

General Information - MS Florentina "Bike & Barge" 2024



1. Embarkation

Embarkation from **4 p.m.**

Please plan on arriving in good time in order to respect the scheduled embarkation time. If you arrive in delay, please timely inform us.

Due to organisational reasons, an earlier embarkation is not possible. If necessary, however, you may deposit your luggage on board already from 2 p.m. onwards.

Please note that each piece of luggage must have a luggage tag with your name and the ship's name on it.

2. Disembarkation

Disembarkation takes place after breakfast from about 9:00 a.m.

We ask you to leave your cabin by 09:00 a.m. at the latest. You will receive more information about the procedure from your cruise director on the last evening.

Please do not forget to hand over your cabin key at the reception.

3. Entry formalities

EU-citizens are required to have a valid passport or national ID card.

We kindly ask non-EU citizens or EU-citizens with special situations like dual citizenship, main residence abroad or a limited-validity passport to inform well in advance about visa and entry documents at the competent embassy.

4. Arrival in Prague



Arrival by train:

The destination station is Prague.

The distance from the station to the mooring place is about 4 km.



Arrival by plane:

Arrival at Airport Prague.

The airport is about 15 km away.



Arrival by car:

Spanelska parking garage:

Near Wenceslas Square, about 3.5 km from the pier.

Costs per day about 29.00 € / from CZK 699, -.

Reservation on the Internet: <https://www.mrparkit.com/en>

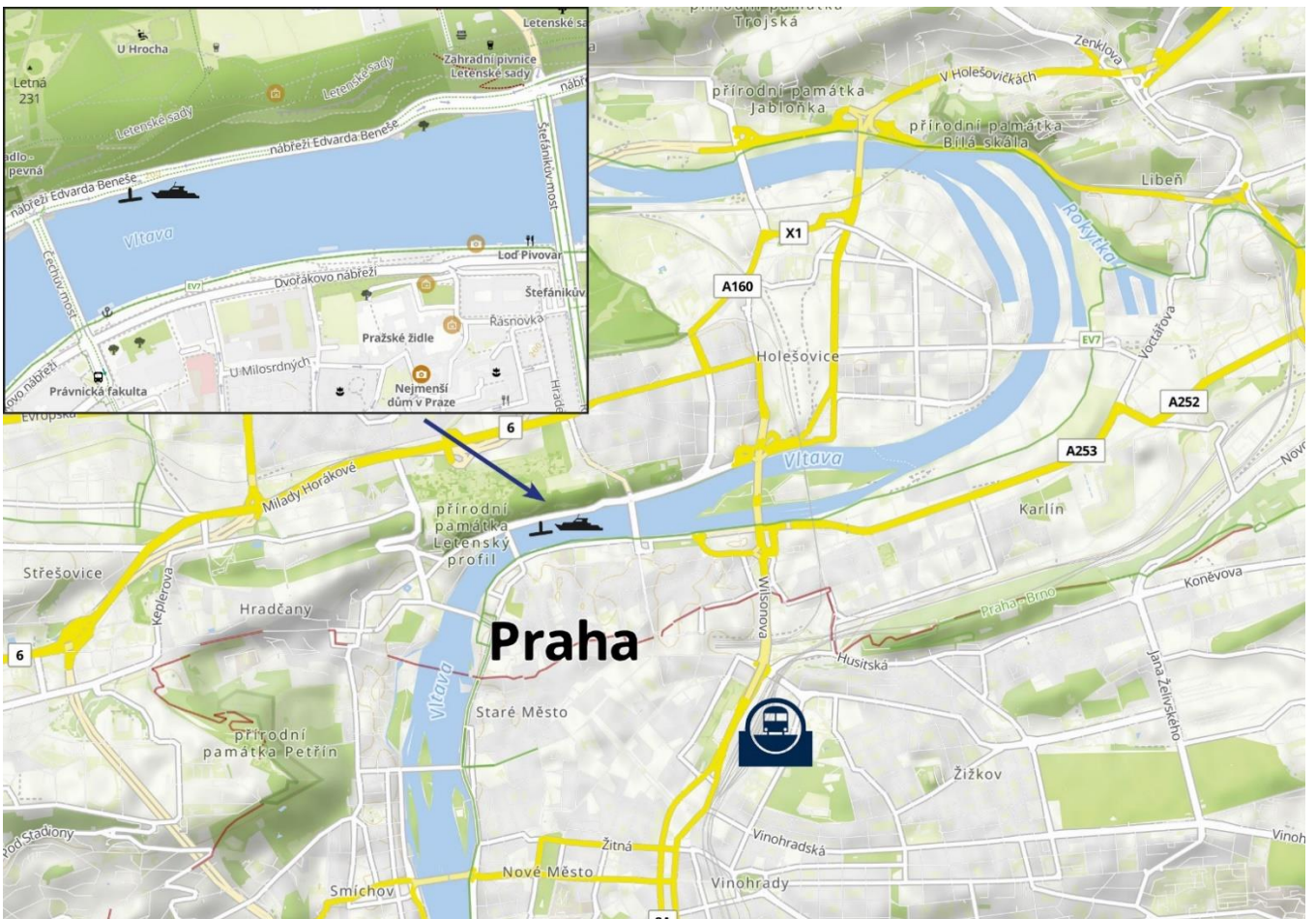
Rudolfinum parking garage:

