

ESSENTIAL CRUISE INFORMATION

JAYAVARMAN & THE JAHAN

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➤ ON-BOARD ENTERTAINMENT/ACTIVITIES

Excursions and daily program

Our daily program, excursions and dining times will be hung up next to the reception area. Programs for the following day are placed in your cabin the night before. A bell will be rung five minutes prior to the excursion. Please gather at the Lobby Lounge and drop your key at the reception before leaving the ship.

This will allow us to identify guests who wish to remain on the ship. For those who intend to stay back on the vessel, we are more than happy to prepare meals and drinks. Just inform our reception or our staff.

The Boutique Shop

The Boutique Shop offers a collection of magazines, literature, toiletries, travel items, postcards, clothes, handicraft and other items to purchase.

Bar and Lounge

Pre-dinner cocktails, briefings, lectures, movie nights, workshops and documentaries are hosted in the lounge or bar.

The Lobby Lounge & Library

Our air-conditioned library is well stocked with books, magazines, music and videos.

Restaurant

Free seating is arranged in the restaurant.

Learn the culinary delights of Khmer-Vietnamese cuisine at our cooking workshop.

➤ **WELL-BEING**

Apsara Spa

Unloose the stress and strain of the world. Discover the unique upscale Southeast Asian spa experience. We offer a wide range of relaxing massages and treatments. Foot massage on the sun deck or in the privacy of your balcony or in your stateroom is also possible on request. We recommend consulting the daily excursion before booking your spa treatments so you don't miss out on any excursion.

Sun Deck

Enjoy the cruise on the sun deck whilst soaking in the balmy rays of the Southeast Asian sun or having a pre-dinner cock-tail. Come and foster a calm and tranquil mind with our morning Tai Chi classes. A moving form of yoga and meditation combined, Tai Chi animates the body and provides a practical avenue for balance, alignment and a perfect rhythm of movement. Details and schedule in your daily program.

➤ **FOOD & BEVERAGE**

Cuisine

Our cuisine is creative, natural and fresh. Using only best quality products, our chef has infused delectable Vietnamese and Cambodian culinary delights into the menu.

Drinks

Mineral water, coffee/tea (jug), fresh juice and high tea (in the afternoon) are complimentary during the day. All coffee specialties will be charged. For the shore excursions, bottled mineral water will be handed out.

All other drinks will be put on your ship board account.

In-cabin service

Cabin service is available from 6.00h till 22.00h. The balcony is a marvellous place to have your in-cabin breakfast.

Meals

Breakfast and lunch are served buffet-style. For dinner there are options of either set menu or buffet. We have a wonderful combination of Asian and Western cuisine. Our meals comprise of mostly locally purchased products to give you a real taste of the lands you journey through. Vegetarian or special diets may be catered with advance notice. Breakfasts can be served on the balcony as well. Just fill-up your breakfast menu form the day before and hang it to the door handle outside.

Wine

A wide range of quality wines is available at the bar and the restaurant. Wine can be also served in-room. You may want to return any unfinished bottle to the waiter and consume it another day.

Drinking water / Ice

Water used for the ice machine is purified and clean. Our water purification system comprises 10 steps of filtration such as sand filtration, active carbon filter, micro filter, UV sterilization, chlorine disinfection plus a reverse osmosis system to provide pure drinking water. The drinking water in the jugs (in all our outlets) is safe and clean as it is filled from bottled mineral water. When you are on an excursion, avoid all ice, ice cream, crushed sugar cane, salads or fruit sold by vendors.

Sun Deck

On request we serve breakfast to your sun bed on a lap tray on the sun deck. Please fill in your breakfast menu (for balcony or sun deck) which you find in your cabin or just tell our reception staff. Drinks and snacks will be served from 6.00h to 22.00h from the bar, charged to your account on board.

Bar & Lounge

Enjoy sundowner drinks and snacks while cruising through the changing scenery.
Opening time: 6.00h till the last guest leaves.

