



Luxury Travel
since 1927

Douro River Cruising to a T.

ESSENTIAL TOUR INFORMATION

Passports and Visas

A valid passport is required for international travel. It is the traveller's responsibility to secure the necessary visas before departure. Passports must be valid for at least six months after your return date, so ensure your passport meets this requirement. The visas required for each country can be determined by contacting the relevant embassy. Without the correct travel documents, your holiday may be significantly interrupted or altered. Your passport will be required at border crossings, hotel check-ins, ship check-ins, and for customs formalities.

We recommend making two sets of photocopies of your airline tickets (including e-tickets) and the first page of your passport. Leave one set at home with a friend or relative, and bring the other with you, keeping it separate from the original documents. Spare passport photos can also be useful.

Travel Insurance

If you have not yet purchased travel insurance, please consult your travel agent before your tour. Foreign hospitalisation and treatment often require upfront payment, and medical evacuation can be costly. Travel protection and luggage insurance are highly recommended. We suggest purchasing a travel protection plan that covers trip cancellation for medical reasons, trip delay, medical expenses, accidental death, lost luggage, medical evacuation, and airline cancellation charges. We also recommend your policy includes coverage for COVID-19 related events, such as quarantine expenses, flight changes, and cancellation fees.

Gratuities

On all APT cruises, gratuities to your Cruise Director and ship crew are included in the tour price. This also applies to land touring where a local guide and/or driver is employed.

Gratuities When Touring Independently

Most restaurants include tax and a 15% service charge (service compris) in their prices. If a meal or service has been particularly good, leaving an additional 5-10% is customary, as is leaving the waiter the small change from your bill if you pay in cash. If service is not included (service non compris) a 15-20% tip is appropriate.

- Taxi drivers should be tipped 10-15% of the metered fare.
- Small tips of around €1 are reasonable for cloakroom and washroom attendants, ushers and museum tour guides.

Currency and Spending Money

The euro (EUR) is the official currency in most Western European countries. For the most up-to-date exchange rate, please check with your bank, a newspaper, or [xe.com](https://www.xe.com) (universal currency converter).

We advise that you carry minimal cash when travelling to Europe. On arrival, the most convenient way to acquire cash is via an ATM or Bancomat, as they are sometimes referred to. Most ATMs offer a cash advance on your debit/credit card, but check with your bank about any fees for this service, as they can be quite high. Before departing, ensure your credit cards are valid for at least 30 days after your proposed return date and that they are activated. It's a good idea to verify with your bank that your card will work overseas. Most European ATM pin pads only have numbers, so if your PIN contains letters, make note of the corresponding numbers.

You can obtain local currency at ATMs where available, but we recommend always carrying €50 emergency cash. This should be enough to get you into town to withdraw more money.

Carrying cash also covers restaurant bills and other services, especially in smaller towns and villages, where credit card facilities are not always available. Note that hotel receptions and after-hours money exchanges carry high commissions and some stores may have a minimum spend. Most hotels require a credit card, rather than cash card, for deposits upon check-in.

Valuables and Security

Do not take anything with you that will create emotional or financial hardship if lost or stolen. Carry all documents, money, passport and tickets with you. Do not place these important items in your suitcase. You may find a money belt worn inside clothing useful while travelling. Never leave hand luggage unattended in hotel lobbies or dining rooms. Avoid exploration on your own of unfamiliar streets or areas. When sightseeing, keep valuables locked in the safe in your room or stateroom.

General Health and Fitness

Our tours and cruises are not physically demanding, however, because of the nature of many of the sites you will be visiting, this tour may not be appropriate for guests with certain conditions and physical restrictions. Walking tours are often on uneven ground or cobblestones and may include stairs and steep inclines. You should be able to stand on your feet for an extended period of time to visit museums and other sites, as well as when checking in for flights and cruises and at customs and immigration.

