



HEBRIDEAN RIVER CRUISES



2019 EUROPEAN  
RIVER CRUISE COLLECTION

*on board MS Royal Crown*

The Danube, Main and Rhine Rivers,  
The Dutch Waterways

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Pelicans and Cormorants, Danube Delta





MS Royal Crown

# WELCOME

## to the 2019 Hebridean European River Cruise Collection

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The Hebridean recipe for European river cruising on board *MS Royal Crown* is quite simple: we create unique experiences for a few people. Never something ordinary for a crowd.

Every good chef will tell you that the secret for a successful recipe lies in the ingredients.

- A maximum of 70 guests - giving you the opportunity to really get to know your fellow passengers.
- An attentive yet discreet crew and dedicated Hebridean Team - all with the knack of remembering names, faces and preferences. Just one of the striking differences between Hebridean River Cruises and other styles of European river cruising.
- A unique 1930's style river cruiser - *MS Royal Crown* harks back to the golden age of travel with wood panelling, subdued lighting, a comfortable panoramic lounge, sun deck with teak steamer chairs and Art Décor style cabins.

Whatever your choice of itinerary from our enticing collection of European river cruises, all include fascinating shore excursions, always organised with precision. Our route designers ensure that every voyage features places that distinguish a Hebridean river cruise from any other and with the inclusion of our Exclusive Gems each Hebridean river cruise really does stand out from the crowd.

So, put your feet up and choose your European river cruise from this tempting selection and then relax, safe in the knowledge that Hebridean will be looking after you, making your holiday that extra bit special and personal.

# MAJESTIC WATERWAYS



Travelling on Europe's great waterways is a voyage of discovery, presenting a combination of fascinating destinations full of history and intrigue.

## RIVER DANUBE

The second longest river in Europe, the Danube flows in a south easterly direction from its source in Germany's Black Forest, through central and eastern Europe to the Black Sea. The Danube has witnessed much of continental Europe's history, as a Neolithic trade route, the northern boundary of the Roman Empire and a route to the Holy Land for the crusades to the Habsburg dynasty. A preferred route of travel by rulers since ancient times, the Danube has long been called 'the river of kings.'

## RIVER MAIN

The Main (pronounced 'mine') rises in Upper Franconia in Germany where the White and Red Main rivers unite, before flowing 327 miles in a westerly direction through Bavaria, Baden-Württemberg and Hesse, to reach the Rhine at Mainz. Navigable for 240 miles from the Rhine to Bamberg, the Main has been connected to the Danube via the Rhine-Main-Danube Canal since 1992. The river is the primary transportation artery of the industrial region around Frankfurt, as well as a beautifully scenic route for a river cruise.



### RIVER RHINE

The Rhine rises in Switzerland and flows for 820 miles, finally reaching the North Sea by a number of channels passing through Holland. The river intermittently forms the frontier between Germany and Switzerland as it flows westward from Lake Constance. Although the kilometre markers along its course designate distance from Lake Constance, navigation is prohibited by the Rhine falls. At Basel, the river turns northward to flow through an extensive valley bounded by the distant Black Forest and the Vosges Mountains.

### DUTCH WATERWAYS

The Netherlands has the densest network of inland waterways in Europe, with around 3,750 miles of rivers and canals crisscrossing its gentle lowlands and reaching into neighbouring Belgium. Many are fed by the Rhine river as it crosses the border from Germany into The Netherlands. Working their way across the country, before reaching the North Sea, the pretty Dutch Waterways reveal sweeping panoramas of big skies, quaint villages and beautiful medieval cities. The Dutch Waterways make a wonderfully tranquil and picturesque destination for a river cruise.



# THE HEBRIDEAN DIFFERENCE

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## **A wealth of experience**

Hebridean Island Cruises has been synonymous with luxury cruising for 30 years, when the small, unique and award-winning 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.

## **Small is personal**

At Hebridean, we believe it is simply not possible to look after large numbers of guests properly and give them the really personal service that differentiates an extraordinary holiday from a merely good one. Although designed to accommodate 90 passengers, *MS Royal Crown* provides a far superior holiday with Hebridean's maximum of just 70 guests.

## **House party style**

*MS Royal Crown* explores the heart of Europe, from the Black Sea to The Netherlands and with a house party atmosphere is unfussy and unpretentious. There is never pressure to participate in any activities, and with superb service from a crew who genuinely care, a cruise with Hebridean combines an exceptional holiday with relaxation.

## **Cossetted and relaxing**

A holiday should be a peaceful interlude, not a route march and at Hebridean we remove the pain of international travel with our accompanied air and rail travel packages from and to the UK; and what better way to start your cruise than meeting members of our Hebridean Team, in a comfortable airport lounge for complimentary food and beverages prior to take off.

## **Delectable**

*MS Royal Crown* chefs create imaginative menus with their dedicated passion and quality ingredients and as a Scottish cruise company our gala dinners are sparkling affairs with a true Scottish flavour!

## **Comfortable**

Art Décor style cabins offer a choice of accommodation and include Hebridean bathrobes and slippers as well as a large selection of Molton Brown toiletries for your convenience.

## **Incomparable**

Settle into your teak steamer chair, a glass conveniently to hand, and watch central Europe glide by as ever-changing views are savoured from the spacious Sun Deck.

## **Memorable**

There is a world of difference between an ordinary holiday and a memorable one – at Hebridean we create memorable cruises by listening to what our guests would like and have come to expect.





## FULLY INCLUSIVE CRUISING

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**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.**



### 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. Members of our Hebridean Team will be on hand to assist with check in and will join you in a comfortable airport lounge for complimentary food and beverages prior to take off. Overseas transfers to and from *MS 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 our 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 *MS Royal Crown* are also included.

*Only available on 22nd July 2019 departure.*

*For guests wishing to make their own travel arrangements to join and leave MS Royal Crown a credit of £150 per person will be awarded. For regional flight options please contact us for more information.*





### FINE DINING EXPERIENCES

Dining is a major element of any cruise and on board *MS Royal Crown* you will dine in the elegant restaurant for breakfast, lunch and dinner. Barbeques and buffets are occasionally offered on the Sun Deck, depending on daily activities, and every itinerary includes two sumptuous gala dinners.



### ENRICHING SHORE VISITS

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



### COMPLIMENTARY DRINKS

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. Taittinger Champagne is also included by the glass throughout your cruise.



### GRATUITIES ON BOARD AND ASHORE

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.



### SCOTCH WHISKY SELECTION

Infusing your European river cruise with a Scottish flavour is our selection of hand-picked whiskies, including our very own blended whisky.



### RENOWNED GUEST SPEAKERS

Renowned guest speakers accompany each Hebridean river cruise. Passionate about their subject, these captivating orators bring each itinerary to life.



**DAVID INDGE - HEBRIDEAN HOST**

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 - HEBRIDEAN HOST**

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.



**SHEILA SALMON - CRUISE DIRECTOR**

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.



**VICTORIA KENNEDY - CRUISE DIRECTOR**

Victoria has a wealth of experience, as both a Cruise Director and Cruise Planning Manager, having worked for many years with Swan Hellenic. Her love for travel started when she lived and worked in Germany as a teacher and translator. We are delighted that Victoria will be joining us for a second season, bringing her great enthusiasm and perfection to Hebridean River Cruises.



**WILL MARSHALL - MUSICIAN**

Previously the musician on board *Hebridean Spirit*, the former sister vessel to *Hebridean Princess*, Will 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.



**CAROLINE BIGGS - TOUR MANAGER**

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 4th season with us.

