



travelmarvel  
Premium Travel

# EUROPE

## ESSENTIAL TOUR INFORMATION

### PREPARING FOR YOUR TRIP

#### PASSPORTS AND VISAS

A valid passport is required with a minimum validity of six months from your date of return. It is your responsibility to ensure that you meet necessary visa/permit entry requirements and pay all associated costs, unless it is stated that the costs are included in your tour price. Failure to obtain correct documentation may affect entry into certain countries on tour. Travelmarvel suggests contacting the relevant consulates for the latest information on visa requirements, costs, and processing time. It is important to carry your passport and other travel documents in your hand luggage while traveling.

For Australian and New Zealand passport holders seeking further visa information, or region-specific information, please visit: [travelmarvel.com/before-you-travel/visa-requirements](https://travelmarvel.com/before-you-travel/visa-requirements)

#### United Kingdom

Australians visiting the UK for less than six months who have no other UK immigration status will need an Electronic Travel Authorisation (ETA) to travel to or transit through the UK. Please visit [gov.uk/eta](https://gov.uk/eta) for further information or to apply.

#### European Entry/Exit System

The new European Entry/Exit System (EES) started on 12 October 2025 for all non-EU nationals, including Australians, travelling in or out of the Schengen Area. When travelling into and out of the Schengen area, you may need to have your fingerprints and photo taken, and answer Schengen Border Code questions. If you revisit the Schengen area within 3 years of creating your digital record, you'll only need to provide either your fingerprint or photograph at the border on entry and exit. The registration process should only take a few minutes, but there may be border queues with the new system. Please visit [travel-europe.europa.eu/en/ees](https://travel-europe.europa.eu/en/ees) for further information.

#### TRAVEL INSURANCE

Travel Insurance is not included in your holiday package. We strongly recommend that you take out comprehensive travel insurance that covers, without limitation, the full cost of your holiday, medical costs, medical evacuation, loss of luggage and any additional charges for cancellations due to both land and air disruptions, natural disasters and industrial actions such as

strikes. Please ensure that your insurance covers you for the entire duration of your trip, and check what circumstances and activities are not included in your policy. Please ensure that all pre-existing medical issues are declared to the insurer so that noncovered conditions are identified in advance. You should have the details recorded and accessible in the case of an emergency.

#### DIETARY AND ALLERGIES

If you have any dietary requirements or allergies that need to be managed while travelling with Travelmarvel, and you have not made these known already, please advise your booking agent as soon as possible, as well as your Tour/Cruise Director upon arrival. Most suppliers require advance notice to accommodate these requirements and in some cases, you may be required to fill out a form or waiver. Every effort will be made to fulfil requests, but these cannot always be guaranteed.

### WHAT TO PACK

What you should pack depends on your personal preference. Most guests dress casually on tour. However, if the group is going into town, you may want to wear something a little dressier. You may also want to wear something slightly more formal for welcome dinners and cocktail evenings. If your sightseeing includes visits to churches, monasteries, synagogues, or mosques, dress casually while ensuring your clothes are clean and provide

sufficient body cover (for example, you may be required to cover your shoulders and knees). The below is a list of items to assist you with packing for your tour.

#### Personal items:

- Personal medications and copies of prescriptions
- Sunscreen, lip balm, sunglasses and sun hat

- Travel-size toiletries (e.g. shampoo, conditioner, soap, body lotion, and insect repellent)
- Sturdy and comfortable footwear such as runners with good grip
- Windproof/waterproof jacket
- Small backpack/bag for day use
- Reusable water bottle (insulated recommended)

- Binoculars
- Bathers/swimsuit
- CPAP machine (if required)

## TRAVEL DOCUMENTS AND ACCESSORIES:

- Passport and any required visas.
- Travel insurance policy including policy number and emergency contact number.

- Airline e-tickets, Travelmarvel itinerary and Essential Information (electronically)
- Wallet or money belt (cash, credit cards, and, bank cards)
- Camera with memory card and charger
- A universal adaptor (electricity is 220 volts on board our ships and throughout Europe — a plug adaptor is necessary if you plan to bring appliances from home)

## LUGGAGE RESTRICTIONS:

Each passenger is entitled to take one piece of luggage that does not exceed 160cm (63 inches) or weigh more than 20kg (44 pounds). An extra charge may be imposed to cover portage handling of any additional luggage. Your Tour/ Cruise Director will advise you of the exact additional charge.

