

## Conditions of Transport

The Conditions of Transport regulate the transport of passengers and baggage on board the "Amadeus" Ships. These are issued on behalf of the Carrier "Lüftner Cruises GmbH", an Austrian company with its registered office in 6020 Innsbruck, as the cruise operator of the "Amadeus" fleet. For the sake of simplicity, the term "Carrier" is also used below to refer to the Carrier's on-board personnel (captain, crew, etc.).

### HEALTH CONDITION OF THE PASSENGER, ETC.

Health Condition of the Passenger: The Passenger confirms that he/she is physically, mentally and otherwise fit to undertake the cruise and that he/she meets medical travel requirements, including any vaccinations, etc. And that he/she has made sure before starting the journey that he/she does not pose a risk to other passengers or the crew, especially with regard to communicable diseases, etc. If there is reasonable doubt that a passenger is unfit to travel, it is at the discretion of the Carrier or its designated Fleet Health Officer to admit the passenger to travel. Passengers are obliged to comply at all times with the rules and regulations in force on board ship and with the orders and instructions of the Carrier and to ensure that their conduct does not prejudice the safety of the ship or endanger or inconvenience other passengers. The Carrier is not obliged to provide any special health or psychological care, such as vaccinations, during the cruise; all arrangements in this regard are the responsibility of the Passenger.

Passengers with reduced mobility: The shipping company assures that it has great respect for persons with reduced mobility when they travel. In this sense, it is far from discriminating against these people in any way. However, taking part in a river cruise places special demands on the mobility of the passengers. On all ships, passengers must be able to descend and ascend stairs and ramps without a walker or wheelchair on their way to and from the ship. These are generally not wide enough for these aids or, due to the width of the stairs and ramps, it is often not possible for other people to provide assistance in moving around. Whether persons who do not meet these requirements can be admitted on board is a matter for the decision of the Carrier or the master, who are responsible for safety on board.

Passengers are strongly advised to check all relevant details with the booking travel agent / tour operator prior to booking

Scooters and Other Aids: Scooters cannot be allowed on board. The decision whether and in what number wheelchairs or walkers are allowed on board is the

responsibility of the Carrier or the captain, who are responsible for safety on board. Likewise, it is the decision of the Carrier or the captain whether or where such aids can be accommodated on board. Should a passenger not be allowed on board for this or any other medical reason, this shall not give rise to any claim against the Carrier for compensation for any reason whatsoever.

All ships have lifts, but for nautical reasons these can serve three decks only and not the sun deck.

Passengers who require physical assistance during the journey must bear in mind that the on-board staff are not obliged to undertake such personal tasks or to assist in lifting or carrying passengers or in dressing, toileting, lifting or pushing a wheelchair.

Right to refuse a booking or to be admitted on board or quarantined: The Carrier reserves the right not to admit to the ship, to confine to the cabin or to quarantine any person suffering from a contagious or infectious disease or who, after consultation with the Fleet Health Officer, is unfit to travel in the particular circumstances of this cruise or whose presence would be detrimental to the comfort, safety or welfare of others on board or on excursions, etc. The Carrier shall not be liable for any loss or damage caused by such person. The Passenger agrees that such decisions are final and binding. This decision shall not give rise to any claim against the Carrier for compensation for any reason whatsoever.

Food intolerances, dietary restrictions: The kitchen and restaurant staff make every effort to accommodate dietary requirements as much as possible. Understandably, such requirements of individual passengers can only be provided in consideration of the provision of services to all passengers on board. In all cases, the passenger is obliged to check the food served as far as possible. The prerequisite in all cases is that the Carrier is informed in good time about food intolerances and dietary requirements. Without such timely information, the passenger is not entitled to have dietary requirements taken into account. The Carrier must reserve the right not to admit passengers on board if compliance with dietary requirements would overburden the on-board organisation. A claim against the Carrier for compensation cannot arise therefrom, for any reason whatsoever.

Pregnancy: For safety reasons and due to the limited medical care on board the ship, expectant mothers are advised to have their physician confirm that they are fit to travel. In special cases, the responsible staff member on board may require the presentation of such a certificate of fitness to travel.

## EMBARKATION CONDITIONS

Upon embarkation, all passengers must be in possession of a valid passenger ticket, as well as a valid travel document, or any required visa and vaccination card and any other documents required for the countries of the cruise. The Carrier is not liable for any loss or delay caused by not having all the required documents. At worst, documents missing in this context may lead to a passenger not being admitted.

