

Questions and Answers

Examples and suggested format

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Here is a list of questions to review prior to your presentation. It is your responsibility to become as familiar as possible with the answers to appear knowledgeable. There will be times when you will have to get back to the question after doing some research.

Due to your timing promise, it is important that you answer the question as expeditiously as possible to allow for additional questions. You might want to have a handout that addresses most of the frequently asked questions.

Is Internet available onboard?

Europe: High-speed Internet service is available free of charge as part of the in-stateroom "Infotainment System." Additionally, AmaWaterways offers complimentary Wi-Fi throughout the ship.

Vietnam and Cambodia: Free Internet and Wi-Fi in the lounge with computer stations.

What is the dress code?

We recommend country club casual for dinner. Guests typically wear dressier attire for the Captain's Dinner.

Can we reserve a table at the restaurant?

All the ships have an open seating policy in the main restaurant(s) to ensure you have the opportunity to meet your fellow travelers. Some ships may feature intimate alternative dining venues that all passengers will have the opportunity to experience on a first come, first serve basis.

Is there an elevator on board?

Europe: Elevators are available onboard all vessels reaching the two highest passenger decks, reception area and restaurant.

What time is embarkation?

Europe: Official embarkation time is 3 p.m. for most ships. This allows the staff to prepare your stateroom and have the ship ready for the next departure. If you arrive earlier, you may check your luggage on board, and then explore the embarkation port city.

When arriving from the states, it is advised to arrive the day before embarkation to avoid all stresses attached to air travel.

This also provides you with an opportunity to become more accustomed to the time zone and appreciate the local surroundings.

What time is disembarkation?

Official disembarkation time is 10 a.m. You may disembark earlier if the ship is moored in the location you are disembarking in, and you may disembark later providing you have vacated your stateroom and checked out before 10 a.m.

When does the Reception Desk open?

The ship's reception desk is open 24 hours a day. Should you need any assistance, please call from your stateroom by dialing 9, or pay them a visit.

What language is spoken on board?

The official language on board is English on all ships. Most crew members speak fluent English. All announcements and lectures will be presented in English. All locals guides are fluent in English.

What are the tipping guidelines?

Gratuities to your Cruise Manager and ship crew are not included in the vacation price. While the amount of these gratuities will depend upon your degree of satisfaction for services received, many of our clients have asked us for general tipping guidelines. Here are our recommendations:

Europe: For good service, we recommend 3 Euros per passenger, per day for the Cruise Manager and 12 Euros per passenger, per day for the crew, which will be divided up among the ship's personnel. It is also customary to acknowledge a particularly good performance of a local guide by leaving a tip of 1-2 Euros per tour.

Gratuities on most vessels, but not all, may be charged on credit card as well as cash. Russia: For good service, we recommend US \$4 per passenger, per day for the Cruise Manager and US \$15 per passenger, per day for the crew, which is to be divided up among the ship's personnel. It is also customary to acknowledge a particularly good performance of a local guide by leaving a tip of US \$2 - US \$3 per tour and US \$1 for the driver.

Gratuities for the ship staff, crew and local guides must be paid in cash (Rubles, USD or Euros).

Vietnam & Cambodia: Pre and Post Cruise: National Guide US \$2 per person per day.

Local Guides, US \$1 per person per half-day tour, US \$2 per person per full day tour. Bus Drivers, US \$.50 per person for half-day tour, US \$2 per person for full day tour. Cruise: Cruise Director, US \$2 per person per day. Ship's Crew, US \$10 per person per day. Cruise Guide in Cambodia, US \$2-3 per person per day (covers all shore excursions in Cambodia).

Cruise Guide in Vietnam, US \$2-3 per person per day (covers all shore excursions in Vietnam.)

Africa: Gratuities are not included in the vacation price. The suggested tipping policy onboard is between \$65-80 per cabin for the 4-night cruise.

Note: Of course, all tips are at the traveler's personal discretion.

Is smoking allowed on board?

Smoking is not permitted anywhere inside any of the ships. Smoking is only permitted on the Sun Deck. For the safety and comfort of all passengers on board, your cooperation in observing the no-smoking policy is greatly appreciated.

What amenities are available in the staterooms?

Europe: Each stateroom is equipped with a hair dryer, plush terry bathrobes, slippers and a safe. Your bathroom offers a magnifying mirror and spa-quality toiletries including soaps, body wash, shampoo, conditioner and body lotion. Russia: Each stateroom is equipped with a hair dryer and a safe. Your bathroom offers toiletries including soaps, body wash, shampoo-conditioner and body lotion. Vietnam & Cambodia: Each stateroom is equipped with a hair dryer, bathrobes, slippers and a safe. Your bathroom offers toiletries including soaps, body wash, shampoo, conditioner and body lotion. Africa: Suites on the Zambezi Queen include private balconies overlooking the Chobe River, en-suite bathrooms with Bao Body amenities, floor-to-ceiling glass windows for riverside views, sliding shutters for sun protection and privacy, private in-room safes and sliding

mosquito net doors.

