

# Waterways of the Czars

June 9 - 22, 2014



Moscow • Moscow Canal • Uglich • Yaroslavl

Volga-Baltic Waterway • Kizhi

Mandrogoy • St Petersburg



## QUICK TIPS

### LUGGAGE

You are allowed one checked bag. The maximum weight is 23 kg and the overall dimensions (length + width + height) cannot exceed 154 cm. You are allowed two pieces of cabin baggage: one piece 23 cm X 40 cm X 55 cm weighing no more than 8 kg and a personal article such as a purse, camera case, laptop, etc. (See pages 3.3 - 3.4)

### PASSPORT

Do not forget your passport. Ensure you know where it is at all times. Keep it in the hotel safe or carry it with you. Do not pack it in your suitcase. (See page 3.1)

### WALKING

Tours at all the sites and within the cities will be walking tours. You could be walking on cobblestones, uneven pathways and there are stairs and inclines. Ensure you are in shape for the tour and do not forget a good comfortable pair of walking shoes. (See page 3.9)

### HEALTH

Bring an ample supply of all your prescription medications. They should be in your carry-on luggage in their original, labelled containers.

It is a good idea to bring along your favourite remedies for colds, headaches, upset stomachs and diarrhea. A small first aid kit is also a good idea. (See pages 3.9 - 3.10)

### DRINKING WATER

Bottled water is complimentary on board the ship. (See page 3.10)

### MONEY

Credit cards are accepted in larger stores, but cash (in Rubles) is preferred in smaller shops. You will be able to withdraw local currency from ATMs, which are available in the larger cities. US dollars, Euros and Rubles are accepted at most of the cruise stops. Onboard the cruise ship, your account can be paid in cash (either US Dollars, Euros or Rubles) or by credit card (but you cannot use traveller's cheques). **TRAVELLERS CHEQUES ARE NOT RECOMMENDED.** (See pages 3.7 - 3.8)

### WEATHER

The temperatures range from around 20°C during the day to around 10° C at night. You may experience rain. We recommend that you pack to dress in layers and bring a jacket.

### CRUISE INFORMATION

Please refer to the information provided by Viking Cruises concerning life on board the ship.

Tipping is **not** included for any optional shore excursions or tours. Guidelines can be found in the Viking booklet.

There are two paper self-stick luggage tags in your cruise package. Fill these out and attach to your luggage at the arrivals airport as they are not very sturdy and may fall off during flight.

“Twenty years from now you will be more disappointed by the things you didn't do than by the ones you did do. Explore. Dream. Discover.”

## Introduction

Welcome to the exciting world of travel that is Rostad Tours. We hope your experience will encourage you to become another one of our faithful travellers “who will not travel with anyone but Rostad”.

If you are reading this, it must mean that your cruise departure is getting very near! This booklet has been prepared to provide you with information that you may find useful before and during your cruise. We also hope it will make a nice souvenir once you return home. The first section contains **Tour Information** such as flight times, a list of people in the group and a trip diary. Next is **Destination Information** covering the specific countries you will be visiting including language translations. The third Section is **General Travel Information** to help you decide what to bring with you. The last section describes what life is like **While on Tour** and how you can get the most out of your trip.

You will also receive items that come directly from Viking River Cruises including a name tag, baggage tags and a book describing the specific river(s) you will be experiencing. They also provide you with another personalized booklet which has information about your specific cruise including some of the optional tours they offer. Please note that you can ignore their tipping suggestions as this is included in our prices and your hosts will be looking after this on behalf of the group (except for optional sightseeing tours and extensions).

River cruising as a group is different than our coach tours because the group will not necessarily be eating together and may not always be going on the same sightseeing tours. However, we encourage you to watch out for and get to know your fellow Rostad travellers. Be sure to take advantage of any opportunities to get together as a group while travelling.

Thank you for travelling with Rostad Tours. We always welcome your praise, ideas and criticism so we encourage you to send us your comments following the completion of your journey.

Have a great trip!



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FRIDAY, JUNE 13 | BLD

**Day 5 • Kremlin Tour - Moscow Canal**

This morning we explore the vast Kremlin. This famous red brick enclosure contains many fine cathedrals and palaces. We will tour inside one of the brightly coloured cathedrals. After lunch aboard we cruise along the scenic Moscow Canal which connects the Moskva River with the Volga River and provides the city with nearly half of its water consumption.

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SATURDAY, JUNE 14 | BLD

**Day 6 • Uglich**

Today we wake up to pastoral views as we cruise along the Volga River. We stop at Uglich, another city of Russia's Golden Ring, where it is said that Dimitrii Ivanovich, the youngest son of Ivan the Terrible, was murdered. Today it is a peaceful rural town known for its wooden houses and the blue cupolas of the Cathedral of the Resurrection. On arrival we have a walking tour of the town including a visit to the Chapel of Dimitrii. Then a local family invites us into their home for tea and friendly conversation.