Restaurant

Our air-conditioned indoor restaurant serves breakfast, lunch and dinner offering buffet or set menu. We cater for vegetarians or special dishes upon request. Dinner time will vary, please refer to the program.

Lobby Lounge

Afternoon tea will be served at the lounge depending on the weather. Drinks and food can be served on request as well in the Lobby.

➤ **SERVICE AT A GLANCE**

Reception

Power adaptors/batteries

Power adaptors are available on request.

We sell batteries at the reception and also accept used ones for environmentally sound disposal.

Booking Service

Please contact our front desk for any after cruise hotel bookings, reconfirmations, tours and pick up services.

Onboard account

You will be given a personal ship board account which allows you to sign for all purchases and services throughout your cruise. Your ship board account will be automatically opened upon check in. All bills are charged in US Dollar (American Express, Master Card or Visa). We accept cash and credit card payment. Please note that only bills exceeding 25 USD can be settled by credit card. We do not accept traveler cheques. Your provisional account is presented for your review the evening prior to your departure.

Burn CDs

If your camera card memory is full we offer you to burn a CD at our reception for free.

Lost & Found

For lost and found items please contact the reception.

Money Exchange

We change small amounts of foreign currencies such as Euro and Australian Dollar into US Dollar or Vietnamese Dong.

Please note that the US Dollar is widely accepted in Cambodia but barely in Vietnam.

Postcards

We have special designed postcards to purchase at our boutique shop.

Postal Service

To send greetings to loved ones back home, simply drop off your letters or postcards at our reception letter box. We will affix the stamps and drop them off at the post office. The cost of the stamps is charged to your ship board account.

Transportation

After your cruise we can assist in arranging any private or special transportation for you to the airport or your hotel. Please ask at the reception.

Umbrellas

Umbrellas are available at the reception.

Staterooms

Room service

Please contact the reception for any room service request.

In-cabin dining

You can order food and drinks to your cabin. Breakfast at your balcony is served upon request. Please fill in the breakfast menu card the night before and simply hang it out on the door handle.

Air conditioning

The air condition in each cabin is individually adjustable.

Amenities

Cotton buds, cotton sticks, shower caps, sanitary bags, and sewing kits are available in the amenity box or tray in your bathroom. Please contact the reception if you need more of those.

Flashlights

Flashlights are available in your cabin.

Ice

Ice is provided to your cabin upon request. Please call the reception.

Laundry Service

Simply fill up the laundry bag with your used clothes and place the bag outside the door. Don't forget to attach the laundry receipt. Your fresh and cleaned laundry will be returned to you the following day.

Luggage Storage

If you need additional storage space please call the reception. Your luggage is picked up and kept in our storage. Your luggage will be returned to your cabin on the evening before disembarkation.

Mini Bar

Each cabin has a mini bar which is replenished daily. Ice is served upon request.

Mosquito Incense Coils

We have taken every measure to reduce mosquitoes on the cruise. However, for your comfort, you find mosquito coils in your cabin's desk drawer. Please only burn the mosquito coils in the mosquito coil holder to prevent the risk of fire.

Pillows

We have a selection of different types of pillows on request. Please contact your room attendant. The Jahan displays a selection as well in the directory.

Linen, Blankets and Duvets

If you do not wish the linen to be changed on any day please kindly let your room attendant know. All linen is of non-bleached and non-dyed natural cotton. Duvets can be replaced with blankets and are available on request.

Mattress

We have soft mattresses (mattress pad) available. Please contact our reception.

Safety Box

Each cabin is equipped with a safety box. Please follow the instruction manual to use it and feel free to ask for assistance if needed. You are highly encouraged to put all your valuables in the safety box. Heritage Line will not be held responsibilities for any losses in your cabin.

Shoe Shine Service

To give your shoes an extra shine simply place them outside your door and we will polish them for you.

Telephone

To make international calls please contact our reception.

Turndown Service

At dinner time, our house keeping staff will prepare your bed for the night. You will also find the itinerary on your bed for the cruise the following day.

Wake Up Call

Please arrange with our reception.

Lend

Binoculars

Available at the reception.

