over the ship and every person on board must follow his/her lawful commands. Captains have the authority to take any action deemed necessary to manage guests who are verbally or physically disruptive towards any other person on board or otherwise causing issues during the cruise. We have a zero-tolerance policy regarding such disruptions and will always put the safety of the guests, the crew and the ship first.*

Stateroom Key Card

Please have your key card scanned at the Reception Desk every time you embark and disembark the ship. This helps our crew keep track of each guest's whereabouts whenever the ship is in port.

Onshore Experiences

Many exciting experiences are included as part of your cruise. Your Cruise Manager will provide you with the details in the Daily Cruiser and during briefings each day.

Smoking

Smoking inside the ship is only permitted at the rear of the Sun Deck. In very inclement weather, smoking will be allowed outside the lounge on the starboard side (right side) of the ship. For the safety and comfort of all guests on board, observing the no-smoking policy is greatly appreciated.

Special Meals

Please remind our Maître d's of any dietary request (vegetarian, vegan, gluten-free, etc.) or allergies on the day of embarkation. Our Chef will try to accommodate you as much as possible with the resources available to us.

Sun Deck

For your safety, the Sun Deck may be temporarily closed on certain stretches of the river due to low bridges or locks. Please follow the instructions of our nautical crew at any time.



Telephone

Your stateroom has a telephone that can be used to call other rooms by dialing the other stateroom's number. You may also directly call numbers outside the ship. Dial "0" for an outside line followed by the number you wish to call. All outside calls cost 1 € per minute and will be charged to your onboard account. To reach the Reception Desk, dial "9."

Toiletries

In the event your luggage has been lost or delayed by an airline, please ask our Reception Desk staff for replacement toiletries such as toothbrushes, toothpaste, razors, etc.

Towels

Sustainability is important to us, so towels are not changed daily. To receive fresh towels, please place used ones on the bathroom floor. Towels left hanging on stateroom racks will not be replaced by our housekeeping staff.



Visitors

We are happy to welcome your visitors on board whenever possible. Please inform the Hotel Manager, Cruise Manager or the Reception Desk in advance to ensure this option is available before inviting guests on board.

Water

Tap water on board is filtered and potable. We are also delighted to offer reusable water bottles for you to use and take home as a reminder of your journey. You'll find filtered water stations conveniently located around the ship.

Wi-Fi

Complimentary wireless internet access (Wi-Fi) is available in most locations on board the ship. Please note that internet access may be temporarily unavailable, such as when the ship is cruising along the border of two countries or moving through a lock or under a bridge.

*AmaWaterways and its affiliates are not responsible for personal injuries or accidents that may be incurred while using the ship's bicycles, elevator, fitness room, dry sauna, hot tub, swimming pool, massage services, or any other onboard facilities.