*Hebridean Island Cruises reserves the right to change their Hebridean Crew on your cruise without prior notice.*



# DISCOVERING MORE WITH HEBRIDEAN'S EXCEPTIONAL TEAM

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**A Hebridean river cruise will take you through some of Europe's most breath-taking scenery and our escorted tours ashore mean that your experience is unforgettable and exceptional, with so much to learn, enjoy and explore. Meticulous attention to detail is made possible by our Hebridean Team, whose aim is to ensure your cruise is as individual as possible.**

Unlike most other river cruises, a Hebridean river cruise includes all shore visits. From architecture to history, music, wine and art – the possibilities to discover and explore are widespread. But if you prefer to just switch off, relax or read, walk and sightsee by yourself or enjoy fascinating discoveries with new friends, the choice will always be yours as a Hebridean guest.

We want to ensure that your every need is fulfilled and we have hand-picked each member of the on board Hebridean Team. Our characterful Chief Pursers, from on board the revered

*Hebridean Princess*, accompany each itinerary to ensure the delivery of unobtrusive and attentive service. Their presence, together with that of our experienced and encyclopaedic Cruise Director, knowledgeable Tour Manager and talented Musician means that there is always a friendly face to answer your questions and look after you every step of the way during your cruise, even when ashore.

To maximise your enjoyment further, local guides and our specially selected guest speakers provide insights and captivating background to the surrounding areas and scenery.





# HEBRIDEAN'S EXCLUSIVE GEMS

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To ensure that a Hebridean river cruise stands out from the crowd each itinerary offers something quite special and our private tours, 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 our special logo.





### **The Liszt Ferenc Memorial Museum, Budapest**

Voyage from the East

24th June to 5th July 2019

The Liszt Ferenc Memorial Museum is dedicated to the famous Hungarian piano virtuoso, composer and music teacher of the 19th century. The museum is located in the Old Academy of Music, founded by Franz Liszt, where the great composer had a 1st-floor apartment. Liszt spent a significant part of the last five years of his life here (from 1881 to 1886) and his furniture, portraits, books, pianos along with other personal belongings are on display.

We enjoy an out of hours visit to this hidden gem and walk amid the personal belongings of the wonderful Hungarian virtuoso, indulge in a private drinks reception and performance of his music in the concert hall.



### **Beethoven House, Bonn**

The Romantic Main and Rhine

14th to 22nd July 2019

The former capital city of Bonn is the birthplace of the famous German composer Ludwig van Beethoven. We visit the Bonngasse house where he was born in 1770, now a museum housing the largest Beethoven collection in the world. The authentic exhibits include everyday objects from his life, as well as musical instruments and memorabilia, including famous pieces, such as his last grand piano, made by Viennese piano maker Conrad Graf, and valuable original manuscripts, such as that of Moonlight Sonata.

Following our tour, we are treated to a private performance of the great composer's work by a renowned concert pianist and a reception of drinks and canapés.



### **Liechtenstein City Palace, Vienna**

Melodies of the Danube

5th to 14th July 2019

For over 300 years, the City Palace of the princely family of Liechtenstein has been deeply rooted in Vienna's history. The palace has been extensively restored to its former glory with magnificent Baroque stucco ceilings, opulent Neo-Rococo interiors and original furnishings, complemented by Michael Thonet's fine parquet flooring.

Our guided tour of the private art collection of the Prince von und zu Liechtenstein from the Biedermeier ensure an unforgettable encounter with unique works of art and the luxurious ambience of the palace. We are entertained by musicians of the Vienna Philharmonic Orchestra whilst relishing an exclusive sparkling wine reception in one of the sumptuous state rooms.



### **Mauritshuis, The Hague**

Treasures of The Netherlands

22nd to 28th July 2019

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.







# A SMOOTH START TO YOUR CRUISE

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**We have no automated telephone answering service nor do we run a 'call centre' – we simply employ a small team of friendly, professional staff that have been on board and who can help you get the most out of your holiday. Such is our dedication to getting it right our staff, on board and ashore, are our finest asset.**

We want to ensure that your holiday will be what you expect, so we are there to answer any questions and take as long as it is necessary to tailor your choice of itinerary to suit. Whether you prefer the convenience of a chauffeur transfer to and from the airport, or regional flights or rail services to connect with our group travel packages, we are on hand to help.

Choosing the right itinerary can be difficult, but we work closely with our overseas agents and can therefore assist first hand with queries pertaining to visits ashore and times that the ship will be in port. Where we do not know the answer to your question, we are not frightened

to say so. We will always find out and return your call, even if it means contacting our partners overseas.

To reserve your cabin or to find out more about any of our European river cruises, please call 01756 704704 where Jonathan, Lisa, Louise, Stella and Abigail will be able to help. With over 80 years of Hebridean experience between them, they will ensure your cruise gets off to the best possible start.

Alternatively, contact your preferred travel agent or cruise specialist.



# LIFE ON BOARD WITH HEBRIDEAN

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**After a morning or afternoon ashore, the house party ambience of *MS Royal Crown* awaits your return, with a cool and refreshing drink or a delectable afternoon tea not too far away to welcome you back on board.**

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

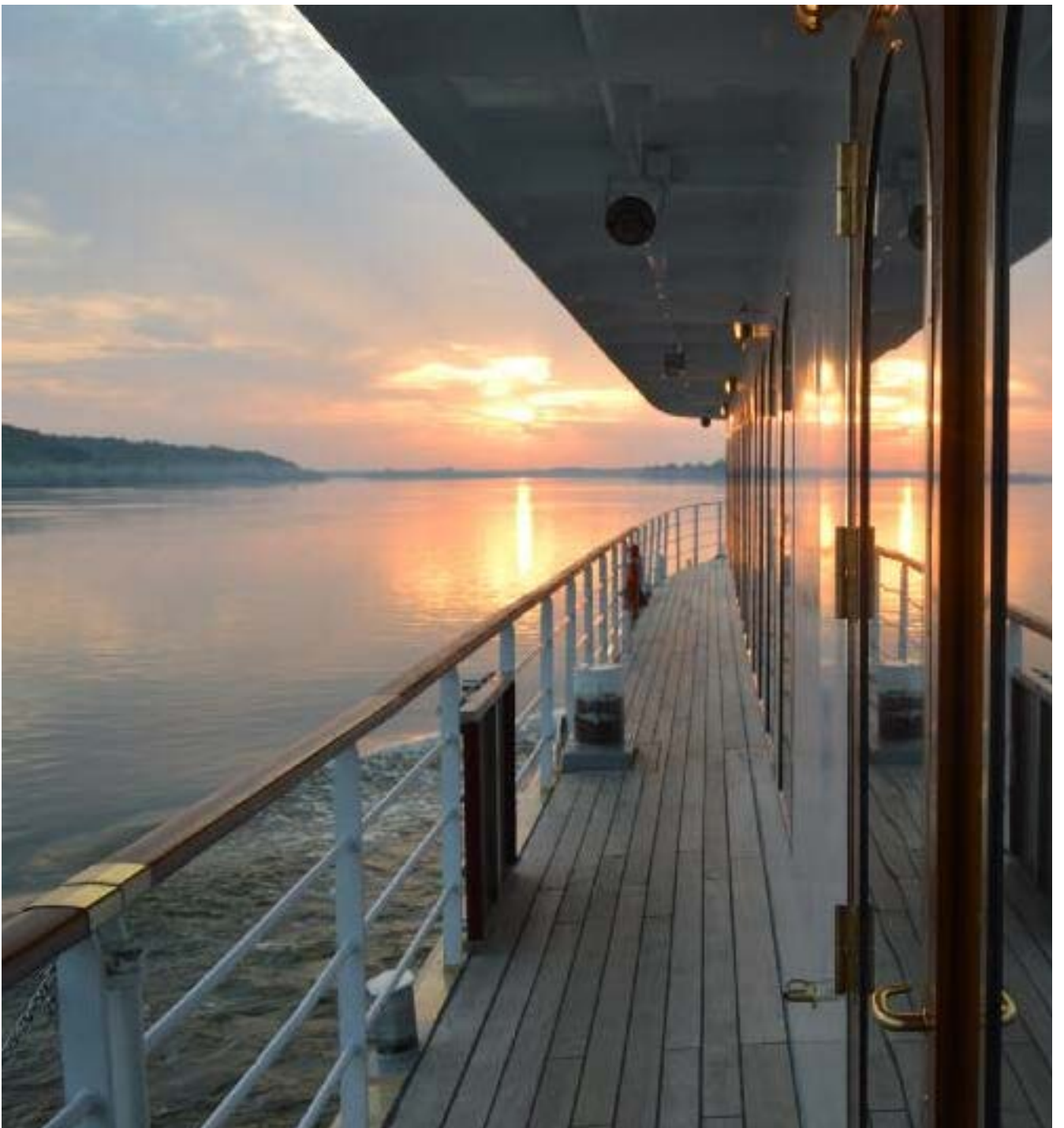
As coffee and digestifs are enjoyed after dinner, conversation is occasionally complemented by light hearted entertainment extended by the faces of Hebridean.