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SUNDAY, JUNE 15 | BLD

**Day 7 • Yaroslavl**

This morning we find ourselves in the Golden Ring city of Yaroslavl. Built in the 11th century by Yaroslavl the Wise, we will have free time to visit the food and souvenir market, explore the city or visit the city's square's finest feature, the Church of Elijah the Prophet with its ancient pews, icons and frescoes. The tour continues at the Governor's Palace and gardens, which showcases Russian art from the 18th and 19th century. We return to our ship for lunch and departure.

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**“ We live in a wonderful world full of beauty, charm and adventure. There is no end to the adventures that we can have if only we seek them with our eyes open. ”**

*Jawaharlal Nehru*

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MONDAY, JUNE 16 | BLD

**Day 8 • Kuzino & Volga-Baltic Waterway**

Today we dock at Kuzino, a typical Russian village. From here we take an excursion to the Kirillo-Belozersky Monastery, founded by Saint Cyril in 1397 with the building of two small wooden chapels. Today it houses an extensive museum. We will also have the opportunity to visit a children's school in Kuzino before returning to the ship for lunch and cruising the scenic Volga-Baltic Waterway. Completed in 1964 and replacing the antiquated Mariinskaya Canal, the Volga-Baltic Waterway is a system of rivers and canals that link the Volga River with the Baltic Sea. Spanning 229 miles and including seven locks, the Waterway starts in Rybinsk and follows along the Svir and Neva Rivers, emptying into the Gulf of Finland, an arm of the Baltic Sea, in St. Petersburg.

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TUESDAY, JUNE 17 | BLD

**Day 9 • Kizhi Island**

This afternoon we arrive at the island of Kizhi (WHS), home to the famed Open Air Museum of Wooden Architecture. This impressive display gives us the impression that we have just stepped into a Russian fairy tale. Famous buildings include the Transfiguration Church with its 22 onion-dome cupolas and the Church of Intercession, built without the use of a single nail. We'll enjoy a walking tour of Kizhi to experience the charm of this village set on an island in the tranquil waters of Lake Onega, before returning to our ship for more scenic cruising.

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WEDNESDAY, JUNE 18 | BLD

**Day 10 • Svir River - Mandrogy**

Today we cruise from Lake Onega to Lake Ladoga along the narrow, 139-mile majestic Svir River, also called the "Blue Route". We stop in Mandrogy and explore this model Russian community. You may wish to try Matryoshka Doll Painting or shop for handmade Russian crafts before we continue our cruise across Europe's largest lake. Lake Ladoga spans nearly 7,000 square miles and is home to 700 islands. Surrounded by natural beauty, high, craggy hills highlight the lake's northern shore while the southern shore is lined with low, sandy beaches.

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THURSDAY, JUNE 19 | BLD

**Day 11 • St. Petersburg - Hermitage**

This morning we sail into St. Petersburg (WHS), past the lattice of canals and bridges earning it the nickname "Venice of the North". Founded in 1703 by Peter the Great, St. Petersburg is one of the great cities of the world. Fortunately we spend three nights here to explore its treasures. In the late morning we visit the illustrious Hermitage Museum, housed in the Winter Palace and home of the last six Czars. This extraordinary, opulent palace boasts an extensive array of artwork from western European great masters such as Michelangelo and da Vinci to Egyptian, Greek, Roman and oriental collections. We return to the ship in the mid-afternoon to relax. After an early dinner we attend an early evening ballet performance.

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FRIDAY, JUNE 20 | BLD

**Day 12 • Pushkin - City Tour**

This morning we take an excursion to Pushkin, which includes the elegant Catherine's Palace, named for Peter the Great's widow, Catherine I. We can tour its various halls, including the Amber Room and see the ornate décor throughout. We return to our ship for lunch. This afternoon we have a city tour of St. Petersburg featuring famous sights such as St. Isaac's Cathedral, Peter and Paul Fortress and Nevsky Prospect. We dine aboard, then relax or attend an optional evening folkloric performance.

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SATURDAY, JUNE 21 | BLD

**Day 13 • Peterhof Palace Tour - Free Time**

This morning, as an added inclusion by Rostad Tours, we take an excursion to the magnificent Peterhof Palace, Peter the Great's "Versailles by the Sea". After a tour through the palace with its opulent mirrored rooms decorated with paintings and gilded wooden carvings, we'll enjoy a walk through its landscaped gardens. We'll see the famed Grand Cascade with waterfalls, fountains and statues that remain unchanged since 1721. We return to our ship for lunch and have the afternoon free to explore St. Petersburg on our own or perhaps take an optional tour.

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SUNDAY, JUNE 22 | B

**Day 14 • Return Home**

This morning we are taken to the airport for our flight home, where family and friends are waiting to hear about our exciting adventure.

