



HEBRIDEAN
RIVER CRUISES

2018
EUROPEAN
RIVER
CRUISE
COLLECTION

The relaxing
way to cruise

The Dutch and
Belgian Waterways,
The Main, Rhine &
Moselle Rivers

Welcome to the 2018 Hebridean River Cruise Collection

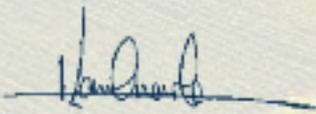
Relaxing, informative, sociable and stimulating – just some of the words which can be used to describe a Hebridean river cruise in Europe.

A cruise holiday with Hebridean is like no other, with meticulous attention to the finest details and an elegant charm that is simply unique. Travelling effortlessly to some of Europe's finest towns and cities, every one of our itineraries will allow you to uncover the soul and make up of each destination.

In the style of a 1930's club, *Royal Crown* is elegant and understated, with its spacious panoramic lounge containing comfortable sofas and armchairs, and a single sitting restaurant which serves a mix of British and continental cuisine.

So put your feet up and choose your Hebridean river cruise from this enticing selection and then relax, safe in the knowledge that Hebridean Island Cruises will be looking after you on a journey which is going to transport you back in time to the Golden Age of cruising.

We look forward to seeing you in 2018.



Ken Charleson
Managing Director



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The Hebridean Difference

Genuinely fully-inclusive cruises

Hebridean river cruises are fully-inclusive; not an empty promise but a Hebridean pledge to ensure that you have a carefree holiday both on board and ashore.

Each cruise includes...

Accompanied Flights

We want to ensure that getting to and from your Hebridean River Cruise is made as enjoyable as possible and our accompanied group flights from London Heathrow offer a stress-free start to your cruise, with pre-flight refreshments being provided before boarding. Overseas transfers to and from *Royal Crown* are also included.

Accompanied Rail Travel

For guests wishing to take a no-fly cruise option, Standard Premier rail travel is offered from and to London St Pancras. Your journey will be accompanied by a Hebridean River Cruises representative to ensure that assistance is provided every step of the way. Light snacks are provided on the train and overseas transfers to and from *Royal Crown* are also included.

Only available on 20th May and 27th May departures.

Meals

Dining is a major element of any cruise and on board *Royal Crown* you will dine in the wood panelled restaurant for breakfast, lunch and dinner. On deck barbeques and buffets may occasionally be provided on the Sun Deck, depending on daily activities, and every itinerary includes two sumptuous gala dinners.

Beverages

Complement your meal with specially selected wines of the day, and enjoy other house wines and spirits, soft drinks and beers, tea and coffee throughout your time with us at no extra charge. Quality Champagne is also included by the glass and which is shipped to *Royal Crown* from our flagship vessel, *Hebridean Princess*.

Scotch Whisky Selection

Infusing your European river cruise with a Scottish flavour is our selection of hand-picked whiskies from on board *Hebridean Princess*, including our very own single malts and blended whisky.

Shore visits

There is no need to decide in which tours and visits you would like to participate as these are all included in the cost, along with entrance fees and transport to and from the places of interest as shown in each itinerary.

Gratuities

Knowing when and how much to tip can be a difficult decision, but on every Hebridean River Cruise all gratuities are included in your cruise fare, both on board and ashore.

Guest speakers

Renowned guest speakers accompany each Hebridean river cruise. Passionate about their subject, these captivating orators bring each itinerary to life - please refer to page 13 for information on each of our guest speakers.



Royal Crown



Deck Buffet Lunch

The Hebridean Connection

Hebridean Island Cruises has been synonymous with luxury cruising for 30 years, when the small and unique cruise ship, *Hebridean Princess* first sailed in the waters of Scotland's west coast and Western Isles. During this time we have established a reputation for the highest of standards and attention to detail.

To ensure that our guests enjoy their Hebridean river cruise to the full, our own Chief Pursers from on board

Hebridean Princess accompany each itinerary to oversee the delivery of unobtrusive service in an unfussy style.

Their presence, together with that of our experienced Cruise Director, knowledgeable Tour Manager and talented Musician provides an instant rapport which is quite unique – a successful formula redolent of any Hebridean cruise.



The Hebridean Team

The Faces of Hebridean

Hebridean Hosts

DAVID INDGE

David, who works as Chief Purser on *Hebridean Princess*, had a long career with P&O, both in cruise ships and ferries, before joining *Hebridean Princess* in 2005. A familiar face to many, David is once again looking forward to bringing his own style and flair to the rivers of Europe.

BOBBIE MILNE

Originally from Glasgow, Bobbie attained an HND in Hotel Management in 1979 and joined Embassy Hotels which took him to Bingley, Loughborough and Liverpool. The lure of the sea saw Bobbie undertake a three year contract with the Royal Fleet Auxiliary, that actually lasted for 27 years! In 2008 he joined *Hebridean Princess* as Relief Chief Purser, has loved every minute of the role and has developed a love for gardens and castles.



Bobbie Milne and David Indge

Cruise Director

SHEILA SALMON

Sheila is multi-lingual, speaking Flemish, French and German, and has worked worldwide as a tour guide. Her main passion remains the European waterways, where she has extensive knowledge of the Rhine and the Danube. Sheila is once again delighted to be working with Hebridean and has been closely involved in the planning of the cruises.



Sheila Salmon

Tour Manager

CAROLINE BIGGS

Caroline has worked extensively as a Tour Manager during her career and along side our Cruise Director, Sheila Salmon, on many occasions. Caroline joined the Hebridean River Cruises team in 2016. She possesses a keen eye for detail, has exceptional organisational skills and says that she is hugely looking forward to her third season with us.



Caroline Biggs

Musician

WILL MARSHALL

Will re-joins Hebridean's river cruises for a seventh season. Previously the musician on board *Hebridean Spirit*, the former sister vessel to *Hebridean Princess*, he is now a full-time professional musician playing piano and accordion. He is looking forward to working with Hebridean once more, bringing his eclectic mix of music and light-hearted entertainment to the rivers of Europe.



Will Marshall

Please note that Hebridean personnel may be changed without notice.



Lounge

Life On Board with Hebridean

After a morning or afternoon ashore the appealing and warm welcome of *Royal Crown* awaits your return.

The panoramic lounge, with its comfortable sofas and genial seating areas, is the social hub of the ship where guests enjoy a glass of Champagne and mingle before dinner as Hebridean's musician gently plays the baby grand piano.

As coffee and digestifs are enjoyed after dinner, conversation is occasionally complemented by light hearted entertainment extended by the faces of Hebridean.

You may prefer to relax in the sauna or on one of the Sun Deck's teak steamers for an unparalleled view – the ideal place to enjoy the slow meandering of the rivers as the scenery glides gently by.

Should a spot of solitude appeal, the library contains a good selection of books and has two netbooks for internet access. *Royal Crown* also has a complimentary Wi-Fi connection.



Sun Deck



Musical Entertainment



Baby Grand Piano



Gala Dinner, Address to the Haggis



Restaurant



Champagne Reception



Cuisine

Dining and Cuisine *with a Hebridean Influence*

Royal Crown's restaurant delivers a mix of British and European cuisine and the Head Chef, together with his team, has worked closely with Hebridean River Cruises to produce the highest standard of menu choices, utilising some of the finest and freshest ingredients available.

Buffet breakfasts offer a large selection of continental and cooked items, including eggs of your choice cooked to order in the restaurant. For early risers, tea and coffee is available in the lounge prior to breakfast.

Lunch varies depending on the day's activities and offers a mix of buffet style and full service three course meals.

Evening dinner is a full service, banquet-style four course meal. On the final Gala Evening no Hebridean river cruise would be complete without a traditional recital of Robert Burns' Address to a Haggis – a real Hebridean influence!

Seating is with fellow passengers at tables of between six and eight. Guests travelling alone will be seated with other single travellers at a hosted table.

Going Ashore with Hebridean

A Hebridean river cruise will take you through some of Europe's most breathtaking scenery and our escorted tours ashore ensure that your experience is unforgettable and exceptional, with so much to learn, enjoy and explore.

Unlike most other river cruises, a Hebridean river cruise includes all shore visits. From architecture and history to food, drink and art; the possibilities to discover and explore are extremely varied.

All of our itineraries are carefully researched and planned, enabling guests to gain maximum enjoyment from each one. Every shore visit is accompanied by our Cruise Director, Tour Manager and Hebridean Host, with highly knowledgeable English-speaking guides imparting their knowledge, therefore enhancing the understanding of the history and culture of the regions through which we sail.

Hebridean's Exclusive Gems

To ensure that a Hebridean river cruise stands out from the crowd each itinerary offers something quite special and our private visits, receptions and recitals present a uniqueness to a very special visit.

Hebridean's 'Exclusive Gems' feature on each of our cruise itineraries and are highlighted by this logo.



For our 2018 season of river cruises exclusive tours, receptions and recitals have been arranged at:

The Hortus Botanicus, Amsterdam

Available on Land of Waterways and Windmills
20th May to 27th May 2018

Amsterdam is home to one of the oldest botanical gardens in the world. Today, there are more than 4,000 plant species growing in the garden and greenhouses. Originally a medicinal herb garden founded in 1638 by the Amsterdam City Council, thanks to the ships of the Dutch East India Company the Hortus expanded quickly in the 17th and 18th centuries, bringing not only herbs and spices, but also exotic ornamental plants. We enjoy a private guided tour of the gardens with afternoon tea; a quiet and relaxing visit away from the crowds of the city.

Mauritshuis, The Hague

Available on Historic Cities of the Low Lands
27th May to 3rd June 2018

The Mauritshuis is home to the best Dutch paintings from the Golden Age. The compact, yet world-renowned collection, is situated in the heart of The Hague. Masterpieces such as Vermeer's Girl with a Pearl Earring, The Anatomy Lesson of Dr. Nicolaes Tulp by Rembrandt, The Goldfinch by Fabritius and The Bull by Potter are on permanent display in the intimate museum rooms of this 17th century monument. An out-of-hours guided tour has been arranged exclusively for Hebridean guests, followed by a private sparkling wine and canapé reception.

Castle Namedy, Andernach

Available on From Bavaria to the Moselle
13th July to 24th July 2018

With a history dating back to the 14th century, we enjoy a privileged insight into times gone by at Castle Namedy. In the family of the Princess of Hohenzollern since 1907, we are granted an invitation to explore the castle's opulent rooms and manicured gardens at our leisure. As guests of honour we are treated to an exclusive reception and a sumptuous banquet dinner.

Schwetzingen Palace, Baden-Württemberg

Available on The Moselle to the Black Forest
24th July to 3rd August 2018

Schwetzingen Palace was a summer residence for Palatinate Electors of the 18th century and is famous for the beauty and harmony of its gardens which are a cultural heritage site of European significance. With more than 100 sculptures scattered throughout this wonderful landscape, the spectacular Turkish gardens contain a mosque designed by Nicolas de Pigage – the largest structure of its kind in a German garden. After a private sparkling wine and canapé reception in the gardens, the climax of our visit is a piano recital of the music of Chopin by the Bulgarian virtuoso, Martin Ivanov, in the stunning Rococo theatre.



Local Tour Guides



Guided Tours



Private Wine Tasting

Hebridean's Renowned Guest Speakers

The enrichment of discovery and thrill of knowledge place Hebridean River Cruises in a category of their own.

A Hebridean river cruise is a voyage of discovery in every sense. Each cruise is accompanied by a carefully selected guest speaker, chosen not only for their expertise but also, and just as importantly, for their ability to entertain.

Our distinguished speakers have been invited precisely because they are among some of the best authorities, either in the area we are cruising or in a specific field. Passionate about their subject, these captivating orators provide an insight into the culture and history of the places visited to help bring each cruise alive. They will deliver informative talks and be available to answer informal questions to share their knowledge. Their on board lectures add to your enjoyment and bring a unique dimension to the cruise – expect a meeting of minds in extraordinary surroundings.

For 2018 our great minds include the former head of Scotland Yard's Royalty Protection Command, an art historian, a former BBC correspondent and MP, and a wine expert who is also an actor!



Guest Speaker Lecture



DAVID DAVIES

Land of Waterways and Windmills

Sunday 20th May to Sunday 27th May 2018

David is the former head of Scotland Yard's Royalty Protection Command. He was responsible for the overall protection of HM The Queen and the British Royal Family at home and abroad. The command included protection of all the royal palaces, castles and homes. This unique role was at the end of a career which was almost entirely at the hard coal face of policing.