We recommend seeking medical advice prior to your travels. Consult your local doctor for the latest immunisation and medical recommendations. Health information, travel advice and tips can be found on the Australian Government's Department of Foreign Affairs and Trade website: smartraveller.gov.au

See Your GP

Your GP or local travel clinic is the best source for advice on preventative measures. We recommend consulting with a GP or local travel clinic for detailed advice to ensure you're well-prepared for your trip. Bring a copy of your travel itinerary with you to help them recommend the appropriate medications and vaccinations. If you have health problems, ask your doctor to prepare your medical history for a foreign doctor. It 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 with dates. A copy of your prescriptions is vital in case of any health issues. Prepare a list of your medications, including the name, dosage, prescribing doctor, and their phone number. Pack enough medication for the duration of your tour. Keep your medication close at hand in your purse or carry-on bag. It's also advisable to carry a list of your medications in case they are lost, and remember to leave everything in its original container so it can be easily identified. It's a good idea to bring a copy of your prescription for glasses or contacts as well.

Get Walking

As your tour or cruise will involve some sightseeing by foot, and you will be required to embark and disembark ships and other forms of transport, you will enjoy it more if you start exercising ahead of time. In the lead-up to your trip, we recommend you start walking three times a week, including some stairs, building up to an hour at a time. This will ensure you have the stamina and energy to see and appreciate all the sights your tour/cruise has to offer. You should ensure your walking shoes fit properly and have been broken in prior to departure.

Allergies

If you have a food allergy or any other condition that needs to be managed on tour, please advise your booking agent as soon as possible, as well as your Tour Director upon arrival, as most suppliers require advance notice to accommodate this. In some cases, you may be asked to fill out an allergy form or waiver. All suppliers will do their best to cater for allergies, but this may not always be possible and cannot be guaranteed.

Pack a Medical Kit

A small medical kit is recommended for all travellers. Pharmacies in large cities will likely stock most basic medicines and supplies, but they may be difficult to access, and a prescription may be required for some medications.

Your Medical Kit Should Include:

- Your preferred cold and flu medication (e.g. cold and flu tablets, throat lozenges, nasal decongestant).
- Your preferred painkiller (e.g. paracetamol, ibuprofen).
- Medicine for gastrointestinal upsets (e.g. antacids, 'stoppers' for diarrhoea and a laxative for constipation).
- Other supplies including elastic plasters, blister pads, thermometer, scissors, tweezers and eye drops for dry eyes.

Colds and Flu

Viral respiratory infections are the most common infectious illnesses affecting travellers. Colds and flu are primarily spread by people coughing, so please practice hygiene and respiratory courtesy by washing your hands often, covering your coughs and sneezes, and using anti-bacterial wipes and hand sanitiser frequently, especially after shore excursions, prior to meals and throughout the day. Influenza is commonly contracted while travelling overseas. The flu vaccine protects against flu viruses that are prevalent during the flu season. You should discuss this with your GP.

Gastro and Traveller's Diarrhoea

Traveller's Diarrhoea is the second most common infectious illness affecting travellers. The illness can be due to a number of different bugs including viruses and bacteria. Viral gastroenteritis is generally spread by person-to-person contact whereas bacterial gastroenteritis is generally spread from consuming contaminated food or water.

Symptoms can include fever, nausea, vomiting, diarrhoea and abdominal pain. The incubation period varies depending on the cause. Symptoms are generally self-limiting and treatment includes rest, rehydration, a simple diet, anti-nausea and anti-diarrhoeal medications. Antibiotics are generally reserved for use when symptoms are more severe or protracted, such as fever, abdominal pain, bloody diarrhoea or the duration of symptoms for more than two days. Strict personal hygiene measures, particularly hand washing, help protect you from getting sick and spreading the infection to others.

APT Health and Safety Protocol

APT has Health and Safety protocols, as well as COVID-19 protocols that all Tour Directors and Cruise Directors are required to adhere to. You may be requested to assist in reducing the spread of viruses if you are showing symptoms while on tour.

If you are showing symptoms of a cold or a virus while on tour, you may be asked to have meals in your room or cabin instead of the dining room, or remain in your cabin until the symptoms improve. For more information on these protocols, please refer to our website.