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. *MS Royal Crown* also has a complimentary Wi-Fi connection.











# DINING AND CUISINE WITH A HEBRIDEAN INFLUENCE

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**The restaurant on board *MS Royal Crown* 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 four and eight. Guests travelling alone will be seated with other travellers and often at a hosted table.





# VOYAGE FROM THE EAST

## Bucharest to Budapest

Monday 24th June to Friday 5th July 2019

11 nights including 2 Gala Dinners and 1 night in Bucharest



The lower course of the Danube flows through the dramatic, narrow gorge of the Iron Gate to the Black Sea. Just before reaching the sea it forms the second largest and best preserved of Europe's deltas with 2,200 square miles of rivers, canals, marshes, tree-fringed lakes and reed islands. The Danube Delta is a wildlife enthusiast's paradise as the maze of canals, bordered by thatch, willows and oaks offers the perfect breeding ground for the 300 species of birds which make the delta their home.

The banks of the Danube, lined with castles and fortresses, formed the boundary between great empires, and its waters served as a vital commercial highway between nations. Our voyage takes us through Romania, Bulgaria, Serbia, Croatia and Hungary to explore some of the ancient settlements and imperial cities which have been built along this great river.



### GUEST SPEAKER AMELIA DALTON

Amelia Dalton is an author and one of travel's aficionados. Disregarding the old-fashioned conventions of Yorkshire society in the '90s, her life in travel began with taking people around Scotland in a vintage Arctic trawler. Her best-selling book *Mistress and Commander*, is a lively account of the pitfalls and triumphs of an English, middle class girl amongst the colourful, chauvinistic fishing communities of the Hebrides. She has spoken at Literary Festivals from Scotland to Cornwall, appeared on Saturday Live, BBC World Service and Radio Scotland. In addition to writing, she uses her hard-won marine skills creating specialist expeditions world-wide for charities such as Durrell Conservation Trust and is also a keen naturalist.



White Pelicans, Danube Delta

### Monday 24th June - UK/Bucharest

Join our representative at London Heathrow airport for pre-flight refreshments, before boarding the accompanied flight to Romania's largest city, Bucharest where we enjoy dinner and spend the night relaxing in a five star hotel.

### Tuesday 25th June - Bucharest/Cernavodă

Whilst soaking up the atmosphere of Bucharest, a panoramic tour of its tree-lined boulevards lined with glorious Belle Époque buildings allows us to discover this vibrant city, including the Arch of Triumph and Palace of Parliament. We enjoy lunch whilst being entertained by local musicians, ahead of a scenic drive through the Romanian countryside to Cernavodă where *MS Royal Crown* awaits our arrival.

### Wednesday 26th June - Tulcea / Sulina

Tulcea is the gateway to the Danube Delta and from here we embark on a boat tour of this UNESCO protected aquatic wilderness. Resident species include cormorants, white tailed eagles and glossy ibises whilst millions of Egyptian white pelicans arrive here every spring to raise their young.

Arriving in Sulina, this most easterly point of our journey is where the River Danube meets the Black Sea. The Danube stretches for 2,845km and kilometre markings can be seen along the length of the river; today we celebrate the end of its journey at 'Km 0' with Champagne on the Sun Deck.

### Hebridean Highlights

- UNESCO World Heritage Site of Danube Delta
- UNESCO World Heritage Site of Ivanovo Monasteries
- Iron Gates Gorge
- Lepenski Vir Archaeological Park
- City Tour of Belgrade
- Puszta Horse Show, Kalocsa
- Private Reception and Concert at Liszt Museum, Budapest

### Thursday 27th June - Cruising

We spend the day relaxing on board as we sail along the border of Bulgaria and Romania. Watch the scenery glide gently by from the comfort of the Sun Deck or perhaps attend a lecture by our guest speaker.

### Friday 28th June - Ruse

Ruse is situated on the highest right bank of the Danube river, and is one of the largest cities in Bulgaria. The close proximity of the River Danube has always had a great significance for the development of the city from antiquity to the present day. A walking tour allows us to appreciate the beautiful architecture of the buildings constructed by Italian, Austrian, German and Bulgarian architects which has earned Ruse the nickname 'The Small Vienna'.



# VOYAGE FROM THE EAST

In the valley of the Roussenski Lom River, in north east Bulgaria, a complex of rock-hewn churches, chapels, monasteries and cells developed in the vicinity of the village of Ivanovo. This is where the first hermits had dug out their cells and churches during the 12th century. The 14th century murals testify to the exceptional skill of the artists belonging to the Tarnovo School of Painting.

## Saturday 29th June – Vidin / Belogradchik

With its thick walls and four imposing towers the Baba Vida fortress stands guard over the River Danube in the Bulgarian frontier town of Vidin. It is the only preserved, medieval castle in the country and is a stark contrast to the peaceful park in which it stands. We conclude our tour with a visit to the opera house to enjoy a private symphony concert.

The rocks of Belogradchik are rock sculptures situated in the fore hills of the western Balkan mountain range. They contain groups of rock figures resembling people, animals, fortresses and pyramids with their red colour contrasting beautifully with the green broadleaf forests, the lush meadows and small vineyards around the site.

## Sunday 30th June - Iron Gates / Kazan Gorge

Today we will cruise through the Iron Gates, which originally consisted of four narrow gorges and three wide basins until a huge lock and dam were built in the 1960s to control the speed of the river and make navigation safer. A haven for wildlife and birds, the Iron Gates is one of Europe's most dramatic natural wonders and areas of outstanding beauty. The spectacular fjord-like scenery is to be enjoyed as *MS Royal Crown* sails between the Carpathian and Balkan mountains.

## Monday 1st July – Lepenski Vir / Golubac

The Lepenski Vir archaeological park offers an insight into the lives of the Mesolithic and Neolithic settlers who carved fish-like faces from sandstone pebbles in recognition of the Danube's abundant food supply. Archaeologists discovered seven layers of civilisation at this settlement, which saw continuous human habitation for 2,000 years. Some of Europe's oldest stone idols were found here and are now displayed in the site museum.