Since retirement David has continued to have an active career as an international consultant and investigator, and has advised and protected some of the world's wealthiest families and most powerful people. He has also developed a media profile and is a regular contributor to British TV and written media.



THE RT REV CHRISTOPHER HERBERT

Historic Cities of the Low Lands

Sunday 27th May to Sunday 3rd June 2018

Christopher Herbert was ordained in 1967 and has worked in the Church of England in a variety of capacities. He has been a curate, teacher, RE adviser, and diocesan director of education, as well as a parish priest and an archdeacon. In 1995 he was consecrated as Bishop of St Albans and was a member of the House of Lords from 1999-2009.

Christopher was awarded an M.Phil by the University of Leicester for his research on paintings of the 15th century and continued to develop his art history research for which he was awarded a Ph D. In his retirement he has become a highly sought-after lecturer for The Arts Society (formerly NADFAS) and lectures on river cruises.

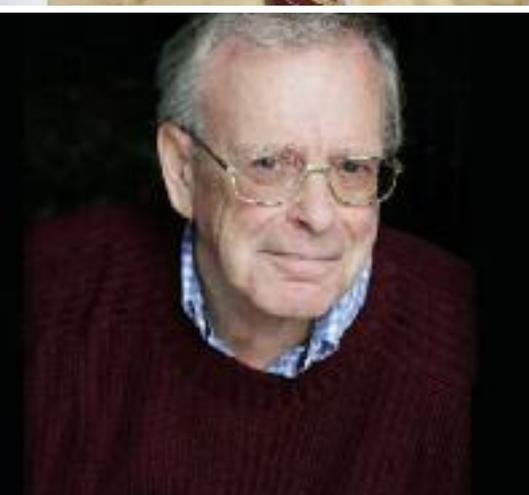


MARTIN BELL OBE

From Bavaria to the Moselle

Friday 13th July to Tuesday 24th July 2018

Martin is an author, journalist, politician and was appointed UNICEF Ambassador for Humanitarian Emergencies in 2001. He joined the BBC in Norwich in 1962 and eventually became diplomatic correspondent, chief Washington correspondent and Berlin correspondent. BBC and UNICEF assignments have included 102 countries and 18 wars. He was wounded by mortar fire in Sarajevo in 1992. Martin left the BBC in April 1997 and was elected as an Independent MP for Tatton, the first elected independent since 1951.



JOHN DUCKER

The Moselle to the Black Forest

Tuesday 24th July to Friday 3rd August 2018

No stranger to Hebridean Island Cruises, John lectured on wine in the past on MV *Hebridean Spirit* - neither is he a stranger to river boat cruises having enlightened others on Bordeaux wines. Trained originally at the Wine & Spirit Education Trust, John is a member of the Association of Wine Educators and of the prestigious Circle of Wine Writers. He is also an associate of The Wine Education Service, based in London. He greatly looks forward to returning to Hebridean on this forthcoming wine-diverse cruise. Wearing another professional 'hat' he is also the actor 'John Leeson'. ... but that's another story!



Zaanse Schans Open Air Museum



Fortified Town of Naarden

Hebridean Highlights

- Hortus Botanicus, Amsterdam
- UNESCO World Heritage Site of Woudagemaal Pumping Station
- Fortified Town of Naarden
- Weerribben-Wieden National Park
- Zaanse Schans Open Air Museum



Wooden Clogs



Land of Waterways and Windmills

Sunday 20th May to
Sunday 27th May 2018

7 nights including 2 Gala Dinners

Guest speaker: David Davies



Sunday 20th May - UK/Amsterdam

Our holiday begins with either an accompanied flight from London Heathrow or a rail journey from London St. Pancras to Amsterdam.

Monday 21st May - Amsterdam

Situated on Dam Square, in the heart of the city, the Royal Palace of Amsterdam was originally built as the city hall for the magistrates. In the 17th century it was the largest secular building in Europe. Today the Royal Palace is one of the three palaces which the State has placed at the King's disposal by an Act of Parliament.*



The Hortus Botanicus Amsterdam is one of the oldest botanical gardens in the world. Today, there are more than 4,000 plant species growing in the garden and greenhouses. Originally, the Hortus was a medicinal herb garden, founded in 1638 by the Amsterdam City Council. Thanks to the ships of the Dutch East India Company the Hortus expanded quickly in the 17th and 18th centuries, bringing not only herbs and spices, but also exotic ornamental plants. We enjoy a private guided tour of the gardens with afternoon tea.

Tuesday 22nd May - Naarden

The city of Naarden is one of the best preserved fortified towns in Europe and is an example of a Spanish star fort, complete with fortified walls and a moat. At the Fortress Museum we observe the underground casemates and learn more about the fortified garrison town. A stroll through Naarden itself uncovers a wealth of historical buildings and monuments including St. Vitus Church, a large gothic basilica from the 14th and 15th centuries, ahead of an afternoon cruise of the Markermeer and IJsselmeer.

Wednesday 23rd May - Lemmer

We depart the ship in Lemmer to visit the nearby UNESCO World Heritage Site of the Woudagemaal pumping station. In a beautiful building, inspired by the Amsterdam School style, sits the only steam-powered pumping station in the world, which is still in operation today. During the afternoon we travel to De Weerribben-Wieden National Park, the largest fen in North-West Europe, consisting of lakes, ponds and canals interspersed with peatlands, reed beds and gorgeous forests. Here we enjoy a boat tour through the nature reserve of the wetlands.

* The Royal Palace Amsterdam is placed at the King's disposal and in active use by the Dutch Royal House. Should the palace not be closed for a royal event, our guided tour will allow us to discover the rich history and interior of this magnificent building.

Thursday 24th May - Enkhuiszen

After a morning cruise of the IJsselmeer, we take a walking tour of the pretty town of Enkhuiszen. Its rich history is still noticeable today as you walk through the old inner city with its numerous state mansions, canals, churches, city walls and harbours. A visit to the Zuiderzee Museum enables us to experience the history and culture of the region.

Friday 25th May - Alkmaar / Hoorn

Alkmaar is known as the city of cheese in Holland and its cheese market has been taking place here since 1365. We discover how cheese is traded, according to a tradition that is centuries old, at this colourful, folkloric spectacle taking place at the picturesque Waagplein, and visit a local cheese specialist for a tasting. A walking tour highlights the historic monuments of the beautiful old town.

Our next port of call is Hoorn where we enjoy a tour of the old quarter and harbour to discover the history of the powerful Dutch East India Company which sent ships to trade with Asiatic countries during the 17th and 18th centuries. Later we can explore independently or visit the Westfries Museum which tells the story of the 'Golden Age' of the area's history.

Saturday 26th May - Haarlem / Zaanse Schans

On an excursion to Haarlem, with its many historic buildings and beautiful old squares, we visit the 17th century Church of St Bavo and the Frans Hals Museum which houses many artworks of masters from the 16th and 17th centuries and is home to the world's biggest Frans Hals portrait collection.

We travel to Zaanse Schans open air museum where the 18th and 19th centuries are brought back to life. The Zaanse Schans is a unique piece of Holland full of authentic wooden houses, windmills, sheds and workshops, including a warehouse where clogs are still made today.

Sunday 27th May - Amsterdam / UK

After breakfast our cruise comes to an end in Amsterdam and we are transferred to the airport or railway station for the return journey to the UK.

Prices per person

Twin Cabins	Deluxe Cabin	£3,325
Double Cabins	Premium Cabin Royal Suite	£4,130 £5,320
Single Cabins	Deluxe Cabin	£4,165



Historic Cities of the Low Lands

Sunday 27th May to
Sunday 3rd June 2018

7 nights including 2 Gala Dinners

Guest speaker: The Rt Rev Christopher Herbert



Sunday 27th May – UK / Amsterdam

Our holiday begins with either an accompanied flight from London Heathrow or a rail journey from St. Pancras to Amsterdam.

Monday 28th May – The Hague

After a morning sail of the Dutch waterways we arrive in Rotterdam for our excursion to The Hague. Known as ‘The Royal City by the Sea’ The Hague has a wealth of historic monuments to discover.



Located in the city centre we enjoy a private, out-of-hours visit to the beautiful 17th century Mauritshuis which originally served as a residence and hotel. Today the building houses a museum for 17th and 18th century art, including some 800

works by a variety of artists. Following our exclusive early evening tour and canapé reception we return to *Royal Crown* for dinner.

Tuesday 29th May – Delft / Kinderdijk

Delft enjoys a worldwide reputation due to its connection with Johannes Vermeer, Delft Blue earthenware and the Royal House. We relive its glorious past as we wander along canals, past churches, mansions and courtyards and discover how the world-famous Delft Blue earthenware is produced at the factory that has been producing the hand-painted, blue motives since the 16th century.

Sailing to Dordrecht over lunch we depart for the UNESCO World Heritage Site of Kinderdijk and marvel at the 19 windmills dating from 1740 which form an iconic Dutch scene. The windmills of Kinderdijk were built to keep the low-lying lands of the Alblasserwaard dry and here we discover how the Dutch have been using water to their benefit for over 1000 years.

Wednesday 30th May – Veere / Middelburg

Veere is a delightful historical village, built on the shore of the Western Scheldt, which obtained city rights in 1353. Formerly a fishing seaport, it now sits on the lake due to the delta works carried out in the 1960s. Enjoy free time here to appreciate the grand architecture, strong fortifications, the impressive Grote Kerk and fine town hall, built in 1474 with a 48-bell carillon. Facing the marina, the 15th century Scottish House reminds us that Veere was once a staple port for the wool trade with Scotland between 1541 and 1799.

The 13th century city of Middelburg is the attractive capital of Zeeland. Once a trading city of the Dutch East India Company, you can still sense its wealthy past by walking through the charming old city centre and the old abbey complex which lies at its heart.

Thursday 31st May – Bruges

Spending a full day in the UNESCO World Heritage Site of Bruges, one of the best preserved medieval cities in Europe, we board a canal boat to discover why Bruges is often called ‘the Venice of the North’. Our picturesque city tour of the historic centre passes charming medieval step-roofed houses and imposing churches reflected in the still waters of the canals, as well as the main market square with its 83 metre high 13th century belfry.

After lunch at a local restaurant, enjoy an afternoon at leisure exploring the delights of this most photogenic city or perhaps a Belgian Chocolate tasting.

Friday 1st June – Ghent

After breakfast the beautifully restored medieval centre of Ghent, one of the oldest cities in Belgium with a history dating back to the Stone Age, awaits. Our tour takes in St. Bavo’s Cathedral which houses an impressive number of art treasures including a major work by Rubens and the world-famous Adoration of the Mystic Lamb painted by Hubert and Jan van Eyck around 1432.

Returning to the ship for lunch, we can relax on board during the afternoon or return to the city centre for free time ahead of an early evening sail to Utrecht.

Saturday 2nd June – Utrecht / Cruising the Amsterdam-Rijnkanaal

Slot Zuylen is one of the oldest castles on the Vecht, just outside the city of Utrecht. The castle shows the living culture of the Utrecht nobility from the 13th century and is surrounded by beautiful gardens. A guided tour brings the castle to life and tells the story of the inhabitants, ahead of a stroll through the formal 18th century garden and English-style landscaped park.

Reflecting on our voyage through the Low Countries we cruise the Amsterdam-Rijnkanaal towards Amsterdam.

Sunday 3rd June – Amsterdam / UK

After breakfast our cruise comes to an end in Amsterdam as we are transferred to either Schiphol airport or Amsterdam railway station for the return journey to the UK.

Prices per person

Twin Cabins	Deluxe Cabin	£3,325
Double Cabins	Premium Cabin Royal Suite	£4,130 £5,320
Single Cabins	Deluxe Cabin	£4,165



Mauritshuis, The Hague



Kinderdijk

Hebridean Highlights

- Mauritshuis - The Hague
- Canal Ringed City of Delft
- UNESCO World Heritage Site of Kinderdijk
- UNESCO World Heritage Site of Bruges
- Medieval City of Ghent



Ghent



Rothenburg ob der Tauber



Bamberg

Hebridean Highlights

- UNESCO World Heritage Site of Bamberg
- Rothenburg ob der Tauber
- UNESCO World Heritage Site of the Rhine Gorge
- Castle Narnedj
- UNESCO World Heritage Site of Trier



Cruising the Moselle

Regensburg to Trier

From Bavaria to the Moselle

Friday 13th July to
Tuesday 24th July 2018

11 nights including 2 Gala Dinners

Guest speaker: **Martin Bell**

Friday 13th July - UK / Regensburg

Join Hebridean's representative at London Heathrow airport for pre-flight refreshments, before boarding the accompanied flight to Munich and the onward transfer to Regensburg where *Royal Crown* awaits.