What is the Infotainment System?

1. Europe: AmaWaterways offers the industry's most comprehensive information and entertainment experience in Europe. Stay connected, thanks to the computer provided in your stateroom and high-speed Internet access, plus Wi-Fi. Our exclusive movie-on-demand system offers Hollywood's current releases and a selection of classic films. Enjoy a variety of English-language news, sports and satellite TV stations, as well as a large selection of music channels. It's all available on your flat-panel TV, and it's completely free of charge. Please note that television reception is via satellite, therefore depending on location, reception may be temporarily restricted or unclear.

Are there phones in the staterooms?

Europe: Each stateroom has its own telephone, along with instructions for use. Phones may be used to call from stateroom to stateroom and ship to shore. Since the telephone system functions via GSM, there may be times, depending on location, when service is unavailable. Any charges for calls will be billed to your shipboard account. Please inquire at the reception desk for rates. Russia: Each stateroom has its own telephone, along with instructions for use. Phones may be used to call from stateroom to stateroom. Since the telephone system functions via GSM, there may be times, depending on location, when service is unavailable. Vietnam & Cambodia: Each stateroom has its own telephone, which may be used to call within the ship. Africa: There are no phones in the staterooms.

Is air conditioning available in the staterooms?

All staterooms in Europe, Russia, Vietnam and Cambodia are equipped with individual climate control. If you have any questions regarding your stateroom's temperature control, please refer to the instructions or check with the reception desk.

Africa: All suites have deluxe floor mounted fans with remote controls. With floor-to-ceiling sliding glass doors in each suite. Most passengers opt to keep their rooms open to the fresh air and wildlife throughout the cruise.

Do I need to bring a converter or adaptor?

Electricity on board all ships is 220v, with 2-pin power outlets. You will need an adapter, and/or converter depending on which

electrical appliances you bring with you.

Is there a Fitness Center on board?

Europe: Each ship has a fitness room with a selection of exercise equipment and a steam room. Please inquire at the reception about hours of operation. Use of the equipment is at the sole risk of the user. All ships feature a whirlpool. There is no attendant on duty and therefore, without limitation, AmaWaterways and its affiliates are not responsible for any injuries sustained during the use of the fitness room, steam room or whirlpool. Russia: The AmaKatarina has a fitness room outfitted with a selection of exercise equipment. Please inquire at the reception about hours of operation. Use of the equipment is at the sole risk of the user. There is no attendant on duty and therefore, without limitation, AmaWaterways and its affiliates are not responsible for any injuries sustained during the use of the fitness room. Vietnam & Cambodia: The ships have a fitness room with a treadmill, a bicycle and an elliptical . Please inquire at the reception about hours of operation. Use of the equipment is at the sole risk of the user. The ships are also equipped with a swimming pool. There is no attendant on duty and therefore, without limitation, AmaWaterways and its affiliates are not responsible for any accidents sustained during the use of the fitness room, spa or swimming pool.

Is there laundry service on board?

Laundry services are available on board for a fee. Price lists are available in your stateroom. Please note that clothes cannot be dry cleaned on board.

Are there medical facilities on board?

Europe: There are no medical facilities on board. However medical services can easily be called from shore if required.

Russia: There are medical facilities on board and is a doctor who can assist with basic medical needs. Medical services can also easily be called from shore if required. Vietnam & Cambodia: We do not employ doctors or nurses on board the ships. In the event medical assistance is needed, appropriate medical facilities will be contacted. Note that response time can vary. Passengers are strongly urged to secure adequate travel insurance coverage for medical emergencies. Africa: We do not employ doctors or nurses on board the Zambezi Queen. In the event medical assistance is needed, appropriate medical

facilities will be contacted. Note that response time can vary. Passengers are strongly urged to secure adequate travel insurance coverage for medical emergencies.

Are bicycles available?

Europe: Each ship has a limited number of bicycles and helmets available for use when the ship is docked. When appropriate, a sign-up sheet is used to request the bicycles. Use of the bicycles is at your own risk. Therefore, without limitation, AmaWaterways and all of its affiliates are not responsible for any injuries sustained during their use.

Are all meals included on board?

All meals on board the ships are included in the cruise price. Meals are served in the dining room in a single seating. For dinner, passengers will be seated by a dining room host.

What type of cuisine is served on board?