Dominating a rocky promontory, where the river narrows, the 14th century fortress of Golubac guarded the entrance to the Iron Gates Gorge. It was a formidable structure, fought over by the Ottomans, Bulgarians, Hungarians and Serbs.

## Tuesday 2nd July – Belgrade

Set at the confluence of the Danube and Sava rivers, Belgrade's diverse and often turbulent past is clearly visible on our city tour which includes St Sava, the world's largest Orthodox Church, and the Square of the Republic. The Kamelegdan Fortress once contained the whole city in its walls and affords breathtaking river views over the Sava towards the Danube.

A performance of local folk music and dancing is also to be enjoyed before returning to *MS Royal Crown*.

## Wednesday 3rd July – Kalocsa / Budapest

On arrival in Kalocsa, we take a tour of this beautiful town and embark on a fascinating excursion into the Puszta, the hinterland of Hungary, renowned for its paprika production and where we enjoy an impressive display that showcases the exceptional riding skills of the Puszta horsemen.



Iron Gates Gorge



Budapest

An afternoon cruising brings us to Budapest and an exclusive, private visit to the Liszt Ferenc Memorial Museum which is dedicated to the famous Hungarian piano virtuoso, composer and music teacher of the 19th century. Here we enjoy a canapé reception and concert before returning to *MS Royal Crown* for dinner.



#### Thursday 4th July – Budapest

Our city tour will introduce us to both Buda and Pest, two cities that were physically joined when the Chain Bridge was built across the Danube in 1849 (becoming Budapest in 1873). View St Matthias Church and visit the Fisherman’s Bastion, from where you can take in wonderful views over the Danube to Pest, dominated by its fine parliament building and Heroes Square.

Ahead of our Farwell Gala Dinner there is the opportunity for independent exploration of this vibrant capital city.

#### Friday 5th July – Budapest/UK

We disembark *MS Royal Crown* in Budapest before being transferred to the airport for our accompanied flight home.



Arch of Triumph, Bucharest



Puszta Horse Show, Kalosca



Golubac Fortress

#### PRICES PER PERSON

<b>Twin Cabins</b>	Deluxe Cabin	<b>£5,500</b>
<b>Double Cabins</b>	Premium Cabin	<b>£6,750</b>
	Royal Suite	<b>£8,700</b>
<b>Single Cabins</b>	Deluxe Cabin	<b>£6,800</b>

To help you select your cabin, deck plans and cabin images can be found on pages 36-39.

**Prices include:** Economy class scheduled air travel. 10 nights on board *MS Royal Crown* plus one night in Bucharest. Full board including house wines, Tattling champagne by the glass, spirits, beers, soft drinks, tea and coffee. All shore excursions. Guest Speaker. Cruise Director. Tour Manager. Gratuities. Complimentary Wi-Fi on board. Overseas Transfers. Port taxes. Airport taxes. *Travel Insurance not included.*



# MELODIES OF THE DANUBE

## Budapest to Nuremberg

Friday 5th July to Sunday 14th July 2019

9 nights including 2 Gala Dinners



The Danube has inspired countless musicians through the years. It was immortalised in the famous waltz, *The Blue Danube*, composed by Austrian Johann Strauss on a cruise down the river. There are no less than five cities along the Danube where many of the world's greatest composers of the last three centuries lived and worked.

As we sail along the Danube indulge your passion for music in three magnificent capitals: Budapest, Bratislava and Vienna, enjoy private recitals and musical performances in stunning palaces, theatres and cathedrals and cruise through the enchanting Wachau Valley. Let the melodies of the Danube transport you from one gem to another on this musical voyage.



### GUEST SPEAKER ADRIAN FINNERTY

A versatile musician and educator, Adrian Finnerty is an experienced teacher, lecturer, composer, conductor, pianist, organist and music historian. As a guest speaker, Adrian explores a range of composers, musicians and musical works related to your itinerary. His lectures are delivered in an interesting and engaging manner, providing a very enjoyable insight into the music and culture of the area. Adrian's musical interests are very wide, including many aspects of classical, jazz and traditional music. He has written and published study guides for music and has contributed articles and reviews to the *Musical Times*, the *British Journal of Music Education*, *Music Journal*, and local newspapers.



Budapest State Opera House

### Friday 5th July - UK/Budapest

After enjoying pre-flight refreshments at London Heathrow airport, relax in the company of other guests on our accompanied flight to Budapest where *MS Royal Crown* awaits. Following our first dinner on board we are entertained by local gypsy musicians in the lounge.

### Saturday 6th July - Budapest

Our tour of Hungary's elegant capital will include the old quarter, St Matthias church and the Fisherman's Bastion with its spectacular views across the Danube to Pest, dominated by its fine parliament building and Heroes Square. Alternatively, join an excursion to the pretty riverside town of Szentendre, known for its historic architecture, museums and art galleries.

During the afternoon, we enjoy a private tour and recital at the Hungarian State Opera House in Budapest. The beautiful Neo-Renaissance building has a horse-shoe shaped auditorium which boasts stunning acoustics. Commissioned by Emperor Franz Joseph, it opened in 1884 and quickly became one of the most prestigious musical institutions in Europe.

### Sunday 7th July - Bratislava

Our cruise continues along the Danube into Slovakia where we visit the capital city of Bratislava. Our tour of the old town includes many of the city's historic buildings such as the only remaining medieval fortification, St Michael's Gate, St Martin's Cathedral, the Baroque Grassalkovich Palace and the Neo-Classical Primate's Palace.

### Hebridean Highlights

- Budapest State Opera House Recital
- Klarissen Church, Bratislava String Quartet
- Liechtenstein Palace exclusive reception and concert, Vienna
- Greinburg Castle, Grein
- St Florian's Abbey Organ Concert, Linz
- Thurn and Taxis Palace, Regensburg

We conclude our visit with a string quartet recital in the gothic Klarissen Church, part of a complex of medieval buildings forming the former Convent of Poor Clares in the Old Town of Bratislava.

### Monday 8th July - Vienna

Sailing further west, the romantic city of Vienna and former capital of the Habsburg Empire beckons. A tour of this elegant capital takes us around the famous Ringstrasse and the Old Quarter, including St Stephen's Cathedral standing in the ruins of two earlier churches.

Established in 1707, by Emperor Joseph I, Dorotheum is today the largest auction house in German-speaking Europe and one of the oldest and largest auction houses in the world. Here we can browse through the house which is several storeys high, displaying the many works of art, antiques, furniture, and jewellery from various centuries which are put up for auction.



# MELODIES OF THE DANUBE

The highlight of our visit to Vienna is an exclusive canapé reception and concert in one of the historical state rooms of the Liechtenstein City Palace. Deeply rooted in Vienna's history for over 300 years, the Baroque palace is the architectural jewel in the crown of the princely family of Liechtenstein, notable for their original interiors, architecture and masterpieces of art history.



## Tuesday 9th July - Wachau Valley / Grein

A gentle cruise of the picturesque UNESCO protected Wachau Valley allows us to appreciate the stunning landscapes that lower Austria has to offer.

Grein is a small and well-preserved city on the Danube, set against a natural backdrop of beautiful landscapes and rich history. We take in the highlights on a city tour including Greinburg Castle, which served historically as a ducal residence and hunting castle for the Ducal House of Saxe-Coburg and Gotha.

The town theatre of Grein is unique and a site of European significance. Built in the former granary of the town hall by the citizens of Grein in 1791, it is regarded as the oldest town theatre of Austria that is still in its original condition and here we enjoy a private musical recital.