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“ May you always find new roads to travel; new horizons to explore; new dreams to call your own. ”

*Unknown*

# RUSSIA

## Statistics

**Population:** 140,702,094.

**Languages:** Russian, many regional languages.

**Predominant Religions:** Russian Orthodox, Muslim.

**Russia Time:** Newfoundland +7.5 hours, Atlantic +8 hours, Eastern +9 hours, Central +10 hours, Mountain +11 hours, Pacific +12 hours.

**Voltage Requirements:** 220 volts.

**Plug Type:** The European plug type.



## Introduction

Russia is a vast and vibrant country with beautiful contrasts and interesting people. It is home to many different cultures and traditions, making it a “bridge” between Europe and Asia, culturally and geographically.

Russia has undergone many upheavals in the course of a century. It has moved from being a backward country with a huge empire ruled by a centuries-old monarchy, to a Communist superpower which shaped world politics until the Union collapsed. Russia then became a post-industrial, post-modern nation, much weakened, and struggling to achieve a semblance of its former glory.

Geographically, Russia is a mix of Europe and Asia, but culturally it has always been oriented towards the west. Even though the younger generation has embraced the western lifestyle, Russians have managed to retain a certain degree of intrinsic national qualities you won't find anywhere else. You will notice that those born before the 1980s, still have a peculiar mix of the old Soviet attitudes and the modern western lifestyle.

In any case, travellers should be flexible, tolerant and patient. Russia can be both an enthralling adventure and a tiring ordeal. Russia is simply a fascinating place, from the imperial beauty of Moscow and St. Petersburg to the bleakly romantic Siberian countryside.

## Geography

Russia, the world's largest country, covers much of Eastern Europe and Northern Asia and spans 11 time zones. On the East European Plain, you will find from north to south, tundra, coniferous forest (taiga), mixed and broad-leaf forests, grassland (steppe), and semi-desert. Siberia follows a similar pattern, but is more forested than the East. The Ural Mountains form the natural boundary between Europe and Asia. The range extends from the Arctic Ocean to the northern border of Kazakhstan. The European area is home to more than 75 percent of Russia's population. Attempts to settle the sparsely populated Asian areas, rich in natural resources, have been expensive and only partially successful. Almost two-fifths of the country's territory is covered by permafrost, which makes both habitation and agriculture rather difficult.

## History

The first recognizably Russian state, which began in Kiev (now Ukraine) in the 10th century, prospered until Tartar invaders conquered most of the Slavic lands. The legacy left by the Tartars was unfortunate, at best, an enduring mistrust of foreigners and a tradition of harsh government. After the Tartar overlords were overthrown, the centre of Russian expansion moved to Moscow.

The Russian Empire, founded in the mid-1500s by Ivan IV (widely known as "Ivan the Terrible") and modernized by Peter the Great in the early 1700s and by Catherine II in the late 1700s, lasted until the 1917 communist coup led by Lenin (born Vladimir Ilyich Ulyanov) and Leon Trotsky. The communists then began more than 70 years of total domination of all aspects of society in the Soviet Union's 15 republics. Lenin's death in 1924 opened the door for Joseph Stalin's rise to power. That regime was notorious for mass executions and exiles, resulting in millions of deaths.

In 1941, Hitler invaded Russia, and the country suffered massive casualties during World War II, especially during the sieges of Stalingrad (now Volgograd) in 1942-43 and Leningrad (now St. Petersburg) in 1941-44. The Cold War that followed, led to the country's rapid industrialization, but corruption was commonplace and the economy stagnated.

In 1987, Mikhail Gorbachev began a series of reforms collectively known as glasnost (openness) and perestroika (restructuring). The political democratization and economic reconstruction of the Soviet Union eventually led to the system's undoing. An attempted coup by hard-liners in August 1991 hastened the end. Fifteen independent countries arose from the ashes of the U.S.S.R. The trend toward further decentralization is represented in the extreme, by the bitter battle for independence in the state of Chechnya.

Russia, under the leadership of Boris Yeltsin, moved in spurts toward democracy and a market economy. But Yeltsin's health problems and unpredictable behaviour (he fired his government several times), combined with unbridled corruption and a discontented population, created an atmosphere of extreme uncertainty. Yeltsin resigned in 1999 after eight years in power. Prime Minister Vladimir Putin took over, was formally elected president in May 2000 and re-elected in 2004 for a second term lasting until 7 May 2008. His administration was noted for trying to modernize the country's military, legal institutions and schools, but also for cracking down on the media and provincial governors.

The Russian constitution barred Putin from running for a third consecutive presidential term. After Dmitry Medvedev won the 2008 presidential elections, Putin was nominated as Russia's prime minister. Putin, amid a lot of controversy, won the presidential election in March 2012 and assumed office on May 17.