Saturday 14th July - Kelheim

From Kelheim we embark on a small boat tour through the narrow Danube Gorge to Weltenburg. Weltenburg Abbey, founded in 620 AD, is thought to be the oldest monastery in Bavaria and here we sample the monk's beer.

During the afternoon, we relax on board as we sail the Main-Danube canal to Nuremberg.

Sunday 15th July - Nuremberg

The Imperial Castle, in the Bavarian city of Nuremberg, is situated atop a rocky promontory and was once one of the most important fortified imperial palaces of the Old Holy Roman Empire. Following our tour, there is an opportunity to visit the Nuremberg Trial Documentation Centre housed in the gigantic remains of the unfinished Congress Hall.

Monday 16th July - Bamberg

Standing on seven hills the UNESCO World Heritage Site of Bamberg, with its 11th century Romanesque cathedral, welcomes our arrival. Exploring on foot, we embrace the old town and its preserved medieval buildings including the muraled Altes Rathaus, located on an island in the Regnitz river. Before departing for Würzburg we enjoy a sampling of local beers for which the city is also famous.

Tuesday 17th July - Rothenburg

This morning we relax on board *Royal Crown*, with perhaps a book from the library or a cooling drink on the Sun Deck, as we head towards Würzburg.

Taking a route that has been described as 'being transported back in time', Germany's famous Romantic Road leads us to the medieval townscape and outstanding architectural jewel of Rothenburg ob der Tauber, or 'Red fortress above the Tauber'. Here we explore the beautifully preserved streets and the ancient fortress encircling the town's historic centre.

Wednesday 18th July - Miltenberg

A morning sail takes us to the delightful Franconian town of Miltenberg, famed for its magnificent half-timbered buildings, where our walking tour allows us to discover the Old Market Place, known as the 'Schnatterloch' and the Gasthaus zum Riesen, Germany's oldest royal inn.

Thursday 19th July - Mainz

Situated on the left bank of the Rhine, opposite the mouth of the River Main, Mainz is Germany's largest and most important wine town. We take a guided walking tour through the old town to discover the beautifully restored half-timbered houses and Baroque churches. Travelling to the Eberbach Monastery,



a wine tasting tour educates us in the art of wine making - a tradition at Eberbach since the time of the Cistercians.

Friday 20th July - Rhine Gorge / Koblenz

Our morning cruise of the UNESCO World Heritage Site of the Rhine Gorge is a real highlight. The outstanding natural beauty of the Middle Rhine Valley is crowned by fairy-tale castles and the stunning scenery can be appreciated from the comfort of the Sun Deck.



The 14th century moated castle, Burg Namedy, awaits our arrival and we may be greeted by the Princess of Hohenzollern. After a stroll around the beautiful gardens we enjoy an exclusive reception and dine like royalty with a sumptuous banquet dinner in the Great Hall.

Saturday 21st July - Cruising the Moselle / Cochem

After a gentle morning sail of the Moselle the town of Cochem, surrounded by Riesling vineyards, plays host to our next port of call. Soaring over the town on a mighty crag, the medieval Reichsburg Castle charms the eye with its delicate bays and imposing battlements. Here we tour the impressive rooms, such as the Knight's Hall, the Dining Hall and the Trophy Room, before sampling the region's excellent wines.

Sunday 22nd July - Bernkastel

Continuing our scenic cruise of the Moselle we head to Bernkastel, strategically located in the centre of the Moselle wine-producing region, an area that has been cultivating wine for over 500 years. Exploring the town on foot will reveal many medieval and Renaissance buildings, ahead of enjoying a winery visit with samples of regional vintages.

Monday 23rd July - Trier

Just six miles from the Luxembourg border lies Germany's oldest city of Trier. Highlights of our visit include the Porta Nigra, the largest Roman city gate north of the Alps, and the city's cathedral, originally built by Constantine the Great and which houses the Holy Robe, the garment said to have been worn by Jesus when he was crucified.

During the afternoon, we can explore the city at leisure.

Tuesday 24th July Trier / UK

After breakfast our cruise sadly comes to an end in Trier as we are transferred to Luxembourg airport for the return journey to the UK.

Prices per person

Twin Cabins	Deluxe Cabin	£5,225
Double Cabins	Premium Cabin	£6,590
	Royal Suite	£8,360
Single Cabins	Deluxe Cabin	£6,545

Trier to Basel

The Moselle to the Black Forest

Tuesday 24th July to
Friday 3rd August 2018

10 nights including 2 Gala Dinners

Guest speaker: John Ducker

Tuesday 24th July UK / Trier

Our holiday begins with an accompanied flight from London Heathrow to Luxembourg and onward transfer to *Royal Crown*.

Wednesday 25th July - Traben-Trarbach

This morning, unwind on board with a relaxing sail of the Moselle Valley as we head towards one of the most charming wine producing towns on the river, Traben-Trarbach. Originally two villages, located on opposite sides of the river, Traben and Trarbach, we explore on foot and admire the castle ruins and fine Jugendstil architecture, before sampling some of the fine wines produced here.

Thursday 26th July - Alken

Our scenic cruise continues as *Royal Crown* leads us to the town of Alken, with its breathtaking views of the Moselle. Our tour of the town highlights the many castles, churches, chapels and water mills for which Alken is renowned, ahead of a visit to Burg Thurant Castle; built at the end of the 12th century we are reminded of rustic life over 800 years ago.

Friday 27th July - Rhine Gorge / Rudesheim

Cruising through the dramatic UNESCO World Heritage site of the Rhine Gorge, we are immersed in a stunningly beautiful landscape of fairytale castles atop the steep, terraced banks before passing the legendary Lorelei Rock, where it is said the sweet songs of lovelorn maidens lured enchanted sailors to their doom.

From Rudesheim, we venture to Schloss Vollrads, one of the oldest wineries in Germany. Situated above Oestrich-Winkel in the Rheingau, it is an ideal venue at which to enjoy our roaming wine tasting through the old private rooms of the Count's family.

Saturday 28th July - Heidelberg

As we sail to Mannheim we can relax with a book from the library or a drink on the Sun Deck ahead of our arrival in the most renowned city on the river Neckar, Heidelberg.

Nestled on the hill side, some 300 feet above the city, stands the breathtaking Heidelberg Castle. Constructed from a combination of buildings, surrounding an inner courtyard, each building highlights a different period of German architecture. After our tour, we return to the city centre for free time using the funicular railway, enjoying spectacular views of Heidelberg and the Neckar valley beyond.

Sunday 29th July - Speyer

Arriving in the picturesque town of Speyer we head to the UNESCO World Heritage Site of the Old Town and the six towered cathedral. Our tour of the city concludes with a private reception in the gardens of Schwetzingen Palace and an exclusive piano recital in the Rococo Theatre.

Enjoy a leisurely afternoon on board *Royal Crown* as the scenery of the Upper Rhine gently glides by.



Monday 30th July - Baden-Baden

Nestled in a beautiful landscape, along the border of the Black Forest, the elegant spa town of Baden-Baden awaits our arrival. Here we marvel at over 1,500 beautiful and decorative items at the Fabergé Museum. The collection includes a rare silver decanter, in the form of a rabbit, and the last Imperial Easter Egg, the Karelian Birch Egg, made for the Easter of 1917 from Karelian birch with gold and diamonds.

During the afternoon we continue our sail of the Upper Rhine.

Tuesday 31st July - Strasbourg

Strasbourg is the capital of the Alsace region and a panoramic canal cruise allows us to admire the UNESCO World Heritage Site of the Grand Île whilst a walking tour will include the delights of 'La Petite' and the Gothic Cathedral of Notre Dame. The remainder of the day is spent cruising to our next port of call, Breisach.

Wednesday 1st August - Black Forest / Breisach

Famous for its cuckoo clocks, produced in the region since the 1700's, the Black Forest is renowned for its evergreen forests and picturesque villages. From Breisach we venture into this beautiful part of Germany and appreciate why the area became so associated with the fairy tales of the Brothers Grimm.

Returning to Breisach we head to the UNESCO World Heritage Site of the Neuf-Breisach Citadel, the last fortified town built by Vauban in 1699 on the orders of Louis XIV. It presents a remarkable vision of the most accomplished defence system of the 17th century.

Thursday 2nd August - Basel

Our final full day is spent in the Swiss town of Basel, with its beautiful medieval old town and world class art museums. Here we take a walking tour of the centre and discover what Switzerland's oldest university town has to offer, including the large market square with its richly decorated red sandstone town hall and the late Romanesque-Gothic cathedral.

The remainder of the day allows us to partake in some last minute shopping at perhaps some of the small boutiques or antique book shops.

Friday 3rd August - Basel / UK

After breakfast our cruise sadly comes to an end in Basel as we are transferred to the airport for the journey back to the UK.

Prices per person

Twin Cabins	Deluxe Cabin	£4,750
Double Cabins	Premium Cabin	£5,900
	Royal Suite	£7,600
Single Cabins	Deluxe Cabin	£5,950



Schwetzingen Palace



Traben-Trarbach

Hebridean Highlights

- UNESCO World Heritage site of the Rhine Gorge
- Heidelberg Funicular Railway
- Schwetzingen Palace
- UNESCO World Heritage Site of Strasbourg Grand Île
- UNESCO World Heritage Site of Neuf-Brisach Citadel



Schloss Vollrads

Grand River Voyages of Europe make an adventure of your Hebridean experience

For those who love variety and find that a single cruise is simply not long enough, a Hebridean Grand River Voyage makes a tempting alternative to our individual itineraries. All of our 2018 cruises have been designed to offer the opportunity to combine cruises with the minimum of repetition, presenting guests with a selection of stunning, extended voyages that discover the very best of what Europe's majestic waterways have to offer.

** The Royal Palace Amsterdam is placed at the King's disposal and in active use by the Dutch Royal House. Should the palace not be closed for a royal event, our guided tour will allow us to discover the rich history and interior of this magnificent building.*

Amsterdam to Amsterdam

Sunday 20th May to Sunday 3rd June 2018 - 14 nights

This wonderful 14-night voyage will showcase the magnificent waterways for which the Netherlands and Belgium are renowned and highlight the great workings of traditional windmills, together with the splendour of UNESCO World Heritage Sites and historic Medieval cities.

Full itinerary details on pages 14 to 17

Travel Plan - 14 nights

Sunday 20th May	Amsterdam - Embarkation
Monday 21st May	Royal Palace, Amsterdam* Hortus Botanicus, Amsterdam
Tuesday 22nd May	Fortified Town of Naarden Markermeer and IJsselmeer Cruise
Wednesday 23rd May	UNESCO World Heritage Site of Woudagemaal Pumping Station De Weerribben-Wieden National Park
Thursday 24th May	Tour of Enkhuizen Zuiderzee Museum
Friday 25th May	Tour of Alkmaar and Cheese Market Tour of Hoorn and Westfries Museum
Saturday 26th May	Tour of Haarlem and Frans Hals Museum Zaanse Schans Open Air Museum
Sunday 27th May	Amsterdam
Monday 28th May	Rembrandt's House, Amsterdam Mauritshuis Museum - The Hague
Tuesday 29th May	Tour of Delft UNESCO World Heritage Site of Kinderdijk
Wednesday 30th May	Historical Village of Veere 13th Century City of Middelburg
Thursday 31st May	UNESCO World Heritage Site of Bruges
Friday 1st June	Medieval City of Ghent
Saturday 2nd June	Slot Zuylen Castle Amsterdam-Rijnkanaal Cruise
Sunday 3rd June	Amsterdam - Disembarkation



Amsterdam



Alkmaar Cheese Market



Delft Painted Tile

Prices per person

Twin Cabins	Deluxe Cabin	£5,990
Double Cabins	Premium Cabin	£7,500
	Royal Suite	£9,600
Single Cabins	Deluxe Cabin	£7,500

Regensburg to Basel

Friday 13th July to Friday 3rd August 2018 - 21 nights

Allow Hebridean River Cruises to transport you on a 21-night adventure along some of Europe's great waterways as we explore a myriad of UNESCO World Heritage Sites, embark on a mountain railway journey and sample fine wines from some of the oldest vineyards in Germany.