## Wednesday 10th July - Wachau Valley / Linz

Following a relaxing morning of sailing, we take an afternoon excursion to Linz. Founded by the Romans, Linz is Austria's third largest city and former childhood home of Adolf Hitler. Linz also boasts Austria's oldest church, St Martin's, dating from the 8th century.

St. Florian, the largest monastery in Upper Austria, is an impressive example of Baroque architecture and art. It is the shrine of St. Florian, whose grave lies under the church. The greatest composer of church music in 19th century Austria, Anton Bruckner, became the organist at

St. Florian as a young man. We appreciate the sonorous sound produced by the 103 registers and 7,836 pipes of the great organ, known as the 'Bruckner Organ'.

## Thursday 11th July - Vilshofen

Vilshofen, the 'Little Three Rivers Town', is where the Vils and Wolfach rivers flow into the Danube. Experience Vilshofen's eventful history in a walking tour through the lovingly restored alleys of the old town, past numerous monuments such as the historic Stadtplatz with the Baroque town tower, and the town's parish church, the Church of St. John. The imposing abbey building of Schweiklberg Benedictine Abbey towers above the old town.

Following our exploration we refresh ourselves with a tasting of local Bavarian beer.

## Friday 12th July - Regensburg

This morning we arrive in Regensburg, widely regarded as the medieval wonder of Germany with red roofed churches, turrets and townhouses dating back to the 12th century. In the heart of the old town is the Princely Palace of Thurn and Taxis. This magnificent palace emerged from the buildings of the former Benedictine monastery of St. Emmeram. The royal house of Thurn and Taxis purchased the greatest part of the monastery buildings in 1810 and extended them for their permanent residence. Our guided tour includes several magnificently furnished chambers, the cloisters in the oldest part of the monastery, the carriage museum and the Princely Treasures Chamber.

Before returning to *MS Royal Crown* we are entertained by the cathedral choir of St Peter. Known as the Domspatzen, the choir was formed more than 1,000 years ago and their repertoire of cappella music is world renowned.



Wachau Valley



Liechtenstein City Palace, Vienna

### Saturday 13th July – Nuremberg

Sailing the Rhine-Main-Danube canal, the Bavarian city of Nuremberg plays host to our next visit. Its Imperial Castle, atop the rocky promontory above the city, was once one of the most important fortified imperial palaces of the Old Holy Roman Empire.

Immediately after the outbreak of World War II, a large former beer cellar, 24 metres beneath the castle, was transformed into a unique storage facility where Nuremberg's rich store of historic works of art could be protected against damage and looting and preserved for future generations.

Following our tour of the historic art bunker, explore at your leisure and soak up the atmosphere of the medieval old town with its Gothic churches, splendid patricians' houses and romantic corners.

### Sunday 14th July - Nuremberg/UK

After breakfast we must say farewell as we disembark *MS Royal Crown* for our transfer to the airport and our accompanied onward flight home.



St Florian's Abbey, Linz



Bratislava Castle

#### PRICES PER PERSON

<b>Twin Cabins</b>	Deluxe Cabin	<b>£4,450</b>
<b>Double Cabins</b>	Premium Cabin	<b>£5,550</b>
	Royal Suite	<b>£7,150</b>
<b>Single Cabins</b>	Deluxe Cabin	<b>£5,560</b>

To help you select your cabin deck plans and cabin images can be found on pages 36-39.

**Prices include:** Economy class scheduled air travel.  
9 nights on board *MS Royal Crown*.

Full board including house wines, Taittinger champagne by the glass, spirits, beers, soft drinks, tea and coffee. All shore excursions. Guest Speaker. Cruise Director. Tour Manager. Gratuities. Complimentary Wi-Fi on board. Overseas Transfers. Port taxes. Airport taxes. *Travel Insurance not included.*



Regensburg Cathedral Choir



# THE ROMANTIC MAIN AND RHINE

## Nuremberg to Cologne

Sunday 14th July to Monday 22nd July 2019

8 nights including 2 Gala Dinners



THE ARTS SOCIETY



The Main and Rhine rivers flow through beautiful landscapes of forests, stunning low mountain ranges and luscious vineyards which are enhanced by cultural treasures. Proud fortresses sit atop their lonely perches, fairy tale castles sit atop precipitous cliffs and medieval towns, along the banks, are rich in cultural heritage. As the awe-inspiring scenery glides gently by we explore some of the architectural gems and collections of paintings and sculpture of renowned German artists that have been praised around the world.

UNESCO designated the Upper Middle Rhine Valley a World Heritage Site. Sipping a glass of wine, from the vineyards viewed from the Sun Deck, we pass the mythical Lorelei rock and romantic castle ruins making this a voyage to remember.



### GUEST SPEAKER STELLA GRACE LYONS

Stella Grace Lyons studied History of Art at the University of Bristol, has completed an MA and is an accredited Arts Society lecturer. She spent a year studying Renaissance Art in Italy at the British Institute of Florence and attended drawing classes at the prestigious Charles H. Cecil studios. Stella has delivered talks for various arts societies and for the National Trust. Her talks will encompass the 19th century German romantic landscape painter, Caspar David Friedrich, Renaissance painter and printmaker Lucas Cranach the Elder and Albrecht Dürer, painter, printmaker and theorist of the German Renaissance.



Rhine Gorge

### Sunday 14th July UK/Nuremberg

After refreshments in the departure lounge, your holiday begins with an accompanied flight from London Heathrow to Munich. On arrival you will be transferred to *MS Royal Crown*.

### Monday 15th July - Bamberg / Schweinfurt

We commence our voyage in Bamberg with a visit to Schloss Weissenstein, a fine example of Franconian Baroque architecture. Its portrait galleries, authentically decorated and fully furnished interior and impressive architecture are enhanced by extensive grounds, which were converted from formal Baroque gardens to an English park landscape in the 19th century. The palace houses one of the largest private collections of old masters in the German-speaking region and contains many invaluable works. Our guided tour introduces us to works by Breughel, Dürer, van Dyck, Rubens and Tizian.

Following lunch ashore, we travel to the Museum Georg Schäfer which is based on the private art collection of German industrialist Georg Schäfer who inherited a nucleus of 19th century German and Austrian paintings from his father. We rejoin *MS Royal Crown* in Schweinfurt, located on the banks of the River Main.

### Tuesday 16th July - Kitzingen

In a romantic location, on the banks of the Main, lies Kitzingen, one of the oldest cities in Lower Franconia and the ancient centre of the Franconian wine trade. The oldest German wine law was issued in 1482 in Kitzingen and the noble vine juice was once the main

### Hebridean Highlights

- Schloss Weissenstein, Bamberg
- Bronnbach Monastery, Wertheim
- Walking Tour of Eltville
- Private Concert at Beethoven House, Bonn
- Schloss Brühl, Bonn
- Wallraf-Richartz Museum, Cologne

source of income of the town. A walking tour introduces us to the historic, half-timbered houses, the Renaissance Town Hall, the Old Main Bridge, the famous cross chapel of Balthasar Neumann and the numerous towers, including the Falterturm with its crooked dome - the landmark of the city.

Following a tasting of local wines, we return to *MS Royal Crown* for a relaxing afternoon sail and the opportunity to attend an informative lecture by our guest speaker.

### Wednesday 17th July - Wertheim

Our next port of call is Wertheim am Main. Situated at the confluence of the Main and Tauber rivers, it is famed for its landmark castle and the medieval buildings of its Old Town. Here we discover one of the best-preserved Cistercian monasteries in southern Germany.



# THE ROMANTIC MAIN AND RHINE

Bronnbach Monastery was established in 1151 in the lower Tauber Valley and wine growing was an integral part of the cloister life of the Cistercians. The long history has left a rich legacy such as the Romanesque church with baroque altars and choir stalls and the Gothic cloister.