French Balcony Suite, MS Estrela

Water and Food Safety

- In remote destinations, we recommend drinking bottled water when travelling. Always ensure the seal is intact prior to consuming.
- In remote destinations, bottled water should always be used for cleaning your teeth, unless you are specifically advised the tap water is safe for this purpose. If you are unsure, please ask your Tour Director.
- When visiting countries where you are unsure about general hygiene practice, please take care if buying food from street vendors or in small restaurants away from your hotel, cruise ship or recommended venues. At these places, avoid raw fruits and vegetables, dairy products (including ice-cream) as well as meat

and fish not properly cooked. It is generally safe to eat cooked meats and vegetables prepared in tourist hotels and tourist area restaurants. Fruit that you peel yourself is considered safe.

- You can feel safe eating anything served to you at the tour hotels and while on board your cruise.
- Don't buy alcohol from street vendors.

Sun Exposure and Dehydration

The weather will be variable on your tour. Drinking plenty of water is important to prevent dehydration. Remember to bring a reusable water bottle. A hat and a good sunscreen are important for preventing sunburn, even on overcast days.

KNOW BEFORE YOU GO

Luggage

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. Please refer to your specific airline for their individual luggage allowance.

Clothing

The dress code while on tour is casual. For daytime, we suggest comfortable clothing that can be layered to accommodate changing weather, and comfortable footwear is a must. We suggest packing a breathable weatherproof jacket, a fleece jacket/vest or a warm jumper, a warm jacket, a warm hat, a wide-brimmed hat, walking trousers/shorts, t-shirts, non-cotton base layers of varying weight, clothing and shoes for downtime and restaurants, underwear and socks. Bring some smart casual outfits for the evenings, and perhaps pack a dressier outfit for the welcome dinner, or if you are planning an evening at the theatre.

Other Necessities to Pack

Pack your passport, wallet with cash, credit cards, bank cards, and airline tickets/e-ticket confirmation details. We recommend packing your travel bag with extra layers, a water bottle, rain gear, snacks, and sunglasses. Pack a clear zip-lock bag to carry all liquids, gels and aerosols in carry-on luggage, as well as medications and copies of prescriptions, sunscreen and lip balm, sunglasses, and toiletries. Recommended optional items include insect repellent, a small umbrella, a camera and memory card with a charger, a universal converter for all electronics, a travel alarm clock, binoculars, a list of important addresses and contact numbers, a photocopy of the first page of your passport (kept separate from passport), reading material, and a European phrase book.

Staying Healthy on Holiday

It's important for you to be as healthy as possible before you travel, and to maintain your health by applying good hygiene practices while on tour. Respiratory and gastrointestinal illnesses, while usually minor in nature, can spread rapidly within a tour group, and have a major impact on everyone's enjoyment. APT is committed to reducing the spread of infections on tours, and asks that you read and follow our recommendations, to ensure a healthy and safe holiday.

Practice Good Hygiene

- Washing your hands is the most effective way to reduce the risk of contracting and spreading infections.
- Health experts recommend washing your hands often with hot water and soap for 20 seconds or longer, before eating, after sneezing or coughing and after touching high-contact surfaces such as door knobs, elevator buttons and railings.
- Please be mindful of your fellow travellers with respect to coughing, sneezing and the disposal of used tissues.
- Hand sanitiser dispensers are located in various public areas on board all of our ships. Please ensure you make use of these when re-boarding and before all meals.

Learn About Your Destination

It may be helpful to do a little research on the locations that you will be visiting. Familiarise yourself with the area, cities, the language spoken and transport information. Refer to your itinerary when researching and try to prepare yourself for anything that may eventuate. The more you know about your destination, the more you'll appreciate all that you see when you arrive. During your travels, you'll encounter new customs and lifestyles. Appreciate and enjoy the differences as this process of discovery is one of the many benefits of travelling. Friendliness and tolerance towards others, including your fellow travellers, Tour/Cruise Director and crew, are essential for everyone's enjoyment of the tour.

Culture and Traditions

Europe is a region that may be different to anything you have experienced before. Differing cultures and crowds can result in an initial culture shock, but should be seen as an exciting new adventure. Over the years of touring in Europe, we have come to love this region, but we know we may encounter some challenges along the way. In some parts of Europe, there are very different attitudes to time-keeping and service. Buses and trains will sometimes be late, plumbing can sometimes be temperamental and waiters may not seem as eager to serve you as you might be used to. If you are able to travel with patience and a sense of humour, then we know that you will be captivated by every part of Europe.