## IMPORTANT INFORMATION REGARDING YOUR PORT DETAILS

Due to the nature of cruising, port details are subject to change at any time. In order to provide you with the most accurate information possible, we ask that you visit our website to check your port details:

- [travelmarvel.com/before-you-travel/port-details](https://travelmarvel.com/before-you-travel/port-details)
- [travelmarvel.com/en-au/before-you-travel/port-details \(Australia\)](https://travelmarvel.com/en-au/before-you-travel/port-details)
- [travelmarvel.com/en-nz/before-you-travel/port-details \(New Zealand\)](https://travelmarvel.com/en-nz/before-you-travel/port-details)
- [travelmarvel.com/en-gb/before-you-travel/port-details \(United Kingdom\)](https://travelmarvel.com/en-gb/before-you-travel/port-details)

Please check the website above for the port address within seven days of your cruise embarkation, and again as close as possible to your departure for any last-minute changes. If you cannot access our website, please contact your hotel concierge or call our office at +49 180 500 9648 within 24 hours of embarkation.

## AT THE AIRPORT

### RECONFIRMATION OF FLIGHTS

We recommend you check your booking directly on the airline's website to ensure there have been no last-minute schedule changes. Your airline booking number can be found at the top of your e-ticket.

### DELAYED OR MISSED FLIGHTS

In the event that you miss your flight or that you are delayed substantially, please advise the airline representative that you are booked on a group tour with a specific start location, date and time. Be sure to advise Travelmarvel of your new travel arrangements immediately.

### LOST OR DELAYED LUGGAGE

If you lose luggage or personal belongings prior to joining the tour, please contact a representative of your chosen airline at the airport. If you lose luggage or personal belongings during your tour, please inform your Tour Director immediately for assistance.

### AIRPORT TRANSFERS

Airport transfers are included on the first and last day of the tour package. They are also included if you have booked pre-tour or post-tour accommodation with Travelmarvel at the same hotel. You will be

welcomed by a Travelmarvel representative after clearing customs and collecting your luggage, then transferred to your hotel. Transfers cannot be re-routed to other pick-up points or destinations. If you miss your pre-booked transfer, you must make your own way to the hotel at your own expense. Please check your personalised Travelmarvel itinerary in your travel documents to make sure transfer details are indicated and correspond to your flight information.

## STAYING HEALTHY ON TOUR

### SEE YOUR GP

Your GP or travel clinic is the best source of information about preventative measures including vaccinations. We recommend you consult your GP or local travel clinic for detailed advice to ensure you're fully prepared before travel. Please take a copy of your travel itinerary with you to assist with the recommendations of appropriate medication and vaccinations. If you have any health conditions, please ask your doctor to prepare a medical summary for use by a foreign doctor if needed. This should include: your name, address, emergency contact, blood type, medical history, current medications and dosages, drug allergies, reasons for prior hospitalisation and a list of vaccinations and dates. Please have this information available when completing the In Case of Emergency form on the first day of your tour or cruise.

### TRAVELMARVEL HEALTH AND SAFETY PROTOCOL

Travelmarvel has created a Health and Safety Protocol that all our Tour/Cruise Directors are required to follow. To help reduce the spread of illness while on tour, you may be asked to take precautionary measures if you're showing symptoms of a cold or virus. These may include wearing a face mask, eating meals in your room/cabin rather than in shared dining areas, or remaining in your cabin/room until symptoms improve. You will also be required to complete an In Case of Emergency form on the first day of your tour or cruise. For more information on these protocols, please refer to our website: [travelmarvel.com/en-au/before-you-travel/health-and-wellbeing](https://travelmarvel.com/en-au/before-you-travel/health-and-wellbeing)

### COLD AND FLU

If you experience cold or flu-like symptoms while on tour, please use hand sanitiser regularly — especially before meals and throughout the day — and be considerate of fellow travellers by limiting close contact. Hand sanitiser dispensers are available in public areas on all ships and coaches, so make sure to use them when reboarding. If your symptoms worsen, notify your Tour/ Cruise Director immediately so appropriate measures can be taken.

### SUN EXPOSURE

Weather conditions will vary on tour. Drinking plenty of water is important to prevent dehydration. A hat and high-quality sunscreen are important for preventing sunburn, even on overcast days.