## Thursday 18th July – Frankfurt

Established as a civic foundation in 1815, by the banker and businessman Johann Friedrich Städel, the Städel Museum in Frankfurt ranks as Germany's oldest museum foundation. Under a single roof, its collection offers a virtually complete survey of seven hundred years of European art from the early 14th century to the present, with focuses on the Renaissance, the Baroque, early modern art and much more. Our guided tour will introduce us to some of the 3,100 paintings, 660 sculptures, 4,600 photographs and 100,000 drawings and prints. Works by such artists as Lucas Cranach, Albrecht Dürer, Sandro Botticelli, Rembrandt van Rijn, Jan Vermeer, Claude Monet, Pablo Picasso, Ernst Ludwig Kirchner, Max Beckmann, Alberto Giacometti, Francis Bacon, Gerhard Richter, Wolfgang Tillmans and Isa Genzken form the highlights.

Alternatively, you may wish to independently explore Frankfurt's cobble stone squares and alleys of the Römerberg old town centre and the modern banking district.

## Friday 19th July - Eltville / Rhine Gorge

We join the River Rhine in Mainz and venture ashore to picturesquely situated Eltville, known as, 'The City of Wine, Sekt and Roses'. A walking tour allow us to appreciate the town's history, its gently restored Old Town quarter and the Electoral Castle with its rose garden. As we wander through idyllic, cobbled old streets, we pass numerous lovingly restored half-timbered houses. As Eltville is also a wine and Sekt town,

we are invited to enjoy a delicious drop of the local sparkling at a tasting.

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

## Saturday 20th July – Koblenz

From Koblenz, we travel to neighbouring Lahnstein for a private tour of Burg Lahneck. Situated above the confluence of Lahn and Rhine, Burg Lahneck is located above the town on a protruding rock. Built in 1226, by the Archbishop of Mainz and Prince Elector Siegfried of Eppenstein, the castle served to secure his property and its borders. With its almost 30 meter high tower and surrounded on two sides by wooded mountain slope, the castle is a combination of medieval fortification and English Gothic Revival and boasts a valuable interior. The keep offers a magnificent view of the city of Lahnstein and the Rhine landscape.

Arriving in Bonn in the late afternoon, birthplace of Beethoven, we visit the composer's house to enjoy a private recital of his music and exclusive reception.



## Sunday 21st July Bonn / Cologne

Set in an idyllic garden landscape, begun by architect Johann Conrad Schlaun, and finished by François de Cuvilliés, the Brühl Palaces of Augustusburg Castle and Falkenlust are among the earliest and best examples of 18th century Rococo architecture in Germany. Protected by UNESCO as a site of World Cultural and Natural Heritage, with their extensive gardens and park grounds they are living witnesses of a glorious past.



Schloss Brühl, Bonn



Cologne Cathedral

Marvel at the splendour and treasures of Augustusburg Castle, the sumptuous residence of the prince-archbishops of Cologne and explore Clemens Augustus' Hunting Lodge Falkenlust, ahead of enjoying the flowering gardens of the Brühl Palaces.

Our final afternoon is spent in the historic centre of Cologne, where we visit the famous cathedral, still standing proud after being hit by 14 large aerial bombs during World War II. We conclude our holiday with a journey through 700 years of art history at the Wallraf-Richartz-Museum, where we come face to face with great masterpieces of European art. The museum has one of the world's leading collections of medieval painting, with Stefan Lochner's 'Madonna of the Rose Bower' as its greatest attraction. Other highlights include works by the Baroque masters, ranging from Rubens and Rembrandt to Murillo and Boucher, the German Romantics, French Realism, and Impressionism.

### Monday 22nd July Cologne/UK

After breakfast our cruise sadly comes to an end in Cologne as you are transferred to the airport for the onward and accompanied flight home.



Frankfurt

#### PRICES PER PERSON

<b>Twin Cabins</b>	Deluxe Cabin	<b>£3,950</b>
<b>Double Cabins</b>	Premium Cabin	<b>£4,950</b>
	Royal Suite	<b>£6,350</b>
<b>Single Cabins</b>	Deluxe Cabin	<b>£4,940</b>

To help you select your cabin, deck plans and cabin images can be found on pages 36-39.

**Prices include:** Economy class scheduled air travel.

8 nights on board the *MS Royal Crown*.

Full board including house wines, Taittinger champagne by the glass, spirits, beers, soft drinks, tea and coffee. All shore excursions. Guest Speaker. Cruise Director. Tour Manager. Gratuities. Complimentary Wi-Fi on board. Overseas Transfers. Port taxes. Airport taxes. *Travel Insurance not included.*



Eltville



# TREASURES OF THE NETHERLANDS

## Cologne to Arnhem

Monday 22nd July to Sunday 28th July 2019

6 nights including 2 Gala Dinners



The Lower Rhine flows through an extensive valley past Cologne to emerge in a countryside of limitless horizons which extends to Arnhem, where it joins the dense, intricate network of inland waterways of The Netherlands. As we explore these diverse waterways we discover some of the most important milestones during the advance of the allies in WWII, such as the Waal Bridge near Nijmegen and the Airborne Museum at Arnhem, which commemorates one of the biggest air landing operations of all times occurring here during Operation Market Garden in 1944. This diverse cruise also allows us to discover the historic city of Dordrecht, the bustling port of Rotterdam, The Hague known as the 'Royal City by the Sea' and the silver city of Schoonhoven.



### GUEST SPEAKER MAJOR GENERAL SIR PETER WILLIAMS

After studying History at Cambridge University, Peter Williams spent over 30 years in the Coldstream Guards and enjoyed an unusually varied career.

As an Infantryman he carried out ceremonial duties in London, spent two years with Baluchi soldiers in the mountains of Oman, served twice in Northern Ireland and commanded 1st Battalion Coldstream Guards in Germany. During the Cold War he specialised in intelligence, serving first in Berlin from 1973 to 1975 as a Regimental Intelligence Officer. He then spent more than four years in the 1980s in Berlin and East Germany as an officer in the British Commanders'-in-Chief Mission to the Group of Soviet Forces in Germany, in effect working as a military spy. In 1983 he was awarded an MBE for his success as an intelligence collector and analyst.

From 1993 to 1994 he commanded the Coldstream Guards armoured infantry battalion group in central Bosnia on UN peacekeeping operations during the civil war there, for which he received an OBE. After serving on the European Union's Military Committee as UK Deputy Military Representative, his final posting was from 2002 to 2005 in Moscow, upon leaving he was made a Companion of the Order of St Michael and St George. He retired from the Army in December 2005 and now enjoys giving talks about the Cold War and other current and historical issues, is a member of the International Guild of Battlefield Guides and helps to train British military diplomats.



Schoonhoven

### Monday 22nd July – UK / Cologne

Your holiday begins with either an accompanied flight from London Heathrow or a rail journey from St. Pancras to Brussels with onward road transfer to join *MS Royal Crown* in Cologne.

### Tuesday 23rd July – Nijmegen

The fortified city of Nijmegen is full of magnificent historic buildings and centuries-old plazas, and is home to Holland's oldest shopping street, the Lange Hezelstraat. The Romans left visible traces all over the city from when Nijmegen was one of their administrative and economic centres. Our walking tour uncovers the highlights and we soak up the atmosphere as we enjoy refreshments.

260 American soldiers crossed the Waal river near Nijmegen in boats in September 1944 to conquer two bridges. 48 allied soldiers died during the 'Waalcrossing'. We view the new bridge over the Waal river, which opened in 2013 and was named 'De Oversteek' or 'The Crossing' as a tribute to these soldiers.