Approx. 15 minutes walk from the berth (approx. 1 km)

not reservable

Costs per day about 29.00 € / from CZK 699, -.

Prices and exchange rates are subject to change without notice, as of March 2024



5. General ship information

Technical data:

Length: 80 m // Width: 9.6 m // Draft: 1.50 m // Passengers: max. 88 // Flag: Czech Republic // Language on board: German and English

On board of the cosy middle class ship MS Florentina a personal and familiar atmosphere awaits you.

Ship's equipment:

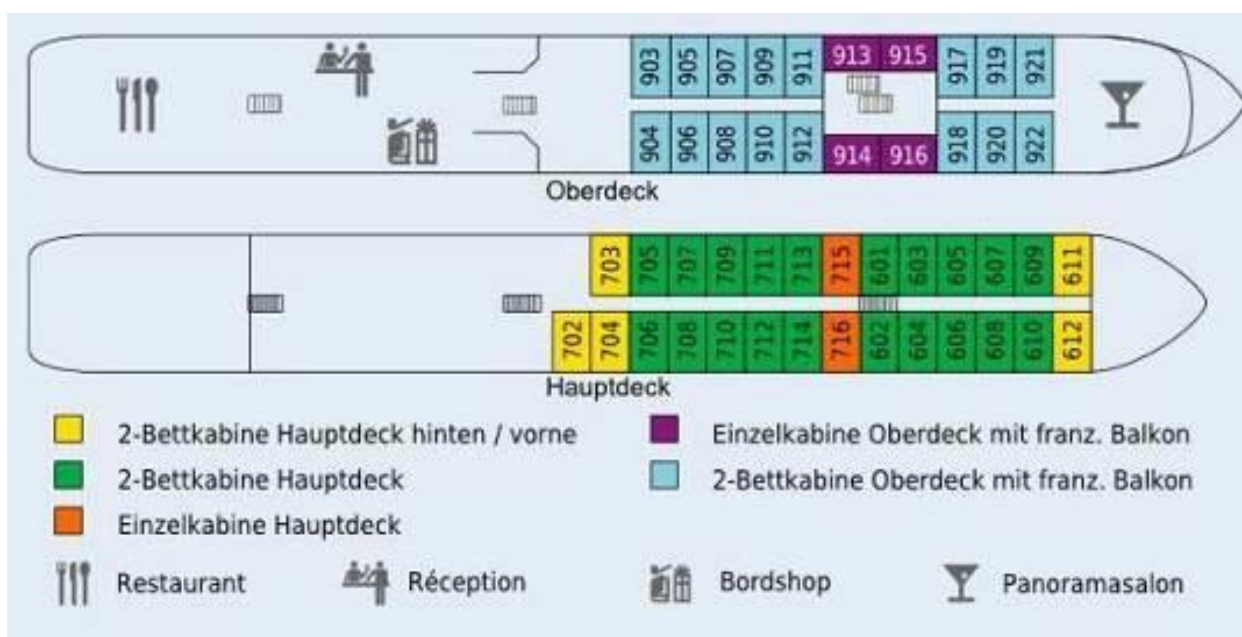
Bright, friendly restaurant, small lounge next to reception and small observation lounge with panoramic windows on the upper deck. Large sun deck with deck chairs.