Full itinerary details on pages 18 to 21

Travel Plan - 21 nights

Friday 13th July	Regensburg - Embarkation
Saturday 14th July	Weltenburg Abbey Main-Danube Canal Cruise
Sunday 15th July	Imperial Castle, Nuremberg Nuremberg Trial Documentation Centre
Monday 16th July	UNESCO World Heritage Site of Bamberg Sampling of Local Beers
Tuesday 17th July	Cruising the Rhine Rothenburg ob der Tauber from Würzburg
Wednesday 18th July	Tour of Franconian Town of Miltenberg
Thursday 19th July	Tour of Mainz, Germany's Largest Wine Town Eberbach Monastery and Wine Tasting
Friday 20th July	UNESCO World Heritage Site of the Rhine Gorge Castle Namedy with Banquet Dinner
Saturday 21st July	Cruising the Moselle Reichsburg Castle, Cochem
Sunday 22nd July	Tour of Medieval Bernkastel with Wine Tasting
Monday 23rd July	Tour of Trier, Germany's Oldest City
Tuesday 24th July	Trier
Wednesday 25th July	Tour of Traben-Trarbach Wine Tasting
Thursday 26th July	Tour of Alken Burg Thurant Castle
Friday 27th July	UNESCO World Heritage Site of the Rhine Gorge Schloss Vollrads with Wine Tasting
Saturday 28th July	Heidelberg Castle Heidelberg Funicular Railway
Sunday 29th July	UNESCO World Heritage Site of Speyer Schwetzingen Palace with Piano Recital
Monday 30th July	Fabergé Museum, Baden-Baden Cruising the Upper Rhine
Tuesday 31st July	UNESCO World Heritage Site of the Grand Île, Strasbourg and Canal Cruise
Wednesday 1st August	Black Forest Tour UNESCO World Heritage Site of the Neuf-Brisach Citadel
Thursday 2nd August	Tour of Basel, Switzerland's Oldest University Town
Friday 3rd August	Basel - Disembarkation



Castle Namedy



Trier



Heidelberg Funicular Railway



Basel

Prices per person

Twin Cabins	Deluxe Cabin	£8,980
Double Cabins	Premium Cabin	£11,150
	Royal Suite	£14,500
Single Cabins	Deluxe Cabin	£11,250



Good Connections *mean an easy start to your cruise*

Hebridean's accompanied group travel options

By Air

Included in the price is return scheduled air travel between London Heathrow and *Royal Crown*. A Hebridean representative will accompany your flight and pre-flight refreshments are included so you can be assured of a relaxed and stress free start to your river cruise.

Economy Class air tickets are included in your cruise fare; however, upgrades to Business Class may be obtainable subject to availability. Please call our reservations staff for more details.

By Train

For the cruises departing on 20th and 27th May there is the option of travelling by Standard Premier Eurostar from London St. Pancras International. A Hebridean River Cruises' representative will be available from London St. Pancras to accompany you and to ensure that you have a safe and smooth transfer to *Royal Crown*.

Guests who opt to use the rail option should be aware that lengthy walks may be encountered at railway stations and that assistance may not always be available.

Rail journeys may involve a change of trains in Brussels.

Making your own arrangements

For guests wishing to make their own travel arrangements to join and leave *Royal Crown* a credit of £150 per person will be awarded.

Our experienced reservations staff can assist you with all your travel arrangements, including airport transfers, airport car parking and hotel stopovers. Please contact us for more information.

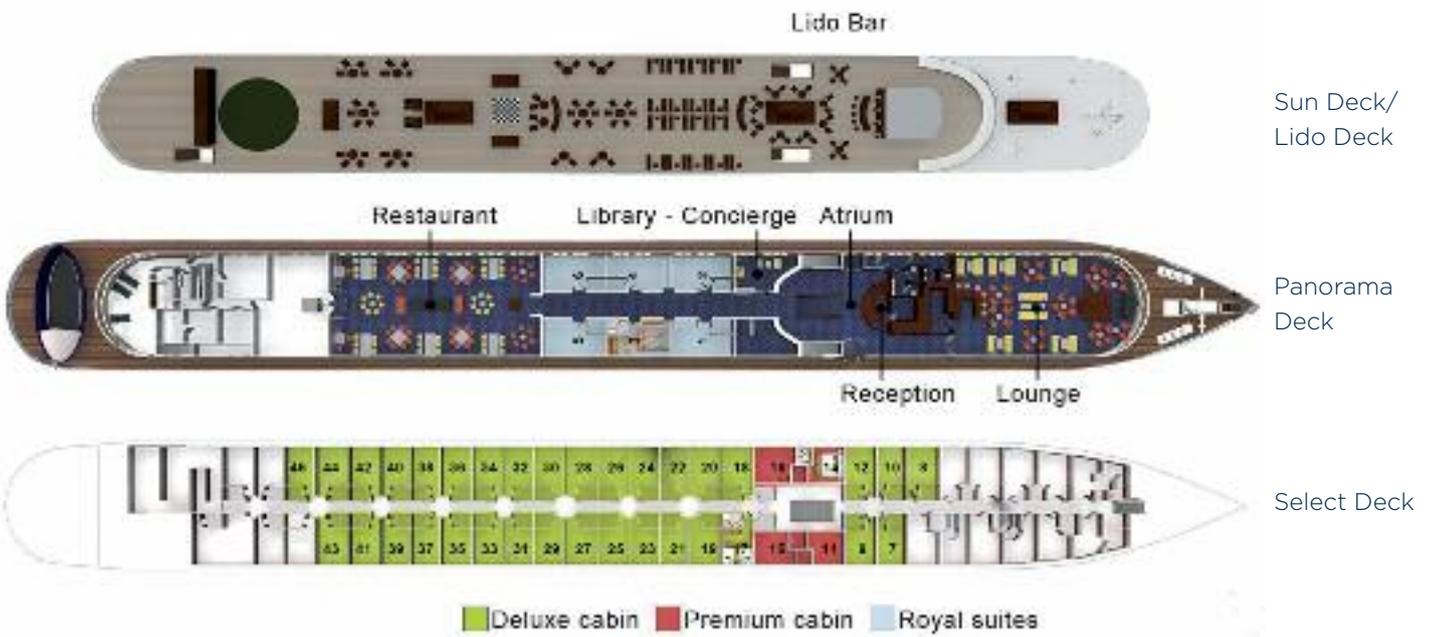


Airport Lounge



Embarkation

Deck Plans



Royal Suite

- Panorama Deck
- 18.2m²
- Separate sitting area
- King size bed
- Shower room
- Picture windows
- Daily fresh fruit platter



Premium Cabins

- Select Deck
- 14m²
- Queen-size bed
- Shower room
- Portholes



Deluxe Cabins

- Select Deck
- 13.5m²
- 2 single beds
- Shower room
- Portholes



Royal Suite

Royal Crown Cabins

All cabins on board *Royal Crown* offer en-suite facilities, television and adjustable air-conditioning; ample wardrobe space and bedside drawers provide sufficient storage and there is a safe in the wardrobe for valuables. A hairdryer is also provided together with bathrobes, slippers and Molton Brown toiletries.

All cabins feature:

- Shower room
- Molton Brown shower and body products
- Hair dryer
- Slippers and bathrobes
- Spacious built-in wardrobes
- Safety deposit box
- Individual thermostat for air conditioning and heating
- TV with satellite channels



Royal Suite Sitting Area



Shower Room



Molton Brown Toiletries



Premium Cabin



Deluxe Cabin

Royal Suite

- Panorama Deck**
- Picture windows**
- King-size bed**

The Royal Suites are centrally located on the Panorama Deck, each with a king-size bed comprising two single mattresses in one solid bed frame with two duvets; the beds cannot be split into twin format. The suites also comprise a separate seating area with sofa, easy chairs and dressing table/writing desk.

Premium Cabins

- Select Deck**
- Portholes**
- Queen-size bed**

The Premium Cabins are located on the Select Deck, each with a queen-size bed comprising two single mattresses in one solid bed frame with two duvets; the beds cannot be split into twin format.

Deluxe Cabins

- Select Deck**
- Portholes**
- Twin beds**

The Deluxe Cabins are located on the Select Deck each with twin beds; the beds cannot be arranged as a double.



General Information

Passengers who have never cruised before, or who have not cruised with Hebridean Island Cruises, will no doubt have many questions to ask about our river cruises, our operation and many other matters. This piece has been written to give you some general information about river cruising with us. Our aim is your complete enjoyment of the river cruise holiday, and all of our staff will do all they can to ensure this. If you have any queries about your booking, we will always be pleased to help you. Please feel free to telephone us on 01756 704704. The Foreign and Commonwealth Office produces up-to-date travel information to help British travellers make informed decisions about travelling abroad. For further information please visit www.gov.uk/foreign-travel-advice.

BEFORE YOU GO

PASSPORTS AND VISAS

All British citizens require a full 10-year passport valid for at least six months after the date of travel for all countries to be visited and with spare pages. It is the responsibility of each passenger to check with the various embassies or consulates involved in their particular river cruise to ensure that they have the necessary documentation to enter all countries to be visited. Any passengers arriving at the departure port/airport terminal without a passport or correct documentation will be refused permission to board the ship/aircraft. Failure in this respect is not covered by insurance and no refund can be made. The Purser on board deals with all immigration formalities.

HEALTH, VACCINATIONS AND MEDICAL INFORMATION

As health regulations are ever changing, we recommend you consult your GP, or contact MASTA (Medical Advisory Service for Travellers Abroad) www.masta-travel-health.com at least 12 weeks before your intended departure to check the latest requirements of the countries you will be visiting. At the time of going to print, June 2016, there are no mandatory vaccination requirements for destinations featured in this brochure. If you do not normally enjoy good health, you should consult your doctor regarding the advisability of taking a cruise and being away from the usual medical and hospital facilities. Your insurance company must be advised of any pre-existing condition at the time of booking and of any condition arising subsequently prior to departure, otherwise your insurance may be invalid. We ask you to advise us on the booking form of any disability or illness so that we can advise our on board team.

CHILDREN

There are no recreational facilities for children on board *Royal Crown* and reservations for those under the age of 11 are not advised.

PASSENGERS WITH SPECIAL NEEDS

Hebridean Island Cruises will always try to accommodate passengers with special needs. However, the following conditions apply:

Medical situations: any disability or medical condition that requires special treatment or medical apparatus must be reported to the company in writing along with the appropriate payment due at the time of booking. These include, but are not limited to, wheelchairs, oxygen therapy, dialysis, etc. Failure to disclose a medical situation at the time of booking may result in you being denied boarding at the port of embarkation. See Medical Facilities.

Health care companions: all passengers with special needs must be self-sufficient and must be accompanied by a passenger who will take full responsibility for any assistance needed during the cruise and in the event of an emergency.

Passengers with limited mobility: we feel we should point out that we are not specialists in catering for the disabled. If you or any person travelling with you suffers from a disability, you must contact our office for advice before you make your booking.

At all ports of call featured in this cruise programme, passengers are required to walk up or down the gangway when embarking or disembarking the vessel. There are times when river cruisers are rafted up alongside each other; this might mean walking through one or more river cruisers to access your vessel. Please note there is no lift on board *Royal Crown*, there are stairs between decks and steps up to the Sun Deck.

Note: the company has the right to refuse or revoke passage to anyone who, in its judgement, is in a physical or mental condition unfit for travel, or who may require care beyond that which the vessel can provide.

Pregnancy: regulations vary from airline to airline, but some will refuse to carry women who will be 28 weeks pregnant on the date of return travel. If you are in any doubt, please check with the airline concerned and we would recommend that you also consult your doctor prior to travel.

Special diets: we can usually make provisions for special diets provided that sufficient notice is given. A vegetarian choice is available on board and vegetarian meals are also available on flights where served. Please indicate any requests at the time of booking. We will make every effort to satisfy your request, although this cannot be guaranteed.

SHORE EXCURSIONS

Shore excursions are included in your cruise fare in every port of call, where available. Please note that the company reserves the right to amend, cancel or substitute an included shore excursion and in these circumstances is under no obligation to make a refund.