Books & Music

Library

Games*

Board games are available at the reception or via room service (Backgammon, Chess).

I-pods*

Pre recorded i-pods are available upon request.

Notebooks*

Available upon request.

DVD player*

Available upon request.

*Varies for each boat. Only limited items.

Information/Communication

IDD at the reception

There is an International Dialing Directory available at the reception (depends on network).

Internet

Internet is available in the lobby lounge/reception area while mooring in Phnom Penh port and mostly en route.

Notebook*

We have notebook to lend. Please book your notebook well in advance. Internet is available during most of the cruise in lobby.

Newspapers*

Newspapers in English or German are available at the Lounge.

➤ **BEHAVIOR IN THE CABIN**

Do Not Disturb

Please hang up the “Do not disturb” sign outside your door if you don’t want the hotel staff to clean your room.

Drinking Water

Don’t drink the tap water! Although the water has been filtered several times, we recommend using it for washing purposes only. Complimentary drinking water is available at your desk. Drinking water from the jug is available at all outlets and during meals.

Hairdryers

A hairdryer is available in each cabin. For your safety, please keep it away from water. The hairdryer must not be used in the bathroom for security reason.

Hot water

Please adjust the water temperature before getting in the shower.

Insect Precautions

External doors and the sliding windows should be kept closed. If you are on deck or going ashore at night, please use mosquito’s repellants. During the day, mosquitoes are less of a problem than other forms of insect life. Switch off lights when leaving your cabin as not to lure them in.

For your comfort, we have mosquito nets available, mosquito multi plugs and mosquito coils for your use.

Keys

Please drop your room key at the reception before leaving the ship.

Sanitary Pads

Since these are not readily biodegradable, guests are requested to dispose them only in the bags provided.

Smoking

Smoking is permitted only on your balcony (outside your cabin). Please close the panoramic sliding doors when smoking on the balcony. It is forbidden to smoke in your cabin and all indoor public areas. The danger of fire should never be ignored.

Towels

To ensure an eco-friendly sustainable environment, towels will only be changed if you place them on the floor of the bathroom.

*Varies for each boat. Only limited items.

➤ **BEHAVIOR ONBOARD**

Bridge policy / No go areas

Clearly indicated as “crew only”, please do not enter “No go” areas or the bridge without the permission of the cruise director. We operate an open bridge policy but ask that you be considerate to the ship’s officers’ duties.

Dress Code

The dress code on board and ashore is informal and relaxed. In the day time, feel free to wear comfortable casual attire. In the evenings, smart casual would be appropriate.

Footwear

Flip flops are provided for your comfort. When on-shore, guests should use comfortable non-slippery footwear. During certain seasons, the river banks and paths can be muddy. Thus, we request that you take off your footwear when returning on board so that we can clean your shoes and return them later.

River Disturbance

Due to heavy winds, especially on the Tonle lake, the ship can be a bit rocky. Please remain calm. The ship is very secure and the worst that could happen is that you will suffer from sea-sickness.

➤ **GENERAL CRUISE INFORMATION**

Border Crossing of Vietnam/Cambodia

All passengers should be aware of a slight delay on either Vietnam or Cambodian side of the border. Normally a crossing takes about 2 – 3 hours; it can be longer if a passenger's visa application is not written out correctly.

Passengers do not have to disembark. Though the cruise ship remains still, life on-board goes on uninterrupted.

Daily Schedule

A printed daily program for the following day will be placed in your cabin during dinner. We have a turndown service every evening. Please keep observing the notice board for any changes to the schedule, and also be aware of our daily cruise briefings.

Electricity

Two round pin type, same as in Continental Europe can be used. Various adaptors for different types of plugs are available at the reception. The electricity supply is 240V. Please turn your lights off when you leave your cabin.

Excursions

When mooring, you are welcome to leave and return to the ship as many times as you wish. Our next sailing time will be displayed on the daily schedule and passengers are requested to remember this before disembarkation. Group shore excursions are organized by the cruise director. Meeting point for the excursion is the Lounge.