- The crew will make every effort to check passengers' travel documents for completeness and accuracy. However, the passenger is always liable for any irregularities or incomplete documents, etc. that may result.
- Each piece of luggage must be clearly marked with the passenger's name, the ship's name, the cabin number and the date of departure.
- In general, the cabins offer sufficient storage space for passengers' luggage. However, this does not apply to baggage that is significantly oversized. It is then at the Carrier's discretion to decide whether to make room for it in the ship's stowage spaces. Otherwise, the passenger may be asked to repack his/her luggage.
- Passengers are required to be on board the vessel at least two (2) hours prior to the scheduled departure time.

## PROHIBITED ARTICLES ON BOARD

Passengers may not bring on board firearms, other weapons, explosives, controlled or prohibited substances or illegal drugs, marijuana, medical marijuana or CBD oil, or flammable or dangerous items, or any contraband prohibited by local, state or national law. Passengers who violate the laws of a state must expect to be reported to law enforcement or customs authorities and prosecuted. Passengers bringing dangerous items on board will be subject to immediate disembarkation or refusal of admission on board, with no right to any refund, loss, damage, inconvenience or compensation in these circumstances.

## COMPLIANCE WITH LAWS, REGULATIONS AND ORDERS OF THE SHIP; COMPENSATION

The Passenger shall at all times comply with the requirements of all immigration, port, health, customs and police authorities and all other laws and regulations of any place, state visited. In the event of any breach of these regulations, the passenger may be expelled from the vessel without liability on the part of the Carrier for any loss, expense, damage or compensation of any kind. The Passenger agrees to indemnify the Carrier against all penalties, fines, charges, losses or damages of any nature whatsoever incurred or imposed upon him or the Vessel by reason of any act or breach of law.

## MEDICAL AND OTHER PERSONAL SERVICES

Availability of medical care may be limited or delayed and emergency medical evacuation is not possible from every location on the cruise. As a general rule, any health, medical or other personal services related to the cruise may incur additional charges for the passenger. The Passenger understands that any medical treatment received by the Passenger during the cruise or shore excursions, as well as the administration of medication and other personal services, are at the Passenger's own risk and expense without any liability or responsibility on the part of the Carrier and agrees to indemnify the Carrier for any medical or evacuation costs or expenses incurred on the Passenger's behalf.

## LIMITATIONS OF LIABILITY

- On river cruises in Europe, the Carrier shall at all times be entitled to invoke and benefit from any applicable limitation of liability or exemption from liability set out in the Athens Convention relating to the Carriage of Passengers and their Luggage, 1974 and the Protocol to that Convention relating to the Carriage of Passengers and their Luggage, 1976, adopted by Switzerland.
- Furthermore, and in addition to all the limitations of and exemptions from liability provided for in the Athens Convention, the Carrier shall be subject to all the limitations of and exemptions from liability provided for in the Strasbourg Convention on Limitation of Liability of Owners of Inland Navigation Vessels (CLNI 1988), adopted by Switzerland.
- A copy of the Athens Convention and the Protocol of 1976, CLNI, may be provided by the Carrier on written request.

## VALUES, PERSONAL ITEMS, ELECTRONICS AND USE OF ELECTRONICS

The Carrier shall in no case be liable for the loss of or damage to cash, securities, gold, jewellery or other valuables, unless these have been deposited against receipt at the reception of the vessel for the agreed purpose of safekeeping. In the case of such a deposit, the Carrier's liability may be limited. Under no circumstances shall the Carrier be liable for loss of or damage to electronic computers (handhelds, laptops, etc.), whether or not they are in the baggage.

## ANIMALS

Pets or other animals are not allowed on board the ship.

## PAYMENT

All payments to the Carrier shall be made in EURO or any other currency acceptable to the Carrier. All charges for services and products provided on board the vessel must be paid in cash or by credit card

acceptable to the Carrier before the passenger disembarks.

#### **CAMERAS ON BOARD**

For the general safety on board, especially in the interest of the passengers, neuralgic points on the ship are monitored with cameras. Some of these cameras are used by the ship's command to support nautical activities, a front camera transmits the route in the direction of travel for passengers, other cameras monitor the entrance, etc. The passenger irrevocably grants the Carrier the right to operate this camera system without restriction.

The Carrier shall respect privacy in all cases. Therefore, all data collected in this way is stored with such care. The system is designed in such a way that no copies, links, etc. are possible and the data remains exclusively on the vessel and is immediately deleted when it is no longer needed.

#### **CONDITIONS and USE of Wi-Fi**

The rules governing the use of the Wi-Fi system on board are available on request.

#### **PRIVACY POLICY**

A full description of our privacy policy, which may be updated from time to time without notice, are available at [www.lueftner-cruises.com](http://www.lueftner-cruises.com).