### Wednesday 24th July – Dordrecht / The Hague

This morning we arrive in Dordrecht, which obtained city rights as early as 1220, making it the oldest city in Holland. Located in a wetland area, it was an important merchant city with a lively trade in wood, cereals and wine. Dordrecht's rich history is still clearly visible on our walking tour of the old inner city harbours and monuments and we wonder at the gorgeous interior of the old mayor's house 'Huis van Gijn'.

During lunch we sail to Rotterdam for our excursion to one of the most extraordinary cities in The Netherlands,

### Hebridean Highlights

- Nijmegen and Waal Bridge
- Huis van Gijn, Dordrecht
- Mauritshuis, The Hague
- Small Boat Tour of Rotterdam's Historic Harbour
- Walking Tour and Silver Museum, Schoonhoven
- Airborne Museum, Arnhem

The Hague. Known as 'The Royal City by the Sea' The Hague has a wealth of historic monuments to discover, including the Panorama Mesdag, a cylindrical painting more than 14 metres high and 120 metres in circumference, which gives a 360 degree vista of the sea, the dunes and the fishing village of Scheveningen as it was in 1881. Step back in time and experience a unique view of Dutch cultural heritage, the oldest 19th century panorama in the world on its original site painted by one of the most important painters of the The Hague School, Hendrik Willem Mesdag, with help from his friends.

Located in the city centre, we visit 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 *MS Royal Crown* for dinner.





# TREASURES OF THE NETHERLANDS

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## Thursday 25th July – Rotterdam

Known as Manhattan on the Meuse, due to its impressive skyline, Rotterdam has a fantastic reputation for architecture. The city centre was largely rebuilt after World War II and the buildings, skyscrapers and bridges have been designed with a daring, forward-thinking approach. The Erasmus Bridge (referred to locally as 'The Swan'), the towering Euromast and the modern skyscrapers along the Wilhelminakade pier are particularly striking examples of the distinctive architectural style.

Our tour of the city concludes at Rotterdam's indoor market which houses 100 fresh produce sellers. Here we can experience the bustling atmosphere and sample local delicacies.

Rotterdam's maritime history dates back several centuries and has shaped the city as it exists today. Home to the largest port in Europe, Rotterdam's harbour and seafaring legacy is best experienced from the water. We board an iconic Spido boat to journey along the most fascinating parts of the River Maas and Port of Rotterdam through the historic shipyards and docks of Rotterdam's Scheepvaartkwartier (maritime district). Aboard a Spido, we are also perfectly positioned to admire the city centre's modern skyline and internationally renowned architecture.

## Friday 26th July – Schoonhoven

This morning, we embark on a walking tour of Schoonhoven, with its preserved medieval parts and

delightful canals. Schoonhoven is renowned for its silver tradition and has been home to gold and silversmiths since the Middle Ages. We have the opportunity to discover more of this traditional art at the Dutch Silver Museum.

From Schoonhoven we sail the Lek towards Arnhem, whilst appreciating the scenery from the spacious Sun Deck or take the opportunity to attend an enlightening lecture in the comfort of the lounge.

## Saturday 27th July – Arnhem

Beautiful Arnhem plays host to our excursion to one of the most stunning royal residences in Holland, the 300 year old Het Loo Palace. Its lavishly furnished rooms offer a splendid insight into royal life over the last few centuries and the meticulously sculpted gardens remain in their original formal 17th century style.

After lunch we visit the Airborne Museum, the Netherlands only battlefield museum and learn about the fascinating history of the Battle of Arnhem and listen to an account of events as they unfolded during the course of Operation Market Garden, before making our way around the fascinating and moving exhibits.

## Sunday 28th July – Arnhem / UK

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



Old Harbour, Rotterdam





Mauritshuis, The Hague



Het Loo Palace Gardens, Arnhem

#### PRICES PER PERSON

<b>Twin Cabins</b>	Deluxe Cabin	<b>£2,975</b>
<b>Double Cabins</b>	Premium Cabin	<b>£3,750</b>
	Royal Suite	<b>£4,750</b>
<b>Single Cabins</b>	Deluxe Cabin	<b>£3,710</b>

To help you select your cabin, deck plans and cabin images can be found on pages 36-39.

**Prices include:** Economy class scheduled air travel.

6 nights on board the *MS Royal Crown*.

Full board including house wines, Taittinger champagne by the glass, spirits, beers, soft drinks, tea and coffee. All shore excursions. Guest Speaker. Cruise Director. Tour Manager. Gratuities. Complimentary Wi-Fi on board. Overseas Transfers. Port taxes. Airport taxes. *Travel Insurance not included.*



Cubic Houses, Rotterdam



# GRAND RIVER VOYAGES OF EUROPE

## MAKE A GREATER 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 2019 cruises have been designed to offer the opportunity to combine cruises with the minimum of repetition, presenting you with a selection of stunning, extended voyages that discover the very best of what Europe's majestic waterways have to offer.

**COMBINE 2 OR MORE 2019 EUROPEAN RIVER CRUISES AND  
SAVE AN ADDITIONAL 5% OFF THE TOTAL FARE**



Fisherman's Bastion, Budapest



Iron Gates Gorge

### Grand River Voyage 1

24th June to 28th July 2019 - 34 nights  
Bucharest to Arnhem

Join Hebridean River Cruises for the ultimate grand voyage across Europe as we sail from East to West through nine countries. Awake every morning to a different view, travel in style and comfort and enjoy the thrill and enrichment of our guided excursions and guest speaker lectures. *Pages 18-33*



St. Sava Church, Belgrade

### Grand River Voyage 2

24th June to 22nd July 2019 - 28 nights  
Bucharest to Cologne

Let *MS Royal Crown* transport you along the Danube, Main and Rhine rivers to great imperial cities, historic towns and charming villages through ever-changing scenery, uncovering local heritage and experiencing musical performances, wine tastings and architectural gems along the way. *Pages 18-29*



Puszta Horse Show, Kalocsa

### Grand River Voyage 3

24th June to 14th July 2019 - 20 nights  
Bucharest to Nuremberg

Cruise serenely along the 'River of Kings' from the Black Sea and delta wetlands in the east to the medieval city of Nuremberg in the heart of Europe whilst absorbing stunning views and the unique atmosphere of each port of call. *Pages 18-25*



St. Stephen's Cathedral, Vienna

### Grand River Voyage 4

5th July to 28th July 2019 - 23 nights  
Budapest to Arnhem

Trace the routes of emperors and kings as you cruise along the Danube, Main and Rhine and transit the realisation of Charlemagne's dream as he ordered the construction of a canal in 793 to connect the Rhine and the Danube. *Pages 22-33*



Cologne



Airborne Museum, Arnhem

### Grand River Voyage 5

5th July to 22nd July 2019 - 17 nights  
Budapest to Cologne

Enjoy a leisurely sail along some of the most scenic sections of the Danube, Main and Rhine rivers through the delightful Wachau Valley and the dramatic Rhine Gorge with their stunning vistas of vineyards and fairy-tale castles perched atop precipitous cliffs. *Pages 22-29*

### Grand River Voyage 6

14th July to 28th July 2019 - 14 nights  
Nuremberg to Arnhem

Explore the rich history and picturesque towns and cities of the Main and Rhine rivers and the Heart of Holland. This cruise of varied interest through the intricate network of rivers and waterways offers something for everyone. *Pages 26-33*





## MS ROYAL CROWN CABINS

All cabins on board *MS 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
- Complimentary mineral water
- Spacious built-in wardrobes
- Safety deposit box
- Individual thermostat for air conditioning and heating
- TV with satellite channels



Shower Room



Premium Cabin



Royal Suite Sitting Area



Deluxe Cabin

## ROYAL SUITES

- 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 chair 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 (2 single beds)**

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





# DECK PLANS



Sun Deck



Panorama Deck



Select Deck

■ Deluxe cabins 
 ■ Premium cabins 
 ■ Royal suites



## ROYAL SUITES

- Panorama Deck
- 18.2m<sup>2</sup>
- Separate sitting area
- King-size bed
- Shower room
- Picture windows
- Daily fresh fruit platter

## PREMIUM CABINS

- Select Deck
- 14m<sup>2</sup>
- Queen-size bed
- Shower room
- Portholes

## DELUXE CABINS

- Select Deck
- 13.5m<sup>2</sup>
- Twin beds (2 single beds)
- Shower room
- Portholes





## 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](http://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](http://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, July 2018, 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 2 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 major credit cards. A cashless system operates on board with passengers settling accounts at the end of the cruise. Visa and MasterCard credit cards and cash 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 EHIC (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 style 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.