## SEA SICKNESS ON OCEAN CRUISING

As with any sea vessel, some motion may occur in certain areas depending on weather and season. While most ships are

equipped with stabilisers to reduce rolling, we recommend bringing anti-motion sickness medication or other precautions, even if you've never experienced motion sickness before. Sea bands, which are clinically tested to help reduce nausea,

may also provide relief. For best results, wear them throughout your cruise as a preventative measure.

## ON TOUR INFORMATION

### LOST OR DELAYED LUGGAGE

If you lose luggage or personal belongings prior to joining the tour, please contact a representative of your chosen airline at the airport. If you lose luggage or personal belongings during your tour, please inform your Tour/Cruise Director immediately for assistance.

### SHIPBOARD ACCOUNT AND PAYMENT OPTIONS

For your convenience, all purchases and paid services on board are billed to your shipboard account. At the end of the cruise, you will receive a total bill, which can be paid with cash or credit card. None of our river ships accept EFTPOS cards or cash passport cards. The onboard currency is the Euro (€).

### ENHANCE YOUR JOURNEY TOURING

Travelmarvel provides opportunities to pursue your special interests and elevate your European holiday with a range of Enhance Your Journey options.

Please note, all Enhance your Journey Touring options are subject to availability, minimum/maximum numbers and weather conditions. If your first choice is unavailable, you may be asked to choose an alternative. Not all tours are offered on all itineraries and departure dates.

Some activities and excursions are by nature adventurous and can involve some personal risk. As a passenger, you must make your own assessment of the risk involved in any excursion and take sole responsibility for any decision

to participate. As the booking agent, Travelmarvel cannot be liable for any personal risk or injury.

### DISRUPTION TO CRUISING AND ITINERARY

Under normal operating conditions, itineraries will be delivered as per the brochure. However, sometimes for reasons beyond our control, it may be necessary to make alterations to your itinerary. Your Travelmarvel Tour/Cruise Director and European Operations team will take responsibility for decision making in this regard. No refund is available under these circumstances. We strongly recommend you take out comprehensive travel insurance that includes coverage for events such as these.

## TRAVELMARVEL'S FLEET

### CONTEMPORARY RIVER SHIPS

#### Elevator

An elevator is located on all of Travelmarvel's river ships, however, please note that the Sun Decks are not accessible by elevator.

#### Laundry/Iron

Laundry services are available on board. Price lists will be available in your stateroom. Clothes cannot be dry cleaned on board. Self-service laundry facilities are not available on board. For safety reasons, it is not permitted to use an iron in your stateroom.

### PRINCESS ELEGANZA

#### Ships Berth/Tenders

At busy times during the season, there may not be enough berths immediately adjacent to the pier. It will then be necessary to berth two or more vessels side by side, allowing passengers to pass through the neighbouring ship(s) to go ashore. This requires special care, as ships are not allowed to have a permanent gangway between them. Views from cabins may therefore also be restricted.

Tenders are sometimes used to ferry passengers when the ship is at anchor.

Shore excursions require disembarkation from the ship most days.

#### Elevator

Please note that there is no elevator on board the Princess Eleganza and the staircases between decks can be steep.

#### Laundry/Iron

Please note that due to the size of the Princess Eleganza, there are no laundry or ironing facilities on board.

## USEFUL TRAVEL WEBSITES

### CUSTOMS

Customs Australia: [homeaffairs.gov.au](http://homeaffairs.gov.au)

Customs New Zealand: [customs.govt.nz](http://customs.govt.nz)

Customs UK: [gov.uk](http://gov.uk)

Customs US: [cbp.gov](http://cbp.gov)

### TRAVEL ADVISORY AND VISA INFORMATION

Australia: [smartraveller.gov.au](http://smartraveller.gov.au)

New Zealand: [safetravel.govt.nz](http://safetravel.govt.nz)

UK: [gov.uk/foreign-travel-advice](http://gov.uk/foreign-travel-advice)

USA: [travel.state.gov](http://travel.state.gov)



This flyer is designed as a guideline to assist you when preparing for your tour. Much of the information within is subject to change and while all care has been taken to ensure all information is correct at the time of production, we cannot take responsibility for any subsequent changes. Effective March 2026. Australian Pacific Touring Pty Ltd. ABN 44 004 684 619. ATIA accreditation #A10825. TM-3995

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