Europe: All meals are prepared by European chefs and consist of European-style food that has been enhanced for our passengers. Breakfast is buffet style, with selections available from the menu as well. Lunch features salads, soups, a selection of hot buffet items, hot entrées and dessert. Dinner is a multi-course meal with a selection of entrées. Russia: All meals are prepared by an American and Russian chefs and consist of Russian-style cuisine that has been tailored for our passengers. Breakfast is served buffet style. Lunch is a multi-course meal and offers a selection of hot entrées and dessert. Dinner is a multi-course affair with a selection of entrées. Vietnam & Cambodia: All meals are prepared by local chefs and consist of Western cuisine as well as Vietnamese and Cambodian cuisine. Breakfast and lunch are served buffet style. Dinner is a multi-course meal with a selection of entrées. Africa: All meals are prepared by local chefs and consist of Western cuisine as well as local cuisine. The mornings offer a full English breakfast and the afternoons offer a lavish gourmet lunch buffet. Dinner is a multi-course meal with a selection of entrées. Certain meals will be served on land, including: the Boma dinner, beach picnic and African BBQ.

What is the beverage policy on board?

Europe: Coffee and tea are available free of charge throughout the day and during meals. Specialty coffees, such as espresso

and café latte are also available free of charge. Soft drinks and alcoholic beverages are available at additional cost. During dinner, local wines soft drinks and beer are available on a complimentary basis. Russia: Coffee and tea are available free of charge throughout the day. Soft drinks and alcoholic beverages are available at additional cost. Complimentary wine, beer, soft drinks and juice are included with every dinner on board the ship. Water dispensers are available throughout the ship for your convenience. Vietnam & Cambodia: Complimentary soft drinks, juices, house brand spirits, local beers, filtered coffee and tea are available during the cruise. Free flowing wine with every lunch and dinner on board. Imported wine and premium alcoholic beverages are available to purchase at an additional cost. Africa: Complimentary wine and beer is served with all lunch and dinners on board. Coffee and tea are available free of charge throughout the day and during meals from the bar. Premium alcoholic beverages as well as drinks outside of meal times are available at the bar for additional cost.

Are excursions included?

Europe: A sightseeing tour is included in each city or town you visit, along with free time to explore the city according to your own interests. The sightseeing tours can take place on foot, via motor coach, or a combination of the two. Each tour is led by a qualified, licensed English-speaking local guide or your Cruise Manager. In addition to our Gentle and Active Walkers groups noted in our Health and Well-Being section, for some excursions, we have a “Late Starter” option for guests who wish to sleep in but do not want to miss key tour highlights. For those guests interested in exploring Europe from an exciting new perspective, we offer guided bicycle tours in select cities (capacity controlled). In the event of water level problems on certain stretches of the river, it may be necessary to operate part of the itinerary by motor coach or to alter the daily program as determined by the ship’s Captain.

Russia: A sightseeing tour is included in each city or town you visit, along with free time to explore the city according to your own interests. The sightseeing tours can take place on foot, via motor coach or a combination of the two. Each tour is led by a qualified, licensed English-speaking local guide. In the event of water level problems on certain stretches of the river, it may be

necessary to operate part of the itinerary by motor coach or to alter the daily program as determined by the ship's Captain.

Vietnam & Cambodia: A sightseeing tour is included at each location on the itinerary. The sightseeing tours can involve walking on uneven ground and steps, travel by motorcoach, local boat or a combination thereof. Each tour is led by a qualified English-speaking local guide. In the rare event of water level problems, it may be necessary to operate part of the itinerary by motorcoach or to alter the daily program whenever conditions render it necessary, by determination of the ship's captain. Africa: All excursions are included.

Are audio sets provided during the tours?

Europe: During shore excursions, we provide a sophisticated audio headset system that allows guests to comfortably listen to their tour guide while taking photos or admiring some of Europe's hidden gems.

Russia: During most excursions, we provide an audio headset system to allow you to comfortably listen to your guide while taking photos or admiring some of Russia's hidden gems.

Vietnam & Cambodia: During shore excursions, we provide a sophisticated audio headset system that allows guests to comfortably listen to their tour guide while taking photos or admiring the surroundings of Vietnam and Cambodia.

Is there a beauty salon on board?

Europe & Russia: Various beauty and hair treatments as well as massages are available on board. Please inquire at the reception desk for a list of services and to schedule an appointment.

Vietnam & Cambodia: A spa offering massages is available on board both the La Marguerite and the AmaLotus. Please inquire at the reception desk for a list of services and to schedule an appointment. The AmaLotus also offers a beauty salon.

Is there a gift shop on board?

The ship has an onboard gift shop that sells accessories, souvenirs, gifts, and a limited selection of personal and toiletry items. Opening hours vary according to itinerary.