Cabins:

Upper deck: 16 x 2-bed cabins (approx. 10 m²) and 4 x 1-bed cabins (approx. 8 m²) with French balcony (windows can be opened). Main deck: 25 x 2-bed cabins (approx. 10 m²) and 2 x 1-bed cabins (approx. 8 m²) (windows cannot be opened). All 47 outside cabins with shower/WC, hairdryer, TV, safe and central air conditioning with individually adjustable ventilation. Wi-Fi is available (depending on reception not on the entire route).

Honest Words:

River cruises cannot be compared to ocean cruises. Due to the smaller size of the ships, they have smaller decks, and the cabin and living space is limited. In some ports, several ships may be tied up alongside each other, hence the view may be restricted and noise pollution may occur. Please consider that on the one hand your ship is your hotel, on the other hand, however, it is an engine that must run constantly –even at night time, therefore a certain level of noise is inevitable.



6. Life on board

Doctor / Medical care

There is no doctor available on board. In case of emergency, please contact the crew or your cruise director, who will be happy to assist you in finding a pharmacy or doctor.

If you need to take any medication, we would like to ask you to bring it from home in sufficient quantity for your personal needs.

Excursions

We have put together a small excursion program for you. For information on the excursions offered, please refer to the enclosed arrival information. Bookings can only be made on board with your cruise director. Payment is made in cash in €.

Booked and paid excursions will not be refunded (except in case of cancellation by SE-Tours or if the minimum number of participants is not reached).

Please note that there may be changes in the excursion program, the starting times and also the embarkation and disembarkation points, e.g. due to weather conditions or lock closures. The itineraries and excursion programs are subject to change.

Greeting and welcome drink

On the first evening, your on-board tour guide, the captain and the crew will welcome you with a drink. During the information hour, you will learn everything you need to know about life on board and the itinerary of your cruise. The exact meeting points and times can be found in the daily program, which is available in the reception area or on the information boards in the entrance area.

Onboard announcements

Over the ship's loudspeaker system we will inform you, for example, about the start of the excursions and, if necessary, about last-minute changes to the program. Please understand that no information can be transmitted to the cabins. Also, a transmission to the sun deck may be disturbed.

Crew area

Please respect the crew's desire to have their private area designated for them. Guests are not permitted to enter the crew area.

Diet / Gentle Food

If you require dietary or special food, please let us know well in advance of your trip, so that we can forward your wishes in advance. In the case of lactose and/or gluten-free diets, as well as special food or special food requirements, a fee of 5,- € per day per guest will be charged on board.

Individual, very special requests, pronounced multiple food allergies, as well as a purely vegan diet cannot be guaranteed on board. In case of special diets we recommend to bring a small selection of food yourself.

Elevator / Lift

There is no elevator or lift available. Please note that some of the stairways are narrow and steep.

Hairdryer

A hairdryer is available in your cabin.

Lost property

Lost and found items are accepted and handed over at the reception desk.

Drinks

The bar is always accessible. Drinks consumed will be recorded on your board account and settled at the end of the voyage. You will receive a receipt for your ordered drinks.

Towel change

Your cabin will be cleaned daily. In order to protect the environment, we ask that you reuse the towels you have in your cabin. If you need fresh towels, put the dirty ones on the floor. The crew will replace them with clean ones.

Pets

Pets are not allowed on board.

Internet access / Wi-Fi zone

Wi-Fi is available on the ship for a fee. Please ask for the current rates directly on site at the reception.

Clothing / Travel wardrobe

No special wardrobe is required for life on board. Sporty-casual clothing is sufficient. For the farewell dinner, many guests dress a little finer. For space reasons, we ask that you refrain from carrying hard-sided luggage. The storage space in the cabin may be very limited.

For the bike tours we recommend:

- 🚲 Cycling helmet, padded cycling shorts and cycling gloves if necessary.
- 🚲 Headgear / bicycle helmet
- 🚲 Comfortable shoes
- 🚲 Sun and rain protection, sunglasses
- 🚲 Sweater or sweatshirt for cooler evenings on deck
- 🚲 Swimwear and towel for warm summer days

Air conditioning

All rooms on board, including your cabin are air conditioned. Cabins are equipped with central air conditioning and have individually controlled ventilation.

Shore excursions

Please always wait for the ship's official clearance before going ashore.

Berths are also subject to change at short notice. Check the ship's departure times and berths before each shore excursion.

Please always hand in your cabin key at the reception when going ashore. You will receive a cabin card in return. This way the crew always has an eye on the presence of your guests.