You will be accompanied by an English speaking tour guide on all your excursions. Five minutes prior to casting off, our captain will sound the ship's horn three times to remind you to return to the ship.

Passengers are encouraged to sign out on the special board; this way we ensure that we do not sail off without you.

Gratuities

We suggest that if satisfied with the service a gratuity will be collected at the last day aboard. We give everybody, staff and crew an equal share and make sure that those in the kitchen or engine room all benefit as well. The amount would be at your discretion, but if an indication is required we suggest 5 USD per passenger per day. Gratuities shall be settled together with the shipboard account at the end of a cruise. Please note that you are under absolutely no obligation to make any gratuity at all. Our tour guides do not partake in the staff's tips and you may tip the guides separately before the end of their tour.

Guides

Our guide services are conducted in English. Guides services in other languages are available at additional cost.

Itinerary

The itinerary on our website is a general overview of the main ports of call. The itinerary can be changed as much of the tour depends on river conditions and other local factors. A daily schedule will be posted one day in advance. This schedule contains an informative fact sheet on the sites we intend to visit.

Loud Speaker System (PA)

Please be informed that announcements can only be heard in all public areas as well as on the outside decks. Announcements do not go reach your cabin. In case of an emergency you will hear a loud continuous blast through the ships horn.

River Conditions

These vary depending on the season. In the dry season (December-April) the water level of the river will be quite low and in some places, the level would have dropped by more than 8 meters from its monsoon level (Jun-Sept). Though the river can be miles wide, channels may be narrow and hard to navigate. There is, thus, some risk of running aground on submerged sand banks. Our captain will take every necessary precaution.

In case of high seas or even in the Tonle Lake, the winds can be very strong.

Changes to Schedule

Changes to schedule may be made due to technical complications or unpredictable weather conditions.

The Cruise Director will immediately inform you of the changes vis-à-vis or an announcement will be made via the public address system. Please also keep an eye on the notice board for any subsequent notice of any changes to planned events.

Security

Tourists are rarely the targets of theft in the countries in which we operate. When sailing, passengers tend to leave their cabin doors unlocked. Though a 24-hour security detail is assigned to the gangplank controlling access to the ship, we recommend that you keep your doors locked at night. All cabins have a combination type safe - please use a number you are familiar with. Heritage Line will not be held liable for any losses from the ship or whilst on an excursion ashore during a voyage.

Ship's office

The main office is at the Lobby Lounge. The Cruise Director or his/her assistant will be on duty from 6.30h until 24.00h.

Sun Care

The sun can be powerful. Please be careful and always wear sun block during the day.

Time

Vietnam and Cambodia are 6 hours ahead of Greenwich Mean Time (GMT). In winter, please add 1 hour.

Water

The ship's water is cleaned through a filtration system and the water is suitable for washing and brushing teeth but should not be drunk. Complimentary water is available in your cabin.

Tap water is not safe, although the water is purified (Sand filtration, Reverse Osmosis, UV and Active Carbon). We have a central boiler system in place; please wait for a short while for the heater to heat up the water.

➤ **MEDICAL**

We are equipped with first aid and key medical supplies. All senior staff members and IMO certified personnel have attended first aid courses. In the event of serious illness or accidents we are never more than 2 hours away by car or speed boat from a main hospital or 5 hours from Saigon or Phnom Penh where there are international hospitals and air evacuation facilities. We have a rescue boat that can accommodate up to 6 passengers. It is advisable to check with your doctor if you are fit for travel or require prophylactic drugs or inoculations.

We apologize that we do not have facilities for disabled persons. There are no elevators or wheelchair access. If a passenger is unable to access a ship and mount stairs unaided, Heritage Line reserves the right to refuse to accept that passenger.

Please note:

Due to various reasons such as heat and humidity, physical activities, personal hygiene, change of food, in order to avoid stomach illness during the cruise please be cautious when buying and eating food during your land excursions, washing your hands often.

Passengers must have insurance for medical expenses and repatriation; the company is not responsible for any of those liabilities.