Bathrooms

- In Europe, expect to pay between €0.50 and €2 to use a public toilet.
- Almost all accommodation has western-style toilets and bidets.
- If in need, go to a bar or cafe and order a drink. That allows you to use their facilities, although in some instances, a fee may still apply.

Museums

- If you are interested in visiting museums on your tour, keep in mind that many are closed on Mondays or Tuesdays and some museums have long entrance lines.

Electrical Appliances

Electricity is 230 volts. A European plug adaptor is necessary if you plan to bring appliances from home.

Climate

In general, Europe enjoys a temperate climate, with a maritime climate in western Europe, influenced by the waters that surround this region, and a Mediterranean climate in the south. In eastern Europe, four seasons occur throughout the year, while in southern Europe there are distinct wet and dry seasons. Europe's climate is also strongly influenced by the Gulf Stream. As one of the world's strongest ocean currents, the Gulf Stream brings warmth to north-west Europe and is the reason for milder winters in this region. Given the diversity of the climate, layering your clothes is advisable when packing for your holiday.

Passengers Requiring Assistance

Accessible facilities on board our river ships are limited and this can also include some accommodation. Passengers must walk up and down stairs to manoeuvre between decks, and in some instances, to disembark or embark the vessel. The MS Estrela is equipped with an elevator, which services the three accommodation decks. The Sun Deck is accessible via stairs from the Upper Deck. River cruise vessels are not equipped with wheelchair ramps. Wheelchairs must be collapsible as hallways and doors on board may not be wide enough to accommodate them.

Additionally, coaches and minibuses used for transfers and shore excursions may not be equipped with wheelchair ramps. Any condition requiring assistance must be reported to APT at the time of reservation. Facilities and services for passengers with disabilities differ among destinations and, in some cases, may be limited or non-existent. Participants requiring assistance must be accompanied by a person responsible for and physically able to provide assistance. We regret that we cannot provide individual assistance to a tour member for walking, getting on and off tour buses and other transportation vehicles, or other personal needs.

Minors

Minors under the age of 18 travelling to foreign countries must be accompanied by an adult and have a notarised letter of consent signed by the parent(s) not travelling with them. Parents, guardians and chaperones are responsible for overseeing the conduct of minors in their care. As such, minors may not be left unsupervised on board the ship. A parent or legal guardian MUST accompany children under the age of 18 on all tours for safety and liability reasons. Please contact our Reservations Team for more information.

Coach Safety

Passengers must remain seated at all times while the coach is in motion to avoid serious injury. Passengers using the emergency bathroom do so at their own risk. Hand luggage and other personal items should be stored in the overhead luggage racks or under your seat to keep the aisles clear. Heavy items should not be stored overhead. Passengers are not permitted to remain on the coach during stops, and you should not leave any valuables on the coach. Please watch the stairs and overhead entrances when ascending into the coach and check for traffic when exiting the coach. Please follow these safety precautions and take the time to note all emergency exits. If fitted, seatbelts must be worn.

Language

The official language used by APT staff worldwide and on board our ships is English. All staff, crew and local guides speak fluent English throughout Europe. All announcements and lectures will be in English.

Traveller Feedback

We genuinely value your feedback about your experience on your holiday. Your comments help us improve our tours. While on board, you will be asked to complete an APT Traveller Feedback form. It only takes a few minutes to complete, and your comments will be sent directly to APT in both Europe and Australia. By sharing your travel preferences and interests, you'll help us develop tours and customer programs that meet your needs.

Hotels

Please note the majority of hotels do not have tea and coffee making facilities or individual fridges in the rooms. Some facilities may be available in public areas or on request at an additional charge. Hairdryers, irons and ironing boards are also usually available on request at most hotels. Some hotels may only have a shower over a bath.

AT THE AIRPORT

Late or Missed Flights

If your flight is delayed or you miss a connecting flight, please contact the APT Europe office with your updated flight details. They will make every effort to meet you upon your arrival. If you are not met due to the delay or missed flight, please follow the instructions for Transfers Not Arranged by APT. Keep any receipts in case you need to file a claim with the airline or your travel insurance provider.