Berths

Berths are allocated by the port authorities. There may be changes in berths at short notice. Please always check before leaving the ship. It is common practice in some cities for the port authorities to assign a common berth to several vessels due to the high volume of traffic. In these cases, the ships are adjacent to each other and the clear view from your cabin may be impaired. Likewise, stronger noises and smells from neighbouring ships cannot be avoided.

Meals / Table Reservations

Meals take place in one sitting, i.e. all passengers dine together. Please refer to the daily program for exact times. The table arrangements have already been made prior to the voyage. Please keep your seat in the restaurant, which you are assigned at the beginning of the trip, during the entire trip.

If you would like to sit at the same table with other travellers who have not booked together with you, please inform us or your booking office at least 14 days before the start of the trip. We will take this as a non-binding customer request.

Please understand that it is not allowed to take food from the restaurant.

Minibar

A minibar is not available.

Program changes

Changes to the schedule for technical reasons or due to unforeseen events cannot be ruled out despite careful planning. Any changes, which may also affect the excursions, will be communicated to you immediately by the on-board tour guide. They will always try to offer you the most attractive alternative solutions.

Smoking

Smoking is not permitted inside the ship. Smoking is only allowed on the sun deck. We ask all smoking passengers to be considerate of non-smokers.

Safety regulations

You are on a ship with high safety standards and reliable crew. You will receive a safety briefing from the crew on embarkation day. Please always follow the instructions of the captain and inform yourself about the safety regulations on board. Escape plans can be found in the corridors as well as on the door of your cabin. Life jackets are in your cabin under the bed or in the closet.

Sun deck

The spacious sundeck is equipped with seating and tables and is also a storage place for bicycles. Parts of the sundeck can be covered in case of strong sunshine.

Due to some low lock and bridge passages, the sundeck may be closed at times for your own safety.

Power supply

There are 220V AC power outlets in the cabins.

Tipping

In accordance with international custom, it is customary to tip the staff. The amount is of course up to you and should be recognition for a good service. We recommend an amount of 8.00 – 10.00 € per guest/day.

Drinking water

The water on board is of drinking quality and is suitable for personal hygiene without hesitation. However, since it is kept in tanks and is not running water, we recommend that you order mineral water at the bar or in the restaurant for drinking.

TV

The ship has a satellite system, so TV reception is guaranteed for most of the route. When passing bridges and when staying in locks as well as on certain stretches of the route, there may be short-term reception interruptions. We ask for your understanding.

Catering

Full board includes breakfast, packed lunch for the bike tours (or small lunch for guests staying on board) and a multi-course dinner. In the afternoon coffee and cake are available until about 04:00 p.m. Meals not taken cannot be refunded.

You make up your own packed lunch for the bike tours from the breakfast buffet. In the course of sustainability and to avoid waste, we ask you to bring reusable lunch boxes.

Wake-up service

If you would like to be woken up individually, please let the reception know.

Valuables / Safe

You can leave your valuables in the safe in your cabin. For shore excursions, we recommend that you take only a small amount of money with you, carry your valuables close to your body, and avoid flashy jewellery.

Means of payment

The currency on board is the Euro. The following means of payment are accepted on board: Cash (Euro), EC card (Maestro) and credit card (Visa-Eurocard and Mastercard).

7. Bicycles

The rental bikes are at your disposal any time during the whole trip; however, this does not include any additional dates booked separately.

We kindly ask you to take care of our bikes during the whole trip and to lock your bike securely in a secure area. Never leave the bikes unattended (especially in the inner cities).

During the journey, you are liable for any damage caused to your rental bike.

Bike Hand Over

On the first day of cycling, on board, you will receive your rental bike and the following bike equipment:

- 🚲 1 pannier per bike
- 🚲 1 handlebar bag per cabin
- 🚲 1 bike lock
- 🚲 1 repair set, 1 air pump (per cabin)

On receiving your bike, please check that it has everything necessary attached and that it is in good working condition. Please advise the crew, should you notice any defects – so they may assist you immediately.

Every morning before you commence your bike tour, please take special care to ensure that you use the bike that has been assigned to you to avoid any unnecessary mix-ups.

At the end of your journey, please return the rental bike and the equipment to the tour manager or crew in the same condition and completeness as when you received them.