## 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 will 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 July 2018 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.

**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 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



# Hebridean Island Cruises Limited Conditions of Business - continued

majority of ports 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 adaptation 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 Y6406, 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](mailto:passengerrights@cruising.org) / [passenger.rights@psa-ace.org](mailto:passenger.rights@psa-ace.org). Web site: [www.cruiseexperts.org](http://www.cruiseexperts.org) / [clia](http://clia) [www.the-psa.org](http://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 they 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.admiraltylawguide.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](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](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/ukxi/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](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, 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



# Hebridean Island Cruises Limited Conditions of Business - continued

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](http://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](http://www.hebridean.co.uk)  
[reservations@hebridean.co.uk](mailto:reservations@hebridean.co.uk)

# Hebridean River Cruises 2019 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 *MS Royal Crown*

PLEASE TICK BOX

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

Economy Air Travel

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

Standard Premier Rail Travel by Eurostar

Available on 22nd July 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  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.

## METHODS OF PAYMENT You may choose to pay by cheque, credit/debit card or direct bank transfer

- I enclose a cheque payable to 'Hebridean Island Cruises Limited' for the total amount due at the time of booking
- I wish to use my debit/credit card to make payment for the amount due at the time of booking  
**Please call us on 01756 704704 with your card details**
- I have made a direct bank transfer for the amount due at the time of booking to the bank account of Hebridean Island Cruises Limited

The bank account details for Hebridean Island Cruises Limited are:  
NatWest Bank, City of London Office, PO Box 12258, 1 Princes Street, London EC2R 8BP  
Account No: 48630780 | Sort Code: 60-00-01

This declaration must be signed on behalf of each passenger

Signed on behalf of the above named

## 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 2018), 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 undertake to pay the balance due at least 16 weeks before the departure date.

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: 2nd Floor, Nucleus House, 2 Lower Mortlake Road, Richmond, Surrey TW9 2JA



ABTA No. Y6406



# WHAT OUR GUESTS SAID ABOUT HEBRIDEAN RIVER CRUISES IN 2018

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*“ As part of Hebridean, you will know we had a wonderful week, wonderfully well organised. Everything was 5 star. ”*

*“ I do have breaks with other companies, but a Hebridean cruise is always a special treat to myself. All the visits are so well planned. I was delighted to find the crew of the Royal Crown as helpful and friendly as those on Hebridean Princess. ”*

*“ The river cruise on Royal Crown was very enjoyable, extremely well planned and comfortable. I was a single traveller and found my fellow guests friendly and inclusive. ”*

*“ Our outings were very well organised in the best possible way and the local guides most informative. All credit to Hebridean and its staff; all so very helpful. ”*

*“ It was a gorgeous experience, brilliantly organised and led. Thank you for your welcome and your kindness. ”*

*“ All of the Hebridean team were welcoming, unfailingly pleasant and helpful on board and ashore. Very many thanks. ”*







# HEBRIDEAN PRINCESS

The 2019 *Hebridean Princess* Cruise Directory showcases an array of wonderful itineraries on board this truly unique little ship. As well as our first ever visit to the Isle of Carna in Loch Sunart, and our return to the Northern Isles of Orkney and Shetland, there will be new walks and visits on many of the old favourites.



## Themes & Guest Speakers

Our 'Footloose' walking programme has been a feature of our sailing calendar for many years and its success has inspired us to include other themed itineraries. Interests for 2019 include whisky, food and drink, gardens, nature and wildlife, world and highland heritage, classical music, art, historical and architectural interest.

Our Guest Speaker programme will continue to enrich selected departures and our knowledgeable on board guides will accompany every itinerary to bring each one to life.

## New Look Cabins

During the last winter re-fit, more cabins and bathrooms on board *Hebridean Princess* have undergone a full refurbishment. Continuing with the subtle Scottish feel created in the public rooms and previously refurbished cabins, locally manufactured fabrics have been used including plaid and Harris Tweed. Complementary colours and textures give each cabin its own individual identity and luxurious fabrics give a comfortable yet contemporary ambience.

## Genuinely All-inclusive Prices

Hebridean's all-inclusive tariffs will continue to include private coach transfers from our transfer points to and from *Hebridean Princess* or for those wishing to drive, secure parking at the port.

Join us to enjoy the original Hebridean experience – style, comfort and privacy – the ultimate in refinement on board our Scottish country house afloat.



## The Hebridean Difference - Genuinely all-inclusive cruises

*Hebridean Princess* cruises are all-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...

- All meals on board and ashore, snacks and picnics as shown in the itineraries and fresh fruit from baskets around the ship.
- Taittinger champagne, wines plus beers, spirits, soft drinks, tea, coffee and other hot drinks.
- Entrance fees to all castles, gardens and other places of interest, as well as transfers between the ship and each destination ashore, as shown in the itineraries.
- Knowledgeable guides accompany all cruises, both on board and on the tours ashore, with three experienced guides on the Footloose walking itineraries and two on the wildlife cruise.
- Guest speakers feature on selected cruises.
- Use of the ship's bicycles to explore ashore.
- Free Wi-Fi access and use of the ship's iPads, located in the Library.
- Private coach transfers from the local airport or train station to and from *Hebridean Princess*. For those wishing to drive, secure parking is provided at the port.
- Port taxes, pier and harbour dues.
- Gratuities.



# 2019 European River Cruise Calendar

## Voyage from the East

24th June to 5th July 2019      Bucharest to Budapest      Pages 18-21

## Melodies of the Danube

5th July to 14th July 2019      Budapest to Nuremberg      Pages 22-25

## The Romantic Main and Rhine

14th July to 22nd July 2019      Nuremberg to Cologne      Pages 26-29

## Treasures of the Netherlands

22nd July to 28th July 2019      Cologne to Arnhem      Pages 30-33

## Grand River Voyages of Europe

Pages 34-35

## 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](mailto:reservations@hebridean.co.uk)


Website: [www.hebridean.co.uk](http://www.hebridean.co.uk)

Alternatively, contact your preferred travel agent or cruise specialist.

Find us on:

 [www.facebook.com/hebridean](https://www.facebook.com/hebridean)

 [www.twitter.com/Hebcruises](https://www.twitter.com/Hebcruises)

 [www.instagram.com/hebrideanislandcruises](https://www.instagram.com/hebrideanislandcruises)



## HEBRIDEAN ISLAND CRUISES

Hebridean Island Cruises Limited  
Kintail House, Carleton New Road  
Skipton, North Yorkshire BD23 2DE