

Viking River Cruise | Rhine Getaway

FREQUENTLY ASKED QUESTIONS

Find the full itinerary [here](#).

ADDITIONAL COSTS

- Travel insurance - Heather will provide a quote to you after deposit.
- Gratuities
- Transportation to and from the airport/ship if not purchasing airfare with Viking
- Alcoholic beverages outside of lunch and dinner

PRE/POST CRUISE WITH VIKING

Viking's pre and post arrangements include transportation to/from the ship-hotel, a guided walking tour, breakfast daily and the services of a concierge host at the hotel. Please feel free to ask Heather to make any other pre or post cruise arrangements.

- Pre-Cruise - 2 nights Amsterdam: \$599
- Post-Cruise - 2 nights Basel: \$449
- Post-Cruise - 2 nights Lucerne: \$699

GRATUITY

The following is the recommended breakdown:

- Program Director – €14 per person
- Onboard staff – €84 per person
- Local city guides – €14 per person
- Coach drivers – €7 per person

AIRFARE

Viking River Cruises offers amazing air promos that change month to month. From August 1-31, 2018 when you deposit on your cruise you can lock in airfare at \$499 per person.

VIKING'S BASIC AIR TRAVEL SERVICES - THIS IS INCLUDED IN THE AIR COST

Flight schedules are sent no later than 75 days prior to departure which allows Viking to negotiate the best deals and flights for our guests. This includes economy, Premium Economy and Business Economy Class. Listed below are some of the benefits of Viking Inclusive Air.

- Best flights available
- Minimum connection standards, 90 minutes for large airports (London, Frankfurt, Paris & Rome), 60 minutes for mid-size airports (Amsterdam, Zurich & Brussels)
- Most arrival and departure times at your destination range from 9:00am to 5:00pm local time
- Automatic seat request, aisle and seat next to aisle when available

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VIKING AIR PLUS

This ranges from \$50 - \$200 per person. Heather recommends the air Plus program at \$50.00. If you're flying into Amsterdam prior to the scheduled cruise date or want to stay later somewhere, it's \$100 per deviation from the scheduled dates, per person. Viking Air Plus is our exclusive custom air department, for guests who have specific travel needs or special requests. Depending upon your travel schedules, requests and flexibility, our team of experienced Viking Air Plus agents can assist with the following services whether you are traveling on economy, Premium Economy or Business Class air:

- Deviate to an alternate destination city or stay extra time before or after your cruise
- Stop over in another destination such as London, Paris, Munich, Hong Kong or a U.S. gateway
- Nonstop flights or the most direct air service available
- Travel on specific airlines or air routing
- Confirmation of flight schedules at time of reservation; no waiting once deposit and Guest Information Forms are received
- Coordination of family, friends or groups traveling together from the same or different cities

IF THE WATER LEVELS ARE TOO HIGH OR TOO LOW WHAT HAPPENS?

Viking River Cruises does their best to ensure our itinerary is not disrupted. But in the case that the water levels aren't cooperating, they will notify us ahead of time (sometimes that's only 24 hours in advance, if there's rain expected or the levels are expected to drop), that we will either have to disembark and stay a hotel for a night or two, stay in our current port and/or a combination and move to a new ship. Rest assured that Viking handles all of the logistics and you won't move a single piece of luggage. If we do move ships, cabin numbers stay the same and they carry over any bar bills to the next (they usually cover your bar bill when this occurs). *Brett and I experienced this on our first river cruise and barely remember it because it was so seamless and didn't affect what got to do everyday!

CANCELLATION POLICY

For any cruise/land booking, whether under deposit, partially paid, or paid in full and air-inclusive packages paid in full, the following travel agent- or guest-requested situations are considered cancellations and penalties will apply as noted below: changes to departure date; substitutions of itinerary; substitution of another person for original booked guest(s); or changing to a promotional fare. All cancellations must be in writing. For all air-inclusive packages cancelled after issuance of an airline ticket, the airline flights and tickets will be cancelled and have no value. The following cancellation charges will be assessed for all written cancellations received prior to departure up to the scheduled time of departure. Guest Cancellation Schedule The following cancellation charges will apply for all cancellations received based on days prior to departure. 121 days or more prior to departure \$100 per person 120 to 90 days prior to departure 11-Jul-19 to 10-Aug-19 15% of full fare 89 to 60 days prior to departure 11-Aug-19 to 09-Sep-19 35% of full fare 59 to 30 days prior to departure 10-Sep-19 to 09-Oct-19 50% of full fare 29 days or less prior to departure 100% of full fare Please refer to the [terms & conditions](#) for further details.