Our Rental Bikes

7-gear and 8-gear-tour bikes:

You will receive a high quality 28-Inch unisex city tour bike, manufactured by Velo de Ville from Münster, Germany. As the company uses proven quality for all components, you may rest assured that you cycle comfortably and safely on all roads.



Bike Theft

Never leave your bike unattended and always lock it due to high risk of theft. We highly recommend that you do not bring your bike when going on a sightseeing tour or going for a stroll through the city. A bike theft must be reported to the police– often stressful and time consuming.

Bike Malfunctions

Breakdowns can easily occur even with brand new and well-maintained bikes. Punctures will be fixed by you, for bigger damages please contact a member of the crew or the tour manager. Please do not have any repairs done on the rental bike without our consent. For technical problems with the bike, please approach the tour manager.

Own Bikes, E-Bikes

Generally, we recommend that you rent one of our bikes for the duration of the trip. We shall not be held liable for neither loss or theft nor for damages on personal bikes – this includes also damages occurring during the transport on board or back ashore. Repairs you have to do yourself; the breakdown service is not included for private bikes. You are personally responsible for the transportation of your bike to the starting point and back home.

Important note for own bikes brought on board

Bags (handlebar bags / panniers and baskets, etc.) attached to the bikes must be removed. Bikes with extra width cannot be transported on board; we cannot guarantee that bikes with their bags still attached will be brought on board.

Own E-bike

You can charge the battery of your electro bike in the wall outlet of your cabin. Please do not forget to bring a spare battery.

Safety Regulations

We recommend that you always wear a bike helmet. In some countries, the wearing of helmets is mandatory: in Slovakia, for all cyclists outside built-up areas; in Austria, helmets are mandatory for children up to 12 years and in the Czech Republic up to 18 years.

Please note that on our journeys, up to 18 years, helmets are always mandatory.

In Hungary, Slovakia and the Czech Republic, visibility –jackets are mandatory in bad weather situations and darkness. Please bring your own helmet (no onboard selling) and, if required, also your visibility-jacket.

Did you like our rental bikes? SE-Tours is sales partner of Velo de Ville. Design your dream bike on www.velo-de-ville.de and send us an e-mail, info@se-tours.de

8. Tour Descriptions for Cycle Tours

The cycling tours are self-guided. There will be daily briefings on board with detailed information about the daily programmes. The tour descriptions for the daily cycling tours you find in the cabin.

Prior to departure, you can download these descriptions as well as the GPS tracks for the recommended cycling tours from our homepage:

<https://www.se-tours.de/en/travel-information/travelinformation-route-descriptions-gps-tracks>



9. Information-Videos

On our home page, you can take a closer look on life on board already before starting the journey. Our videos show daily life on board and some impressions of our destinations:

<https://www.se-tours.de/de/reiseinfos/reisevideos>

10. We are looking forward to your Feedback!

We need your support to continue improving our service quality before and during the trip. Your feedback, comments and suggestions are much appreciated!

You will receive an evaluation form at the end of the cruise and we kindly ask you to fill it in and return it to us. On board, you will find a designated box for this purpose. Everything is done anonymously, if you prefer so. You may also hand in the survey form directly to our cruise management or provide feedback to us via e-mail or post.

Alternatively, you can also rate us online on our website:

<https://www.se-tours.de/de/reiseinfos/reisefeedback>

Do you have a Facebook or Instagram account?
Perfect! Then take us with you on your voyage and
let us share your wonderful holiday moments.



Tag us on Instagram:
@setoursgmbh #setours #radundschiff #setoursmomente
#setoursreisen #sefluss

At the end of the season, we reward the best contribution with a SE-Tours travel voucher worth 250 Euro.

11. Checklist for your Holiday

- ✓ Check validity of Passport/ ID-Card, renewal may be necessary
- ✓ Check credit cards & travel documents
- ✓ Store your valuables
- ✓ Prepare travel medical kit and prescription medication
- ✓ Check travel insurances
- ✓ Leave your holiday address and phone number with friends and family
- ✓ In your carry-on baggage belongs:
 - Passport and/or ID
 - Travel information
 - Embarkation address
 - Medication
 - Participant passes/Voucher
 - Parking booking confirmation/tickets for arrival and departure

12. Last but not least

We recommend that you to bring along copies of your key documents (carried separately from the originals).
In case you lose the original documents, the copies will help to speed up the replacement process.

We wish you exciting cycle tours and a pleasant journey!