Check-in

It is important to arrive at the airport at least two hours before domestic flights and three hours before international flights. This will give you time to check your baggage, present your passport and ticket, receive your seat assignments and boarding passes, and go through security procedures to reach the boarding area.

Restrictions – Checked Luggage

International carriers may impose fees or require you to remove articles if weight or size limits are exceeded. We recommend that you contact your airline(s) or travel agent for specific information prior to departure, especially as size and weight limits can vary between airlines.

Restrictions – Hand Luggage

For your comfort, limit hand luggage to one bag that fits under your aircraft seat or in the overhead compartment. On board the plane, ensure you have your passport, airline tickets, medication and all your travel documents in your hand luggage.

Luggage Tags

It is also a good idea to put a label with your name, address and telephone number on the inside of your suitcase and hand luggage. For security reasons, keep all unchecked luggage in your immediate possession. Unattended luggage can be confiscated by airport personnel.

Lost or Delayed Luggage

Sometimes luggage is delayed during air transit. It is recommended to take a change of clothing and any essential medication in your hand

luggage, or pack some clothing in your travel companion's bag. Place a copy of the hotel contacts inside each piece of luggage. If your luggage is lost, this will help the airline find you. Should your luggage be delayed, it is the responsibility of the airline to deliver it to you.

Claims for reimbursement should be submitted directly to the airline, and a claim form should be filled out at the appropriate airline desk before leaving the baggage area. If you need assistance in contacting the airline for information regarding your delayed luggage, please ask your Tour/Cruise Director or local host.



Douro Valley, Portugal

Airport and Airline Security

The following is based on information issued by the Australian Government regarding liquid, aerosol and gel restrictions on flights (see homeaffairs.gov.au/about-us/what-we-do/travelsecure for further information). These rules apply to flights arriving in and departing Australia only. We recommend checking with your airline for clarification of regulations before you leave.

Sharp objects and liquids should be stored inside your checked luggage. Each container of liquids, aerosols or gels in your carry-on luggage must be 100ml or less and sealed in a transparent, one litre (or less) resealable plastic bag. You may carry prescription and non-prescription medication that you need for the flight. Proof of need may be required.

Items allowed include empty containers, cosmetics and toiletries such as personal hygiene items, talcum powder, contact lenses and lens solution, solid foods, medicines including prescribed and essential non-prescribed medication.

Customs

To prevent the introduction of exotic pests and diseases when returning home, arriving travellers are screened and luggage is often

inspected or x-rayed by customs or quarantine officers. You must declare all food, as well as items made from plants (including wood) and animals. Travellers should also declare items on which duty or tax may be payable (check with customs about the duty free concession).

In The Air

- Wear loose clothing and comfortable shoes during your flight.
- Eat light meals, drink plenty of water and minimise caffeine and alcohol consumption.
- Alleviate pressure in your ears by chewing gum, yawning, swallowing, or gently blowing your nose.
- Avoid wearing contact lenses during your flight as aircraft cabin air tends to dry them out.
- To avoid swollen legs and to reduce the risk of deep vein thrombosis, wear knee-length flight socks for all long-haul flights and walk up and down the aisle to stretch your legs and get blood circulating. You could also do a few isometric exercises while seated.
- If you arrive in the morning, try to sleep during your flight so you can stay awake until the evening. This will help you adapt to the new time zone and avoid jet lag.

ARRIVAL AND DEPARTURE INFORMATION

Transfers

Transfers must be arranged at the time of booking, and flight details need to be provided to confirm this service.

Transfer Meeting Arrangements

You will be welcomed on arrival by an APT representative, who will be holding an APT sign. If you cannot locate your transfer representative, your itinerary will advise of a number to call.

Transfers Not Arranged By APT

If you have independent travel arrangements prior to your APT tour and do not have an APT transfer, the Tourist Information Office at your arrival city will be able to offer further assistance with directions to the ship or hotel. If you transfer to the ship on your own, we recommend you confirm the ship's docking location on our website's dedicated Port Details page. If you require any assistance please contact the APT Europe Office using the numbers provided in your personal itinerary. Please have your APT booking reference number ready when calling.