TRANSPORT

Parking/Accommodation: approximately 20 weeks before departure we will send you details of long-term parking and accommodation at your departure airport should this be required.

Flights: we use scheduled flights, however, we are not always in a position to confirm full flight details at the time of booking and any information that may be provided at that time is subject to change. Return transfers and baggage handling between the airport and the vessel are included. Baggage allowance is 20kg on most scheduled flights, although it may vary slightly according to the carrier. All flights are non-smoking. In some countries, local airport departure taxes cannot be included as part of your air ticket and must be paid locally by the passenger on departure. To avoid queues at the airport, if our local agents are able to obtain these on your behalf in advance, they will do so and the cost will be added to your final invoice or on-board account. You must check in at airports at least 2½ hours before your flight is due to take off. If you do not check in on time, the airline may not allow you to board the flight. We cannot accept responsibility if such situations arise and, whilst we will do our best to arrange alternative transport, any resulting costs will be your responsibility.

FLIGHT DELAYS

Unfortunately, it is impossible to guarantee that all flights will take off exactly on time, as travel delays can occur for any number of reasons. In the event of a delay in departure from an airport, for reasons other than those which are the responsibility of the airline, the company policy is to arrange for our passengers to be provided, whenever practical, with the following welfare arrangements: 3-5 hours delay – light refreshments; over 5 hours delay – a main meal.

INDEPENDENT TRAVEL ARRANGEMENTS

Hebridean Island Cruises will have no responsibility, financial or otherwise, in regard to air or rail travel arrangements made by others, including those related to the use of frequent flyer, non-refundable and other restricted travel tickets. This exclusion of liability by the company includes the consequences to independently arranged air or rail travel that may result from last-minute changes in the embarkation and disembarkation ports, cancellation of tours and delays in arrival at the departure airport (see the Conditions of Carriage in the Fair Trading Conditions for more details of these exclusions from liability). No airport transfers can be provided for passengers using independently arranged air or rail travel and/or choosing to take air credit options. The travel insurance policy should be checked in regard to its coverage of such independent air arrangements.

ON BOARD

CURRENCY AND PAYMENTS

On board all prices are in Euros € .

As there are no foreign exchange facilities on board, we would recommend that you purchase any currency requirements you expect to need before you travel. There is little opportunity to visit banks whilst on excursions. For purchases ashore, many shops accept most travellers' cheques and major credit cards. A cashless system operates on board with passengers settling accounts at the end of the cruise. Visa, MasterCard and American Express credit cards, cash and travellers' cheques are accepted for payment of on-board accounts. Maestro cards, debit cards and personal cheques are not accepted.

MEDICAL FACILITIES

Please note that there are no medical facilities on board. In addition to a valid insurance policy, you are advised to bring a valid E111 (European Health Insurance Card) with you. There will, of course, be access to shore side medical facilities at our frequent ports of call. All passengers must complete a Public Health questionnaire prior to embarkation.

DINING ARRANGEMENTS

Breakfast will be buffet style with lunch being a combination of buffet styles meals and waiter service. Dinner will be waiter service. Meal times will vary according to the daily programme.

TELEPHONES

There is a telephone in your cabin which can be used to contact Reception. In an emergency only, the telephone at Reception may be used, the cost of which will be added to your shipboard account.

ELECTRICAL APPLIANCES

Cabins feature 220 volt current. The use of hair dryers, electric rollers, curling irons, electric shavers and other small appliances should be checked with Reception but, for safety reasons, the use of travel irons and any tea/coffee making equipment is strictly prohibited. Each cabin is equipped with a hair dryer. There is a limited number of plug adapters on board and we therefore recommend bringing your own adapter if possible.

LAUNDRY

Valet service is available for laundry and ironing. A laundry bag and order form are provided in your cabin wardrobe. Charges are applicable.

DRESS

As a general rule, for days on board and ashore, casual wear is the order of the day. It should be light, comfortable and easy to care for. A sweater and jacket for cooler evenings and a light raincoat are also advisable.

On warmer days the weather will usually be suitable for sunbathing, so try not to forget your wrap, bathing suit, sunglasses, sunhat and sunscreen. For trips ashore and for walking on cobbled streets, comfortable, sturdy walking shoes are a must. You may also want to bring with you a camera, binoculars, umbrella and insect repellent.

In certain countries, shorts, short skirts, bare arms and shoulders will not be appreciated locally and you may be prohibited entry to certain sites. Advice will be given on board.

SMOKING

Passengers are only permitted to smoke on the open decks. Smoking is not permitted on excursion coaches.

SAFETY INFORMATION

Safety information, in the event of an emergency, will be given early in the cruise. Please see your Daily Programme for more information.

RIVER CONDITIONS

Please note that river cruise itineraries and ports of call may have to be changed without prior notice if affected by natural conditions such as high or low water levels or changes to local mooring restrictions or lock closures.

River vessels may at times moor alongside each other. This may result in reduced visibility from your cabin window.

GENERAL

SPECIAL REQUESTS

We are unable to accept 'conditional bookings'. Please note any special requests clearly on your Pre-Cruise Questionnaire and we will do our best to comply with your wishes. We must point out that failure to fulfil a special request cannot be considered a breach of contract on the part of the company.

CHANGE OF ADDRESS

We particularly ask you to tell us in writing of any alterations to your address before departure, and in any communication, please state the cruise on which you are travelling.

DATA PROTECTION ACT 1998

Please be assured that we have methods in place to protect the personal booking information held by us. This information will be passed on to the principal and to the relevant suppliers of your travel arrangements. The information may also be provided to public authorities such as customs or immigration if required by them, or as required by law. Certain information may also be passed on to security or credit checking companies. If you travel outside the EU, controls on data protection may not be as strong as the

legal requirements in this country. We will only pass your information on to persons responsible for your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities or dietary/religious requirements. (In making your booking, you consent to this information being passed on to the relevant persons. If we cannot pass this information to the relevant suppliers, whether in the EU or not, we will be unable to accept your booking). Full details of our data protection policy are available upon request.

CHANGES TO YOUR CRUISE

The information in this brochure outlines details of our carefully planned programme. Should any subsequent events cause us to change our plans or affect the published itinerary in any way, we shall let passengers know. However, in the event of war or threat of war, political unrest, terrorist activity, nuclear disaster or other similar events, we maintain the unreserved right to cancel, postpone or alter without prior consultation, any itinerary in whole or in part, in order to safeguard passengers, ship and employees. See Fair Trading Conditions.

GUEST

SPEAKERS/ENTERTAINMENT

If any of our confirmed guest speakers are unable to travel on their allotted cruise, Hebridean Island Cruises reserves the right to engage alternative guest speakers and entertainers.

OVERSEAS STANDARDS

It is a fact of life that when we travel to different countries, we often find that the customs, traditions and general pace at which things are done can be very different from what we are used to in the UK. As far as standards of safety are concerned, the suppliers of services must comply with the rules and regulations of their own country and these are not always as strict as they are in the UK. Every care is taken to contract the best available transport, however, standards can vary.

DANGEROUS GOODS

We direct your attention to the fact that it is an offence to carry on board aircraft or river cruisers any goods of a dangerous or damaging nature. Remember that petrol and other lighter fluids, including fluids for hair curlers, come under the terms of the Explosives Act; their inclusion in heavy baggage is strictly prohibited.

BROCHURE ACCURACY

The information contained in this brochure is checked for accuracy by our UK staff, our overseas staff and our agents. Nevertheless, we would ask you to bear in mind that things can change and often happen without our prior knowledge. However, should we become aware of any long term or permanent change which is considered would have a permanent effect upon your enjoyment of the cruise, we will do our utmost to advise you.

Hebridean Island Cruises Limited Conditions of Business

Fair Trading Conditions issued January 2017 Travel with Confidence

1 THE CONTRACT

1.1 The contract is between 'Hebridean Island Cruises Limited' ('The Company') and each person booking with the Company (including the parents or guardian of any person under 18 years of age) ('the Passengers'). Please note that information contained in the section headed 'General Information' in our brochure or in these or any other comparable sections, and any other relevant information on our website also forms part of your contract with the Company.

1.2 The Lead Passenger warrants as a fundamental term of the contract that he/she has read and agrees these terms and conditions and has the authority by each Passenger named on the confirmation invoice to be bound by them. Unless otherwise indicated, the Lead Passenger warrants that the Passenger information given may be used by the Company or its partners for future marketing purposes.

1.3 A binding contract comes in to place when you pay the full deposit (or where appropriate the full price) and a confirmation invoice is issued even if the Company is unable to confirm all holiday details (e.g. flights) at the time of booking. A confirmation invoice will be sent to the Lead Passenger. There is no charge for any payment made by debit or payment of a deposit by credit or charge but a 2% charge will be made for any subsequent payments made by credit or charge card to cover the charges made by credit card companies.

1.4 All details on the confirmation invoice (and on any additional documents produced by the Company) will be deemed to have been accepted unless the Company receives notification to the contrary from the Lead Passenger immediately that the confirmation invoice is received. If you have not received your confirmation invoice within 7 days of booking your cruise please contact us immediately. If any errors are not immediately identified and reported, any cost of rectifying the same at a subsequent date must be met by the Passenger. Please note that Passengers not following these instructions will be fully liable for any costs that may subsequently be incurred in rectifying errors at a later date. In the case of flight tickets and e-tickets these must be checked by Passengers and the Company must be notified of any errors immediately.

1.5 It is expressly agreed that all Passengers and their luggage are carried subject to the Conditions of Carriage of the airlines and shipping company used, some of which limit or exclude liability. Any compensation payable by the Company for non-performance or improper performance of land, sea and air carriage services shall be limited in accordance with the international conventions which govern such services by the carrier.

1.6 For bookings made through an approved ABTA Travel Agent, the Agent holds any monies paid on behalf of the Company.

1.7 The Company reserves the right to cancel bookings and levy cancellation charges on the scale in section 7 below if balance payments are not received in full at least 16 weeks before departure or by return post/credit or debit card for bookings taken less than 17 weeks before departure.

1.8 Travel insurance (where purchased through us or directly with a third party)

does not form part of your contract with the Company or of any 'package'.

1.9 The contract and all other proceedings arising out of or in connection with it shall be governed by English law and the jurisdiction of the English courts. Passengers may, however, choose the law and jurisdiction of Scotland or Northern Ireland if they so wish. If and in so far as a claim against the Company is governed by The Convention on Limitation of Liability for Maritime Claims 1996 (LLMC 96) as amended by SI 1998/1258 in respect of river cruises or EU Regulation 392/2009 relating to the Liability of carriers of passengers by sea in the event of accidents (EU 392/2009) and the Athens Convention 2002 for international carriage by sea or in respect of non-international carriage by sea The Merchant Shipping (Convention Relating to the Carriage of Passengers and their Luggage by Sea) Order 2014 in the Court competent to hear such claims.

2 THE BOOKING PROCESS

2.1 A deposit of 25% of the total fare due, or full payment for bookings taken within 119 days of departure, is due on booking. A higher amount may be payable if any supplier(s) require additional payments for a service prior to the balance due date. Payment of a deposit means acceptance of these Booking Conditions. The Company takes no responsibility for credit card or foreign currency transaction processing fees levied by issuing banks.

2.2 If the deposit and/or balance are not paid on time, the Company reserves the right to cancel the contract and apply any cancellation charges set out in section 8.

2.3 Passengers must be fit to travel. Any passengers with reduced mobility or with other physical or mental disabilities or conditions which may require special treatment or assistance (including Passengers who may require the use of a wheelchair) must advise the Company prior to the booking. They may be required to complete a questionnaire and upon receipt of which they may be asked to accept additional Booking Conditions before a confirmation invoice is issued and a contract entered into. See section 10.

2.4 The Company may (at its discretion) offer Passengers at the time of booking a guaranteed cabin booking (a 'Guarantee Cabin'). Under such offers a Passenger is guaranteed to receive a cabin of a specified type although the precise location of the cabin is at the Company's discretion. The Company may (at its discretion) upgrade a Guarantee Cabin to a higher category cabin at no additional cost to the Passenger. The Company may allocate specific cabins under guarantee offers at any time up until the Passenger arrives on the vessel at the port of embarkation. Once Guarantee Cabins have been allocated, the Company is unable to accept Passenger change requests. If Passengers book one or more back-to-back cruises and one or more cruise includes Guarantee Cabins, it is possible that Passengers may be allocated different cabins on each cruise and may need to move between cabins on changeover day(s).

