



St. Petersburg, Hermitage Museum

## Useful information

### Australian Government travel information

We recommend that you refer to the websites of the Australian and NZ Ministries of Foreign Affairs: [www.smartraveller.gov.au](http://www.smartraveller.gov.au) and [www.mfat.govt.nz/travel](http://www.mfat.govt.nz/travel). Here you will find general travel tips and information, as well as specific Travel Advisories, which provide information about the security in a particular country.

### Clothing

We recommend casual and comfortable clothing. Please ensure you have comfortable walking shoes, a hat and umbrella. We suggest you bring layers of clothing that can be removed or added as required. In the evenings, smart casual attire is fine. You may wish to wear something more formal for the Captain's Welcome Cocktail Party and Farewell Dinner.

### Currency

The local currency in Russia is the Rouble. You may pay your final shipboard account by credit card. Major credit cards can also be used in many restaurants, shops and hotels. Cash will be required for smaller purchases, such as drinks or souvenirs. Roubles, USD and sometimes Euros, can be withdrawn from ATM machines, which are widely available in Moscow and St. Petersburg. Before leaving Australia, check with your bank to ensure that the card/s you are carrying will be accepted at the major ATMs. Please do not take travellers cheques, as they can be difficult to exchange.

### Gratuities/Tips

Gratuities for shipboard personnel and local guides are not included in the cruise fare and are at the passenger's discretion.

### On board language

The major on board language for MS Volga Dream is English and all on board announcements will be in English, even though there may be other nationalities on board. Shore excursions will be conducted by a professional English speaking guide. Gold program groups will comprise a maximum of 25 participants and Platinum program groups - 15 participants.

### Privacy

We will not pass on your details to third parties for purposes other than securing your travel reservations.

### Travellers with special needs

Guests with medical, physical or other special needs should advise Russian Travel

Centre/Eastern Europe Travel at the time of booking. MS Volga Dream does not have an elevator between decks. The ship and most tourist attractions generally do not have the facilities to accommodate wheelchairs or physically challenged passengers. Shore excursions may include walks of up to 2km on uneven ground. Passengers using wheelchairs are advised to have a travelling companion to assist them. Special requests such as wheelchair suitable accommodation and touring must be made to us in writing by your travel agent and confirmed by us in writing.

### Voltage

Voltage on board ship is 220V. Plugs are normally round two-pin European type.

## Booking conditions

### Deposits

To secure your cruise tour reservation, a non-refundable deposit of 15% of the cruise tour price is due within 7 days of receipt of the confirmation invoice.

### Balance of payment

Balance of payment is due 76 days prior to commencement of Cruise/Cruise Tour.

### eNett code 300526

### Credit card payments

Credit card payments incur a merchant fee of 1.5% for Visa and MasterCard and 3% for American Express.

### Amendments

One amendment may be made without charge; subsequent amendments will incur a service charge of \$55 per amendment.

### Cancellations

All cancellations must be received in writing. The following charges will apply to services cancelled prior to the commencement date of cruise.

76 days or more.....	loss of deposit 15%
75-40 days.....	30%
39-26 days.....	55%
25 days or fewer.....	100%

### Documentation

Documentation is generally issued approximately 4 weeks prior to departure. If you are departing prior to that, please notify us and we will endeavour to obtain documentation earlier. This may, in some cases, result in additional cost.

### Passports & visas

It is the responsibility of the passenger to ensure they have a passport that is valid for 6 months after travel arrangements have concluded. Australian and New Zealand passport holders require a visa for travel to Russia. Please consult your travel consultant for up-to-date information. The visa costs are not included in the cruise price. To avoid visa issuance delays for Russia, passport details should be provided at time of booking.

**Important note:** Please be aware that if booking pre and post cruise arrangements, the Russian Embassy/Consulate will only accept visa support documentation from a maximum of two Russian operators for the entire stay in Russia, one of which will come from the cruise company. The maximum duration of a tourist visa for Russia is 30 days. Detailed information for obtaining Russian visas can be found on the websites -

Consulate General of Russia in Sydney: [www.sydneyrussianconsulate.com](http://www.sydneyrussianconsulate.com) and Embassy of the Russian Federation in Canberra [www.australia.mid.ru](http://www.australia.mid.ru)

### Insurance

It is strongly recommended that adequate travel insurance is taken out at the time of booking to cover you in the event of unavoidable cancellation.

### Itinerary/Sightseeing changes

Itineraries are subject to change and may need to be adjusted or cancelled, due to water levels or weather conditions. The cruise companies reserve the right to change itineraries where deemed necessary.

### Brochure validity

January to December 2017. Prices and information are correct at the time of printing (May 2016); however, due to factors beyond our control, such as currency fluctuations, they are subject to change. Once full payment has been received, no additional charges will apply.

### New Zealand Bookings

All bookings made through the New Zealand GSA, the Innovative Travel Company Ltd, are

fully subject to all New Zealand Terms of Trade as specified by the Innovative Travel Company Ltd. For further information, please contact the Innovative Travel Company Ltd.

### Acts of God, strike or other conditions beyond control

Russian Travel Centre will not be liable for delay or inability to perform any condition in this brochure caused by strikes, lockout or labour difficulties or shortages, explosions, fire, collision, breakdown or damage to the vessel, civil commotion, riot, insurrection, war, government restraint, requisition of the vessel, political disturbances, acts or threats of terrorism, Acts of God, or other circumstances beyond our control.

### Responsibility

Russian Travel Centre/Eastern Europe Travel acts as an agent for the cruise company. Neither Eastern Europe Travel nor the cruise company will accept liability for any injury, damages, loss, accident, delay, whether occasioned by coach, boat or any other conveyance. All vouchers, coupons and tickets are issued subject to the terms and conditions specified by the suppliers.