Hotel Information

Check-in: The typical check-in time at hotels in Europe is 3pm local time. Specific times will be provided on your itinerary. In some cases, you may be able to store bags at the hotel before check-in.

Check-out: Check-out times vary, but are typically between 11am and noon. If you have a late afternoon or evening flight, some hotels have a luggage room where you can store your bags until you depart for the airport.

Welcome Desk: For your convenience during land touring and city stays, a Welcome Desk is located within the hotel, usually close to or in the lobby. This will be operated by the Tour Director or local host. They will provide information about the city, the daily program, recommendations for your free time, and details about the transfer from the hotel to the ship on embarkation day or to the airport on departure day.

The Welcome Desk will have its operating hours clearly displayed. It will be available only during the scheduled stay at the hotel. The desk will not operate if you arrive earlier or stay later than the regular schedule, nor will it be available if your itinerary does not include a hotel stay (such as for any pre- or post-tour accommodation you've booked).

RIVER SHIPS – CRUISE INFORMATION

Important Information Regarding your Port Details

Due to the nature of river 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 dedicated website to check your port details.

aptouring.com/en-au/before-you-travel/port-details (Australia)

aptouring.com/en-nz/before-you-travel/port-details (New Zealand)

aptouring.com/en-gb/before-you-travel/port-details (United Kingdom)

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.

Embarkation and Disembarkation

Embarkation typically begins at 3pm, with official embarkation times provided in your itinerary. In some cases, you may be able to store luggage on board before embarkation and after check-out. Check-out

is at 9am on departure. The disembarkation time from the ship, which will be reflected in your personalised itinerary, marks the final transfer from the ship to the airport. Please take this into account when arranging your flights, as luggage storage may not be available depending on your ship's schedule.

Ship Schedule and Shore Excursions

The ships will depart promptly from each stop as per their cruising schedule. Ships are unable to delay departure for passengers who are not on board. Unless you are on a shore excursion with the appointed guide, it is your responsibility to make your own way to rejoin the ship at a subsequent stop. Without limitation, APT is not liable for any costs incurred if you miss the ship's departure for any reason.

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 on the MS Estrela is the Euro (€).

Ship Services and Amenities

Beverages

Coffee and tea are available free of charge throughout the day and during meals. Complimentary beer, wine and soft drink is included.

Dietary Requirements

If you have special dietary requests, please advise your travel agent or APT at the time of booking and remind the Cruise Director/Maitre d' on board upon arrival. Please note that facilities to grant special dietary requests on board are limited. While the chefs will try to accommodate requests, no guarantees can be made.

Elevator

The MS Estrela is equipped with one elevator between the three accommodation decks, and the Sun Deck is accessible via stairs from the Upper Deck.

Swimming Pool

The Sun Deck of the MS Estrela is equipped with a swimming pool for guests to enjoy.

Gift Shop

MS Estrela has an onboard gift shop offering small gifts, as well as a selection of personal and toiletry items. Items are subject to change.

Hours of Worship

If you would like to attend a service and it fits in with your itinerary, ask your Tour/Cruise Director for local places and times of worship.

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.

Meals

All meals on board are included and are served in the restaurant in a single sitting. Open seating allows you to sit at different tables if you wish to meet other passengers. Tables are usually set for two, four, six or eight people. All meals are prepared by European chefs, featuring European-style cuisine tailored to suit our passengers. On board, enjoy a buffet breakfast in the restaurant. Lunch includes a variety of salads, soups, a selection of mains, and dessert. Dinner is a multi-course meal, offering a choice of main courses.

Medical

There are no medical personnel on board, and medical services are not available. However, medical assistance can be arranged from shore, as the ship is typically near a town. Any associated charges will be advised at the time of service.

Newsletter

The ship's newsletter features information about activities, shore excursions, tour departure times, the ship's docking address, your Cruise Director's phone number and more. We recommend carrying the newsletter with you when going ashore, to have the information at hand.

Smoking

Smoking is not permitted anywhere inside the ships. Smoking is only permitted in designated areas on the decks. For the safety and comfort of guests, your cooperation in observing the smoking policy is appreciated.