3 PRICES AND SURCHARGES

3.1 The Company reserves the right to alter the published prices of any of the holidays. Passengers will be advised of the current price of the holiday that they wish to book before any contract is confirmed. The price of the travel arrangements may change after booking due to increase in costs. The

Company undertakes that no changes to the price will be made within 30 days of departure.

3.2 The Company will absorb and the Passenger will not be charged for, any increase equivalent to up to 2% of the total holiday cost (excluding insurance premiums and/or any amendment charges). The Company may, at its discretion, and subject to the approval of the relevant authority(ies), charge the Passenger any increase above 2% in respect of (i) transportation costs, including the cost of fuel, (ii) dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports, or (iii) the exchange rate applied to the package. If the increase is more than 10% of the price of their travel arrangements, Passengers will have the option of accepting a change to another holiday or cancelling and receiving a full refund of all monies paid, except for any insurance premiums and amendment charges. If the Company is able to offer another holiday and this alternative holiday is of equivalent or higher price to the original holiday booked, then the Passenger will not have to pay more. If the alternative holiday is a lower price, the Passenger will be refunded the difference. Should Passengers decide to cancel their holiday under these circumstances, they must do so within 14 days of the date of the invoice for the additional charge or such other period as may be specified.

3.3 Should the total cost to the Company of a Passenger's holiday fall by more than 2% due to any of the changes mentioned above then the Company will pass on to Passengers any refund due. Passengers should note that travel arrangements are not always purchased in local currency and some changes in local currency costs may have no impact on the price of Passengers' travel due to contractual and other protection in place.

3.4 All outstanding balances on on-board accounts must be settled in full before the Passenger disembarks the vessel. If any Passenger fails to settle their on-board account then the Company shall be entitled to take whatever steps may be necessary to recover the monies due and shall be entitled to pass on any costs incurred in doing so.

4 OUR RESPONSIBILITY AND SHORE EXCURSIONS

4.1 Except where otherwise expressly stated in these booking conditions, we regret that the Company cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by or you otherwise suffer any damage or loss as a result of Force Majeure. In this Contract, "Force Majeure" includes any event which the Company or any supplier of the service(s) in question could not even with all due care, foresee or avoid. Such events may include (whether actual or threatened) war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, technical problems with transport, closure of airports, ports or airspace, changes of schedules by airlines, adverse weather conditions, epidemics, health risks and pandemics, fire, closed or congested airports or ports and all similar events outside the control of the Company and our suppliers.

4.2 The Company is not responsible for any improper or non-performance of any services of the package holiday which are wholly attributable to the fault of the

Passenger, the unforeseeable or unavoidable act or omission of a third party unconnected with the provision of any of the services to be provided under the Contract; unusual and unforeseeable circumstances beyond the control of the Company and/or the relevant supplier, the consequences of which could not have been avoided even if all due care had been exercised including (but not limited to) an event of Force Majeure; or any event which the Company and / or relevant suppliers could not even with all due care have foreseen or forestalled. In the event that the Company is responsible for any death, injury or illness caused by the negligent acts and / or omissions of its suppliers of services which form part of the Package then the Company limits its liability, where applicable, by the International Conventions.

4.3 Where death and or personal injury and or loss of or damage to property occurs during carriage by air or by sea then the liability and the extent of damages recoverable will be dealt with by their conditions of carriage and the International Conventions set out in sections 11 and 12 and not otherwise.

4.4 Where there is any loss of or damage to property including luggage which is not covered by any International Convention and where liability is not limited by reference to any enactment, terms or conditions, then any legal liability that the Company may have for any such losses or damage will not exceed £500 per Passenger.

4.5 Notwithstanding anything to the contrary elsewhere in this Contract, the Company shall not in any circumstances be liable to the Passenger for any loss or anticipated loss of profit, loss of revenue, loss of use loss of contract or other opportunity nor for any other consequential or indirect loss or damage of a similar nature.

4.6 Where the Company provides or sells a shore excursion to the Passenger the Passenger shall be bound by the terms and conditions of the supplier of the shore excursion supplier.

4.7 The Company does not perform shore excursions which it sells to Passengers. These are performed by local operators who may themselves engage the services of third party suppliers. The Company will at all times endeavour to appoint reputable and competent operators who comply with all prevailing local rules, regulations and standards. It should be noted that, outside the UK, standards of hygiene, accommodation and transport might differ from comparable standards in the UK.

4.8 Local laws and regulations of the relevant country will be applied to assess the performance of suppliers and the Company. The Company's legal obligations will have been performed if the supplier has complied with local laws and regulations even if the laws of England have not been met.

4.9 In the event of an excursion being cancelled, the Company will take all reasonable steps to ensure that Passengers are offered a choice of an alternative excursion and/or a full refund in the case of supplementary excursions.

4.10 The Company is not responsible for the performance of and has no liability for shore excursions which are not sold by the Company. Passengers are advised to take great care in purchasing shore excursions from third parties in the ports to ensure they are safe and are covered by insurance.

5 INSURANCE

5.1 Where Passengers purchase insurance through the Company, the Company is acting as an agent for the named insurance provider and that the purchase will be subject to that insurance provider's terms and conditions which will be sent to them with their policy documents or provided in advance of purchase upon request.

5.2 It is a condition of booking that each passenger has adequate travel insurance in force for the entire duration of the holiday. If Passengers do not purchase the insurance offered by the Company, then details of the alternative insurance policy (which must at a minimum cover medical charges, cancellation, curtailment, evacuation (from the vessel) and repatriation costs for not less than £5 million) must be provided at the time of booking if possible, but no later than six months prior to the scheduled date of departure or at the time of booking if bookings are made within six months of the date of departure.

6 PASSPORTS & VISAS

6.1 It is the responsibility of all Passengers to check and fulfil the passport, visa, and immigration requirements applicable to their itinerary. The Company can only provide general information and Passengers must check requirements for their own specific circumstances with the relevant Embassies and/or Consulates as applicable. Our Consular Services Department can obtain visas for British Citizens for the countries that require them prior to departure. Other nationalities should check passport and visa requirements for their own specific circumstances with the relevant Embassies or Consulates as applicable.

6.2 Passengers must understand that passport, visa and immigration requirements do change. Passengers are responsible for checking the up to date position in good time before departure.

6.3 For Passengers leaving the UK, the Company requires a full 10 year British passport valid for at least six months after the date of return for all UK citizens. Passengers who are not British citizens or who hold a non British passport, must check passport and visa requirements with the Embassy or Consulate of the country(ies) to or through which they intend to travel.

6.4 All Passengers must ensure that they have the correct travel documents in their possession before departure. Passengers may incur fines if they fail to comply with documentation or visa requirements. The Company will re-charge to the Passenger any such fines that have been paid by the Company on the Passenger's behalf.

6.5 The Company does not accept any responsibility for Passengers who are denied disembarkation or are unable to travel, or who incur any other loss because they fail to comply with any passport, visa, or immigration requirements. Cancellation of any part of the holiday that arises due to problems with visa/passport, or immigration requirements will be subject to cancellation charges set out in section 8.

7 CHANGES TO BOOKING DETAILS BY PASSENGERS

7.1 The Company will do its utmost to ensure that amendments requested by Passengers are accommodated, but the Company makes no guarantee that these requests will be met. Any change request must be made in writing by the Lead Passenger and the Company reserves the right to pass on the costs of making any such changes.

Passengers must be aware that charges associated with amendments are likely to increase nearer to the date of departure.

7.2 Additional Passengers or cruises may be added to a booking at any time subject to availability. In each case a deposit (or full payment, as relevant) per additional Passenger will be required by the Company and all other booking conditions must be met before the new contract exists.

7.3 Requests for significant amendments to booking details (e.g. change of ship or sail date) received before the balance due date will be treated as a new booking. At the Company's sole discretion, the original booking will either be deemed cancelled (and be subject to the cancellation charges set out in section 8), or will be deemed amended (and be subject to an amendment fee of £75 per Passenger). Any deposit paid, discount applied or promotion applicable to a booking that is cancelled or amended will only be transferred to a new booking at the Company's discretion.

7.4 For minor amendments to booking details received before the balance due date (e.g. Passenger name changes) an administration charge of £50 per Passenger affected will be charged. If name changes are required to scheduled flight details, the charge may be significantly more than £50 per Passenger and will be quoted on request. Passengers should also be aware that airlines may not allow transfer of Passenger names and in such cases a flight booking might need to be cancelled and rebooked, subject to availability, and at the Passenger's expense.

7.5 After an amendment is applied a new confirmation invoice will be issued at which point the contract will be deemed to be amended accordingly.

8 CANCELLATION BY A PASSENGER

8.1 A Passenger may cancel a booking at any time. Cancellation will take effect when the Company has received written notice of cancellation signed by the Lead Passenger. Cancellation charges payable to the Company are:

Period before departure within which the Company receives notice	Cancellation charge per passenger
After payment of deposit	Loss of deposit
112 to 60 days before departure	60% of invoiced charge
59 to 29 days before departure	90% of invoiced charge
28 days before departure up to date	100% of invoiced charge

8.2 A Passenger will not have a right to exclusive occupancy of a cabin with two or more berths unless any applicable single occupancy premium has been paid. In the event of a Passenger becoming a single occupant of such a cabin due to a cancellation, he/she will become liable to pay any applicable single occupancy premium. Passengers are advised that certain reasons for cancellation are covered by their travel insurance.

9 CANCELLATION OR ALTERATION BY THE COMPANY

9.1 The Company reserves the right at its sole and absolute discretion at any time to cancel, postpone or alter without prior notice or consultation any cruise in whole or in part in order to safeguard its Passengers, its crew, its employees or the vessel in the event of war or threat of war, political unrest, terrorist activity or threat of terrorist activity, nuclear disaster, riots, civil strife, adverse weather conditions or other similar events ('Force Majeure') or for any other valid operational reason. If the majority of ports

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that the Company aims to visit during any one cruise have to be changed on Foreign Office advice before the cruise commences, the Company undertakes to offer Passengers an alternative cruise or refund of the cost of their cruise in full.

9.2 If under clause 9.1 the Company cancels a cruise before the scheduled departure date it will offer, when possible, a subsequent alternative departure of similar standard (which must be accepted in writing within 14 days of the offer being made), or the choice of a full refund of all monies paid.

9.3 If under clause 9.1 the Company cancels a cruise after the scheduled departure date, it will return all Passengers as soon as practicable to the UK and make a proportional refund for any unused services and any nonrecoverable expenses incurred.

9.4 In any of the circumstances mentioned above the Company shall not be liable to pay any compensation, nor shall Passengers have any further claim against the Company.

9.5 The Company and the Master of the ship are unable to guarantee that the ship will call at every advertised port or follow every part of the advertised route. They will at all times endeavour to maintain the advertised programme but reserve the right at their sole discretion to make any alternations they deem necessary.

9.6 The company also reserves the right to cancel any cruise by giving written notice at least eight weeks before departure if sales of that departure have not reached 70% of capacity. Under such circumstances clause 9.2 will apply and the Company shall not be liable to pay compensation, nor shall Passengers have any further claim against the Company.

9.7 The Company reserves the right at its sole and absolute discretion to use a substitute ship of similar standard to the original ship should it prove necessary to do so.

9.8 In addition to the rights of the Company, aircraft and ship's Captains always have the right at their absolute discretion to vary any planned routing without prior notice or consultation if they deem it necessary to do so in the interests of safety.

9.9 If for any reason details of a cruise have to be altered before departure (and subject to Clause 9.1) the Company will notify the Lead Passenger as soon as possible.

9.10 The Company will not be held responsible for, nor have liability in respect of, delays caused by third parties during passage through sea areas controlled by vessel traffic schemes, canals, rivers or any other navigable waterways.

10 FITNESS TO TRAVEL ON THE CRUISE SHIP, PREGNANCY, BEHAVIOUR, DISABILITY OR REDUCED MOBILITY, MEDICAL AND MOBILITY EQUIPMENT

10.1 The Company's priority is the comfort and safety of its Passengers who are asked to provide prior to booking as much information as possible regarding any assistance that may be required in the port, during embarkation and on board the vessel. This information is required in order to ensure that Passengers are carried safely and in accordance with applicable safety requirements established by competent authorities including flag state.

