



Luxury Travel
since 1927

Europe Cruising to a T.

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. APT 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 whilst traveling.

For Australian and New Zealand passport holders seeking further visa information, or region-specific information, please visit: aptouring.com/en-au/before-you-travel/visa-requirements.

United Kingdom

Australians visiting the UK for less than six months and 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 for further information or to apply.

European Entry/Exit System

The new European Entry/Exit System (EES) commenced 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; however, there may be longer queues at immigration during the earlier stages of implementation. Please visit 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 expenses, medical evacuation, loss of luggage and any additional charges for cancellations resulting from transport disruptions, natural disasters and industrial actions such as strikes. Please ensure that your policy covers you for the entire duration of your trip, and check which circumstances and activities are not included in your policy. Please declare any pre-existing medical conditions to the insurer so that any non-covered 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 whilst traveling with APT, 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 to pack depends on your personal preference. Most guests dress in casual attire while on tour; however, when sightseeing excursions into town are planned, you may want to wear slightly more formal clothing, especially when visiting religious places like churches, monasteries, synagogues and mosques. Shoulders and knees should be covered when visiting religious sites. Smart casual attire is also suitable for welcome and farewell events on board. 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 sunhat.
- Travel-size toiletries (shampoo, conditioner, soap, body lotion, 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, APT itinerary and Essential Information.
- Wallet or money belt (cash, credit cards, 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.
- Power board for charging multiple devices.

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.

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 significantly delayed, 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 APT 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 directly with APT and staying at the same hotel. Upon arrival, once you've cleared customs and collected your luggage, you will be met by an APT representative and 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 APT itinerary in your travel documents to make sure transfer details are indicated and correspond to your flight information.

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 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 relevant websites listed here for the port address 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.



APT Solara, Danube River

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 with them 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 Day 1 of your tour/cruise.

APT Health and Safety Protocol

APT 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 Day 1 of your tour or cruise. For more information on these protocols, please refer to our website aptouring.com/en-au/before-you-travel/health-and-wellbeing

Cold and Flu

If you are experiencing cold or flu-like symptoms while on tour, please use hand sanitiser regularly especially before meals and throughout the day. 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 change 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 During Ocean Cruises

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

Tipping

Gratuities for your Tour/Cruise Director and local guides are included in the tour price. See your itinerary for any variations to the above. Tips cannot be redeemed for a cash refund.

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. Our river ships don't accept EFTPOS or cash passport cards. The onboard currency is the Euro (€).

Freedom of Choice Touring

Please note, all Freedom of Choice Touring options are subject to availability, minimum/maximum numbers and weather conditions.

If requesting to do more than one tour per person, your Tour/Cruise Director will advise availability and price. Minimum and maximum

group numbers apply on some Freedom of Choice inclusions. If your first choice is unavailable, you may be asked to choose an alternative. Not all Freedom of Choice Touring options are available on every itinerary or departure date.

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, APT 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. Occasionally, for reasons beyond our control, it may be necessary to alter your itinerary. Your APT Tour/Cruise Director will advise you of any necessary changes to your planned itinerary. No refund is available under these circumstances. We strongly recommend you take out comprehensive travel insurance that includes coverage for unforeseen events such as these.



Picturesque vineyards in Germany

APT'S FLEET

RIVER SHIP SERVICES AND AMENITIES

Elevator

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

Laundry/Iron

Onboard laundry service is available - please refer to the price list in your cabin. Dry cleaning and self-service laundry are not available, and for safety reasons, it is not permitted to use an iron in your cabin.

APT Solara and Ostara

Onboard Services

- Complimentary room service to all guests on board.
- Complimentary laundry is available for guests travelling in Category P or OS (one bag of laundry per seven days).

MS Estrela

Onboard Services

- Complimentary laundry is available for guests travelling in Category P, S or OS (one bag of laundry per seven days).

YACHT SERVICES AND AMENITIES

Lady Eleganza

Ships Berth/Tenders

During peak periods, it is often necessary to berth two or more vessels side by side. In such instances, guests are required to pass over neighbouring vessels to go ashore, requiring special care as vessels are not permitted to have a permanent gangway between them. Kindly note that views from cabins may be restricted during these times.

When the ship is at anchor, tender vessels are used to transport guests ashore.

Elevator

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

Laundry/Iron

Please note that laundry and ironing facilities are not available aboard MS Lady Eleganza.

USEFUL TRAVEL WEBSITES

Customs

Customs Australia: homeaffairs.gov.au

Customs New Zealand: customs.govt.nz

Customs UK: gov.uk

Customs US: cbp.gov/

Travel Advisory and Visa Information

Australian Government Advisory and Consular Services:

smartraveller.gov.au

New Zealand Government Travel Advisory: safetravel.govt.nz

UK Government Travel Advisory: gov.uk/foreign-travel-advice

US Government Travel Advisory:

travel.state.gov/en/international-travel/travel-advisories

APT TRAVEL CENTRES

AUSTRALIA

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

P: 1300 278 278 (within Australia)

W: aptouring.com

NEW ZEALAND

Level 1, 20 Augustus Terrace,
Parnell, Auckland 1052

P: 0800 278 687 (within New Zealand)

W: aptouring.com

UNITED KINGDOM

3rd Floor, 52 Grosvenor Gardens,
London SW1W 0AU

P: 0800 012 6686 (within the UK)

W: aptouring.com

NORTH AMERICA

Suite 530, World Trade Centre,
999 Canada Place, Vancouver,
British Columbia, V6C 3E1

P: 1800 290 8687 (within North America)

W: aptouring.com



Luxury Travel
since 1927

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 time of production, we cannot take responsibility for any subsequent changes. Effective February 2026. Australian Pacific Touring Pty Ltd. ABN 44 004 684 619. ATIA accreditation #A10825 APT-7094



Follow us
@aptouring