Stamps, Postcards and Mail

Stamps and postcards are available at the reception desk.

Sun Deck

The Sun Decks on board our river ships may be closed during certain sections of the cruise due to low bridges during sailing. This is for your safety.

Stateroom Information

Air Conditioning and Heating

All staterooms are climate-controlled with an individual control. If you have any questions regarding your stateroom's temperature control, please check the instructions or enquire at reception.

Electricity

Electricity on board is 230 volts. The volt points are European and will require a European adaptor.

Hairdryers

Each stateroom is equipped with a hairdryer.

Internet

On the MS Estrela, wireless internet is complimentary in public areas and also in cabins.

Safe

All staterooms are equipped with a safe. It is recommended that you place your valuables in the safe when away from the stateroom. Items that exceed the size of the safe can be checked into the ship's safe at reception.

Telephone

Each stateroom has a telephone for cabin-to-cabin and ship-to-shore calls. The phone system operates via satellite, meaning reception and calling availability may vary depending on routing. Instructions for use are provided in each stateroom, and charges will be applied to your shipboard account.

Television

There is a television in each stateroom on the APT ships. On board these ships, you can receive channels with limited English programming. As these ships use a satellite system, depending on routing, reception may be restricted at times.

Important Contact Information

With your final documents, we provide important contact numbers and essential information for your holiday. If you require assistance, the offices listed — along with APT's contact numbers — are available to help. Our representatives are on hand to assist with any needs that may arise during your journey.

Telephone Dialling Instructions

When calling from Australia to Europe, replace the '+' symbol with '0011'. When calling from one European country to another, replace the '+' symbol with '00'. For calls made within the country please ignore the '+' symbol and the international numbers (the first two digits), and instead dial '0' followed by the number shown. See the list below of codes applicable to your tour.

Portugal – country code: 351
Spain – country code: 34



Porto, Portugal

USEFUL INFORMATION

Emergency Contact Information

The ship's phone system operates on mobile reception and may not always receive good reception throughout the trip. In case of emergency, your family and friends can call APT during normal business hours on:

Australia Emergency Number: 1300 300 036

New Zealand Emergency number: 0800 525 303

United Kingdom Emergency number: 0800 012 6686

APT Emergency number: +49 180 500 9648

Useful Websites

Customs Australia: [customs.gov.au](https://www.customs.gov.au)

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

Customs UK: [hmrc.gov.uk/customs](https://www.hmrc.gov.uk/customs)

Australian Government Advisory and Consular: [smarttraveller.gov.au](https://www.smarttraveller.gov.au)

New Zealand Government Travel Advisory: [safetravel.govt.nz](https://www.safetravel.govt.nz)

UK Government Travel Advisory: [gov.uk/foreign-travel-advice](https://www.gov.uk/foreign-travel-advice)

Climate: [climate-zone.com](https://www.climate-zone.com)

Time: [timeanddate.com/worldclock](https://www.timeanddate.com/worldclock)

Currency conversion: [xe.com](https://www.xe.com)

Travel Doctors Australia:

[traveldoctor.com.au](https://www.traveldoctor.com.au)

[travelclinic.com.au](https://www.travelclinic.com.au)

[smarttraveller.gov.au/tips](https://www.smarttraveller.gov.au/tips)

[tga.gov.au/travellers-visitors](https://www.tga.gov.au/travellers-visitors)

Travel Doctors New Zealand: [worldwise.co.nz](https://www.worldwise.co.nz)

Travel Doctors United Kingdom:

[fitfortravel.nhs.uk](https://www.fitfortravel.nhs.uk)

[travelhealthpro.org.uk](https://www.travelhealthpro.org.uk)

APT TRAVEL CENTRES

AUSTRALIA

Building 4, Level 1, 15 Cochranes Road,
Moorabbin, VIC 3189

P: 1300 278 278 (within Australia)

W: [aptouring.com](https://www.aptouring.com)

NEW ZEALAND

Level 1, 20 Augustus Terrace,
Parnell, Auckland 1052

P: 0800 278 687 (within New Zealand)

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