10.2 Every Passenger warrants that he/she is fit to travel by sea and inland waterways and that his conduct or condition will not impair the safety of the ship or inconvenience other passengers. The Company reserves the right to require any Passenger to produce medical evidence of fitness to travel in order to assess

whether that Passenger can be carried safely in accordance with applicable international, EU or national laws.

10.3 The Company and the carrier are entitled to administer a health questionnaire prior to boarding. All Passengers must follow the vessels instructions and procedures relating to all matters including health, safety, hygiene and security. Any Passenger boarding a ship at initial embarkation who has not filled in the required pre-boarding health declaration must inform the Company of any sickness and/or diarrhoea experienced less than 72 hours prior to embarkation. In the interest of Passenger's safety the Company reserves the right at its discretion, to refuse boarding. In such circumstances the Company shall not be liable to pay any compensation, nor shall Passengers have any further claim against the Company. The Company and the carrier are entitled to request Passengers to remain in their cabins in the event of illness which is or may be infectious. Pregnant women are highly recommended to seek medical advice prior to travel at any stage of their pregnancy. Women who are up to 23 weeks pregnant at the end of the cruise are required to produce a medical certificate of fitness to travel. The Company Ships cannot for safety reasons carry pregnant Passengers of 24 weeks or more by the end of the cruise. The Company and the Carrier reserves the right to request a medical certificate at any stage of pregnancy and to refuse passage if the Company and/or the Master are not satisfied that the Passenger will be safe during the passage.

10.4 In the event of illness or accident, Passengers may have to be landed ashore by the Company and/or Master for medical treatment. The Company makes no representations regarding the quality of medical treatment at any port of call or at the place at which the Passenger is landed. Medical facilities and standards vary from port to port and the Company makes no representations or warranties in relation to such standards.

10.5 Passengers should be aware of the following important information:

- The ship does not have disabled cabins or cabins that accommodate wheelchairs
- Cabin door widths are too small for wheelchairs and only collapsible wheelchairs can be stored in cabins
- Only collapsible wheelchairs can be carried on board the ship
- There is no lift on board
- Each external door has a lip and therefore wheelchairs cannot be used freely around the vessel therefore access around the vessel is restricted and limited
- The ship is not suitable for full time wheelchair users
- Passengers can only board the ship by foot and there is no alternative access
- The vessel may be moored alongside another ship which may be the only means of access to the ship
- There is no doctor on board the ship
- There are qualified first aiders who can give limited assistance
- For reasons of health and safety mobility scooters may not be brought on board the ship
- Passengers who need assistance at the port must notify the Company at the time of booking and in no case less than 48 hours prior to boarding and present for embarkation at the designated place at the specified time.

10.6 For the purposes of EU 1177/2010 which applies to cruises where the first port of embarkation is in the EU Disabled Person' or 'Person with Reduced Mobility' includes any

person whose mobility when using transport is reduced as a result of any physical disability (sensory or locomotor, permanent or temporary) intellectual or psychosocial disability or impairment, or any other cause of disability, as a result of age, and whose situation needs appropriate attention and adaption to his particular needs for the service made available to all passengers. Passengers with Reduced Mobility and or Disabilities must advise at the time of booking of their specific needs with regard to accommodation, seating or services required from the carrier or terminal operator, or their need to bring medical equipment, or to bring a recognised assistance dog on board the vessel or of any other known disabilities or who in the Carrier's and or Master's opinion is unfit or unable to travel or anyone whose condition may constitute a danger to themselves or others on board on the grounds of safety.

10.7 The requirement to notify the Company at the time of booking of any medical equipment required on board is to ensure that the medical equipment can be lawfully carried and/or carried safely. It is the passenger's responsibility to ensure that all medical equipment is in good working order and for arranging enough equipment and supplies to last the entire voyage. The ship does not carry any replacement and access to shore side care and equipment may be difficult and expensive. Passengers must be able to operate all equipment.

10.8 If there are any particular conditions, Disabled or Reduced Mobility which require personal care or supervision then such personal care or supervision must be organised by the Passenger and at the passenger's expense. The vessel is unable to provide respite services, one to one personal care or supervision or any other form of carer for physical, psychiatric or other conditions.

10.9 In accordance with EU 1177/2010 where it is strictly necessary for the safety of the Passenger, the Company and or the carrier can require a Disabled passenger or Person with Reduced Mobility before it accepts the booking that a Passenger is assisted by an accompanying person who is fit and able to provide the assistance required.

10.10 Assistance dogs are subject to national and EU Regulations regarding travel. It is the passenger's responsibility to check the position prior to the cruise and to be satisfied that the assistance dog can be carried to the ports of embarkation and disembarkation and that the dog is not prohibited from going ashore at the various ports of call. Assistance dogs must have all necessary papers and comply with national Regulations regarding health, inoculations, training and travel.

10.11 Whilst the Company makes every effort to accommodate all Passengers' needs, Passengers using wheelchairs may have restricted access in certain areas of the ship and may be unable to go ashore in certain ports, particularly those that require the use of tenders.

10.12 The Company does not accept any responsibility for Passengers unable to travel, or who incur any other loss because they fail to comply with any health formalities. The Company takes no responsibility for Passengers denied embarkation and/ or disembarkation on medical grounds. Cancellation of any part of the holiday that arises due to health requirements will be subject to cancellation charges as set out in section 8.

10.13 Any cost or expense reasonably incurred by the Company for or on behalf of the Passenger in respect of any form of medical, dental or similar treatment, hotel, transportation, repatriation or any other expense shall be repayable by the Passenger to the Company irrespective of whether the sum is covered by the Passenger's travel insurance arrangements.

10.14 Unless approved by the Company in writing prior to departure, Passengers may not bring on board any controlled substances.

10.15 Passengers may not bring on board any prohibited substances, any animals (other than previously arranged assistance dogs) or any goods of a flammable or dangerous nature. Doing so will render the passenger strictly liable to the Company for any injury, loss, damage or expense suffered by the Company as a result. The Passenger will also be personally liable for any statutory penalties.

10.16 Passengers are required at all times to follow the instructions of employees and crew regarding the use of ship's equipment (including hand sanitisers) and general behaviour whilst on board and the Company will not be responsible for any consequential injury, illness, financial or other loss incurred by Passengers if they fail to comply with the instructions they are given.

10.17 The Master (or any employee or member of the crew authorised by the Master) will be entitled to search the cabin and/or personal luggage of any Passenger suspected of being in breach of these clauses. In addition, any employee or crew member will be entitled to enter a Passenger's cabin in order to carry out an inspection, or to undertake cleaning, maintenance or repair work.

10.18 The Company has the right to refuse or revoke passage to anyone who, in its judgment, is in a physical or mental condition unfit for travel, or who may require care beyond that which the vessel can provide and under such circumstances the Company will offer the Passenger no refund of any part of the cost of their unused cruise package.

10.19 If it appears that a Passenger's conduct, behaviour or health has or is likely to endanger the Passenger's own health or the health, safety or enjoyment of any other Passenger or crew or employee, or makes the Company liable for any significant unforeseen costs including medical treatment or repatriation, the Company and/or the Master reserve the right to take appropriate action and make appropriate charges. Actions may include disembarkation, confinement to a particular cabin or confinement to a hospital or similar institution at any port. If, under the terms of this clause, the Passenger's cruise is terminated the Company will offer the Passenger no refund for any unused part of their cruise package nor will the Company be liable for the cost of repatriating the Passenger.

10.20 The Company may invite various affinity groups of people with shared interests who choose to travel together onto a cruise. The Company does not envisage that this will materially affect the normal day to day operation of the ship but Passengers must accept that there may be occasions when certain facilities are unavailable whilst these groups are on board.

10.21 Should any Passenger have the misfortune to suffer illness, injury or death during the period of the cruise arising out of an activity that does not form part of the arrangement made by the Company, the Company will, where appropriate, provide any assistance it can to the affected Passenger,

such assistance being limited to a maximum cost incurred by the Company of £5,000 per cabin.

11 COMPLAINTS

11.1 Any Passenger who encounters a problem during a cruise must immediately report it to the Chief Purser or a senior member of the crew on the ship and ensure that the issue is recorded in the ship's log together with any action taken to resolve it. If the matter cannot be resolved during the cruise, and the Passenger wishes to pursue a complaint, the Passenger must write to the Company within 28 days of final disembarkation.

11.2 As a Member of ABTA, membership number W0302, the Company maintains a high standard of service to you by ABTA's Code of Conduct. We can also offer you an arbitration scheme for the resolution of disputes arising out of, or in connection with this contract. The arbitration scheme is arranged by ABTA and administered independently. It provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on you in respect of costs. The scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,500 on the amount the arbitrator can award per person in respect of this element. Your request for arbitration must be received by ABTA within eighteen months of the date of return from holiday. Outside this time limit arbitration under the Scheme may still be available if we agree, but the ABTA Code does not require such agreement. For injury and illness claims, you can request the ABTA Mediation Procedure and we have the option to agree to mediation.

11.3 Passengers are required to make any complaints relating to EU 1177/2010 whilst on board the ship. If the complaint is not resolved on the ship then any formal complaint must be made to the Company within 2 months from the date of the circumstances giving rise to the complaint. Within 1 month of receipt of the complaint the Company will respond informing the Passenger whether the complaint has been substantiated, rejected or is still being considered. The Company will provide a final response to the Passenger no later than 2 months after receipt of the complaint. If not satisfied with the Company's response the Passenger may lodge a complaint with CLIA UK and Ireland by sending the complaint to email: passengerrights@cruising.org / passenger.rights@psa-ace.org. Web site: www.cruiseexperts.org / [clia www.the-psa.org](http://clia.www.the-psa.org)

Address CLIA UK & Ireland, First Floor, 41/42 Eastcastle Street, London W1W 8DU
Tel: 0207 323 7466

12 CONDITIONS OF CARRIAGE BY SEA OR INLAND WATERWAYS AND LIMITATION OF LIABILITY

12.1 Travel on board the ship is subject to the shipping company's Conditions of Carriage some of which limit or exclude liability in accordance with international laws and conventions. Copies of these conditions will be sent to Passengers with their travel documentation but they can be provided in advance upon request. They are also available on board the ship. It is important that you read these documents as the set out your rights and obligations. They also contain limitations of liability.

12.2 The liability of the Company and all carriers is as follows:

- In respect of river cruises where carriage is on inland water ways, the Convention on Limitation of Liability for Maritime Claims 1996 (LLMC 96) as amended by SI 1998/1258 applies. The Strasbourg Convention on the Limitation of Liability of Owners of Inland Navigation Vessels referred to as the 'Strasbourg Convention' with protocols and amendments may apply to vessels sailing on waterways located in the territory of a state party subject to (i) the 'Revised Convention relating to the Navigation of the Rhine of 17 October 1868' and (ii) the 'Convention of 27 October 1956 concerning the canalization of the Moselle' (Article 15(1) of the Strasbourg Convention: <http://www.ivr.nl/downloads/forms/B2.pdf>).
- International carriage by sea is governed by EU Regulation 392/2009 relating to the Liability of carriers of passengers by sea in the event of accidents (EU 392/2009) and the Athens Convention 2002 which may be viewed at <http://www.admiraltylaw.guide.com/conven/passengers1974.html>
- Non international carriage by sea/domestic carriage and or where the vessel is being used as a floating hotel The Merchant Shipping (Convention Relating to the Carriage of Passengers and their Luggage by Sea) Order 2014 (2014 Order) which may be viewed at <http://www.legislation.gov.uk/ukdsi/2014/978011112502> applies.

12.3 In so far as a cruise may be performed on a ship not owned by the Company, Passengers agree that the Company shall at all times nevertheless be deemed a ship owner for the purposes of any relevant laws in force in any relevant jurisdiction and therefore be entitled to any limit to its liability.

12.4 A Special Drawing Right (SDR) is an international monetary unit. The exact value of an SDR fluctuates with the daily exchange rate, The daily exchange rate can be viewed at the International Monetary Fund website http://www.imf.org/external/np/fin/data/rms_sdrv.aspx and an SDR converter is available at http://coinmill.com/GBP_SDR.html#SDR=46666, The values in the booking conditions are those of 8 May 2014 and may fluctuate upwards or downwards

Liability for river cruises

12.5 The Company's liability for death and or personal injury for river cruises pursuant to SI 1998/1258, a copy of which will be provided by on request or can be found at: (<http://www.legislation.gov.uk/uksi/1998/1258/article/4/made>), is SDR 175,000 per passenger limit (approx. \$272,437.15 or £160,570.99). If the Strasbourg Convention applies the limits for passenger claims are SDR 60,000 (approx. £55,065.01) per passenger subject to a minimum of SDR 6,000,000 (approx. £5,506,500.72)(see Article 7). A copy of the Strasbourg Convention can be found at: http://www.ccr-zkr.org/files/conventions/clni_2012_en.pdf.

Liability for carriage by sea

12.6 EU Regulation 392/2009, The Athens Convention 2002 and the 2014 Order limit the Company's and the Carriers' liability for loss or damage to luggage and make special provision for valuables. It is presumed that luggage has been delivered undamaged unless written notice is given to the Company and/or the performing Carrier a) in the case of apparent damage, before or at the time of disembarkation or redelivery; or b) in the case of damage which is not apparent or of loss,

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within 15 days from the date of disembarkation or redelivery or from the time when such redelivery should have taken place. Damages for cabin luggage payable by the Carrier are limited up to SDR 2,250 (approx. £2,064.51) or where the 2014 Order applies SDR 833 (approx. £764.32).

12.7 Limits shall be reduced in proportion to any contributory negligence by the Passenger and by the maximum deductible specified in Article 8 by the passenger in accordance with Article 8 (4) of the Athens Convention 2002 and EU Regulation 392/2009. All Claims must be brought in accordance with EU Regulation 392/2009, the Athens Convention 2002 or the 2014 Order within 2 years of the date of disembarkation from the ship.

12.8 In respect of domestic carriage in the UK, the 2014 Order will apply and the limits for death/personal injury are SDR 46,666 (approx. £42,818.53). These limits may also apply to domestic cruises in the EU. Where the carrier has a principal place of business in the UK the limits of liability per passenger may be SDR 300,000 (approx. £275,265.91) per carriage.

12.9 In respect of international carriage EU Regulation 392/2009 and the Athens Convention 2002 apply the following limits for death/personal injury caused by a shipping incident, with the exception of circumstances beyond the Carrier's control (ie act of war, natural disaster, act of a third party) to no more than 250,000 SDRs (approx. £229,421.59) per passenger per carriage. Shipping incidents are defined as a shipwreck, capsizing, collision or stranding of the ship, explosion or fire in the ship, or defect in the ship.

Except for cases involving war and terrorism damages up to a further 150,000 SDRs (approx. £137,656.76) may be payable in respect of a shipping incident unless the Company or the Carrier proves that the death or personal injury occurred without the Carrier's fault or neglect. Where death/personal injury is caused by a non-shipping incident it is for the passenger to prove that the death or personal injury was caused by the fault or neglect of the carrier. The maximum sum payable to any passenger under EU Regulation 392/2009 is limited to SDR 400,000 per passenger per carriage which is approx. £367,084.70. The maximum sum payable in cases involving war and terrorism where the carrier is liable is SDR 250,000 (approx. £229,421.59) per passenger per carriage or 340,000,000 SDRs per ship per carriage.

12.10 The Company and the Carrier are not liable for valuables, monies or other securities including jewellery and watches. If they have been deposited with the reception desk on the ship for safe keeping and a receipt issued then in those limited circumstances the Company's and the Carriers liability will be as set out in EU Regulation 392/2009, the Athens Convention 2002 and where applicable the 2014 Order. The use of safes on board a Vessel is not a deposit with the ship or with the Company. The limits are SDR 3,375 (approx. £3,097.36) pursuant to EU Regulation 392/2009 and the Athens Convention 2002 or SDR 1,200 (approx. £1,101.28) pursuant to the 2014 Order.

13 CONDITIONS OF CARRIAGE BY AIR AND LIMITATION OF LIABILITY

Travel on board aircraft used in travelling to and from the ship is subject to the airline's standard ticket conditions, some of which limit or exclude liability in accordance with international conventions. These conditions can be found on the airline's website or can

be provided by the Company upon request.

13.1 If your air journey involves a destination or stop in a country other than the one from which you depart, the Montreal Convention may govern the liability of all airlines involved in your journey, including any portion thereof in a single country. This Convention limits the liability of airlines involved in your journey, including any portion thereof in a single country. This Convention limits the liability of airlines for death or bodily injury and for baggage loss, delay or damage. For many air carriers, the Montreal Convention limits for bodily injury or death and the defence that they have taken all necessary measures to avoid the damage for the first SDR 113,100 (approx. £103,748.85) of any such claim do not apply. In addition, in cases of death or bodily injury, many air carriers will make advance payments to the person entitled to compensation, if required to meet immediate economic needs, in proportion to the hardship suffered. European Community legislation requires carriers to provide a minimum advance equal to not less than SDR 16,000 approx. £14,672.76 in the event of death. Other air carriers may apply alternate provisions.

Denied Boarding, Cancellation and Delay

13.2 Under EU law (EC Regulation 261/2004) you have rights in some circumstances to a refund and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from airlines. However, reimbursement in such cases is the responsibility of the airline and will not automatically entitle you to a refund of your holiday cost from us. Your right to a refund and/or compensation from us is set out in Clause 7. If any payments to you are due from us, any payment made to you by the airline will be deducted from this amount.

Airline Carrier Identity

13.3 In accordance with EU Regulation 2111/2005 we are required to advise you of the actual carrier operating your flight/connecting flight/transfer. We do this by advising you of the carriers to be used or likely to be used at the time of booking. Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate. Such a change is deemed to be a minor change.

14 GUIDES AND GUEST SPEAKERS

14.1 Independent contractors retained by the Company, including but not limited to lecturers, guides, guest personalities, cruise hosts and entertainers are subject to change and/or cancellation without notice. The Company also retains the right to change any member of ship's crew previously advertised or disclosed (e.g. the ship's Master) without notice.

15 FINANCIAL PROTECTION

15.1 The Package Travel, Package Holidays and Package Tours Regulations 1992 require the Company to provide security for the monies that each Passenger pays for the package holidays booked with the Company and for your repatriation in the event of the Company's insolvency.

15.2 For flight-based holidays this is through our Air Travel Organiser's Licence number 11249. When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you

and who to contact if things go wrong. We will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where we aren't able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

15.3 If we are unable to provide the services listed (or a suitable alternative), through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

15.4 When you buy a cruise/ package holiday that doesn't include a flight, protection is provided by way of a bond held by ABTA.

16 TRAVEL INSURANCE

16.1 Passengers should have insurance cover from the moment you book as cancellation charges apply from the time deposits are received (see Booking Conditions).

17 DATA CAPTURE

17.1 The information we hold about you will be used to deal with your enquiry or booking, provide you with our latest news and offers or invite you to take part in research. For further information, please see the Hebridean Island Cruises Limited Privacy Policy at www.hebridean.co.uk.

18 NOTICES

18.1 All Notices to the Company should be sent in writing or e mail to: Hebridean Island Cruises Limited Kintail House, Carleton New Road, Skipton, North Yorkshire BD23 2DE Tel: 01756 704704 www.hebridean.co.uk reservations@hebridean.co.uk

PHOTOGRAPHY CREDIT

We would like to thank Brian Maxted for permitting us to use his photography in the production of this River Cruise Collection on pages 3, 8 and 24.

Hebridean River Cruises 2018 booking form

Please use a separate booking form for each cabin (photocopy acceptable).

Please complete all sections of this booking form clearly, using block capitals where indicated.

DETAILS OF PASSENGERS BY WHOM ACCOMMODATION IS TO BE OCCUPIED AND AS SHOWN ON THEIR PASSPORT

PLEASE USE BLOCK CAPITALS AND ENTER MR MRS MISS MS OR TITLE

(1) Name	(2) Name
Address	Address
Postcode	Postcode
Home Tel:	Home Tel:
Mobile No:	Mobile No:
Email:	Email:

DETAILS OF ACCOMMODATION REQUESTED

PLEASE USE BLOCK CAPITALS

Departing on (enter date)

From (enter departure port)

For (enter number of nights)

Cabin Grade (please indicate)

Royal Suite Double Deluxe Cabin Twin

Premium Cabin Double Deluxe Cabin Single

Joining *Royal Crown*

PLEASE TICK BOX

I/We wish to join and leave the vessel as follows:

All cruises

Economy Air Travel

Upgrade to Business Class (Subject to availability and at extra cost)

Standard Premier Rail Travel by Eurostar

Available on 20th and 27th May only

I/We intend to make our own arrangements to join and leave the vessel (£150 credit per person will be awarded)

PAYMENT DUE AT TIME OF BOOKING

A deposit equal to 25% of the basic price of the cruise per passenger (before the addition of other charges) must be paid at the time of booking.

Enter basic price of cruise per passenger	£
Enter number of passengers occupying accommodation <input type="checkbox"/>	Enter total price £
Enter total payment due at time of booking (either 25% deposit or payment in full)	£

There is currently no Value Added Tax on travel. Should VAT become chargeable, prices will be amended accordingly.

CREDIT/DEBIT CARD AUTHORISATION

There is no charge for payment of a deposit by credit card but a 2% charge will be made for any subsequent payments made by credit card. There is no charge for payments made by debit card unless issued by a non-UK bank.

CARD NUMBER

Cardholder Name (as it appears on card)

Cardholder Full Address

Postcode

Cardholder Signature

Date

CARD TYPE (tick where appropriate)

MasterCard Debit Credit
Visa Debit Credit Maestro

EXPIRY DATE

ISSUE DATE

ISSUE NUMBER

3 DIGIT SECURITY NUMBER

On reverse of your card

This declaration must be signed on behalf of each passenger

Declaration

The terms of this declaration are important – please read carefully before signing

On behalf of myself and other passengers I warrant that I am authorised to make this booking on their behalf and that I have read and agreed to the Conditions of Business (issued July 2017), noting specifically the clause relating to Cancellation. I also understand that bookings can only be accepted subject to availability.

I am over 18 years of age.

I enclose a cheque payable to 'Hebridean Island Cruises Limited' for the total amount due at the time of booking and undertake to pay the balance due at least 16 weeks before the departure date.

Signed on behalf of the above named

Dated

Do any of the passengers on this booking suffer from any pre-existing illness or disability that may affect travel, ability to take part in shore visits without assistance, or require special attention?

Yes No

If Yes, please attach a doctor's note confirming nature of condition and fitness to travel.

Please return to: Hebridean Island Cruises Limited, Kintail House, Carleton New Road, Skipton, North Yorkshire, BD23 2DE, United Kingdom
Telephone: +44 (0)1756 704704 | Email: reservations@hebridean.co.uk

Hebridean Island Cruises Limited, Registered Office: East House, 109 South Worple Way, London SW14 8TN





THE NETHERLANDS

GERMANY

BELGIUM

FRANCE

SWITZERLAND

Enkhuizen
Lemmer
Hoorn
Alkmaar
Zaandam
Haarlem
Amsterdam
Naarden
Utrecht
The Hague
Delft
Rotterdam
Kinderdijk
Dordrecht
Veerse
Middelburg
Bruges

Ghent

Brussels

Luxembourg

Rhine

Moselle

Saar

Rhine

Bern

Koblenz

Alken

Cochern

Trarbach

Bernkastel

Trier

Mannheim

Speyer

Baden-Baden

Basel

Miltenberg

Rüdesheim

Mainz

Würzburg

Neckar

Heidelberg

Rothenburg

Neckar

2018 European River Cruise Calendar

Land of Waterways and Windmills

20th May to 27th May 2018 Amsterdam to Amsterdam Pages 14-15

Historic Cities of the Low Lands

27th May to 3rd June 2018 Amsterdam to Amsterdam Pages 16-17

From Bavaria to the Moselle

13th July to 24th July 2018 Regensburg to Trier Pages 18-19

The Moselle to the Black Forest

24th July to 3rd August 2018 Trier to Basel Pages 20-21

Answering your queries and making your reservation

Our reservations staff are available to help you from Monday to Friday 9.00am to 6.00pm. They can give detailed information on all aspects, including the various itineraries, cabins, food and travel arrangements to and from the ship.

CONTACT:

Telephone: 01756 704704

Email: reservations@hebridean.co.uk

Website: www.hebridean.co.uk

Alternatively, contact your preferred travel agent or cruise specialist.



HEBRIDEAN ISLAND CRUISES

Hebridean Island Cruises · Kintail House · Carleton New Road
Skipton · North Yorkshire BD23 2DE · United Kingdom

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