## Shopping

Shop for fur hats, caviar, vodka, wall plaques and tiles, amber from Kaliningrad, wood and metal sculpture, painted enamel jewellery, hand-painted lacquerware, matrioshkas (nesting dolls), hand-embroidered table cloths from Ivanovo, as well as balalaikas and other musical instrument.

### Shopping Hours

Monday-Saturday 10:00 am-9:00 pm.

## Dining

Russian cuisine is hearty—dependent on root vegetables such as potatoes, cabbage and beets, as well as such staples as flour, butter and eggs. Most entrees are composed of beef, pork or fish. Mayonnaise and sour cream are used liberally, as are fresh dill, cilantro and parsley. Today, Russian chefs use prime ingredients to resurrect imperial cuisine, and they experiment with an array of traditional peasant favourites.

Don't miss such traditional foods as the complex and delicious Russian soups: Okroshka (a summer-vegetable concoction), shchi (a cabbage-based soup) and borscht. Russian black breads (several types) are splendid, as are the rich ice creams that are often served with coffee for dessert. The pastries easily compare with those found in other parts of Europe.

Georgian cuisine is common in Moscow. The former Soviet republic is known for its grilled, skewered meats (shashlik), garlic-and-cilantro infused vegetable dips and pastes, turkey in walnut-cream sauce and luscious hot cheese-stuffed bread (khachapuri). Central Asian plov, or pilaf, a spiced dish of heaping rice, cut vegetables and meats all in one pot, is a most satisfying dish served in many larger cities.

## Safety

The cities in Russia are as safe as most major cities. Take the usual precautions and be aware of your surroundings. Don't carry all of your money or credit cards in your purse or wallet, keep some stashed in a money belt or in the ship's safe, keep passports in a safe place, but carry copies of documents with you (it's legal for police to check your documents in the streets), keep your backpacks and purses closed and keep an eye on your belongings.

## Health

Several travel insurance and credit-card assistance companies have set up networks in Russia to provide medical help for travellers so it's advisable to insure you have coverage. You might also want to make sure your personal health insurance covers emergency medical evacuation, so you can be transported to another country or home in case of serious accident or illness. Be sure to take an adequate supply of any needed medications.

Most hot, freshly cooked food should be safe. Ice cream, both Russian and imported, sold at street stands year-round is safe. Don't drink the tap water (Russians don't drink it either); drink bottled water instead.

## Money

### Currency Exchange Chart

Russian Ruble			
CAD	RUB	USD	RUB
1.00	31.17	1.00	34.60
3.00	93.51	3.00	103.79
5.00	155.85	5.00	172.99
7.00	218.19	7.00	242.19
10.00	311.70	10.00	345.98
15.00	467.54	15.00	518.97
25.00	779.24	25.00	864.96
35.00	1,090.94	35.00	1,210.94
50.00	1,558.48	50.00	1,729.92
75.00	2,337.72	75.00	2,594.87
100.00	3,116.96	100.00	3,459.83

Credit cards are accepted in larger stores, but cash (in Rubles) is preferred in smaller shops. You will be able to withdraw local currency from ATMs, which are available in the larger cities. US dollars, Euros and Rubles are accepted at most of the cruise stops. Onboard the cruise ship, your account can be paid in cash (either US Dollars, Euros or Rubles) or by credit card (but you cannot use traveller's cheques). Traveller cheques are not recommended.

#### Taxes

The VAT is 18% and is included in the price of items.

#### Tipping

Tip 10%-15% in better restaurants and hotels, 5%-10% elsewhere. Restaurants often add a tip to the bill.

## Weather

In general, the best time to visit is May-September, when the day temperatures are in the 20s and nights are in the teens. Spring and early fall, however, are unpredictable.

Weather Averages		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Moscow	High C	-9	-5	-1	8	19	21	23	22	16	12	0	-5
	Low C	-16	-14	-6	0	8	11	13	12	7	0	-5	-10
	Rain mm	30	30	35	35	55	65	75	75	60	50	40	40

## What to Wear

Remember that Russia is a very northern country. They experience a cool spring and fall similar to Canada. Pack to dress in layers as the temperatures can change as the day goes on. Bring a comfortable pair of walking shoes as there are cobblestone streets and rough pathways. Don't forget a jacket and an umbrella.

## Internet Service

There is internet on the Viking ships, but it may not always be accessible while cruising, as a signal may not be available.

## Foreign Embassies in Russia

Canadian Embassy, Starokonyushenny Pereulok 23, Moscow. Phone 495-925-6000. Fax 495-105-6025. There are consulates in St. Petersburg and Vladivostok. <http://www.dfait-maeci.gc.ca/canadaeuropa/russia/menu-en.asp>.

U.S. Embassy, Bolshoy Devyatinskiy Pereulok 8, Moscow. Phone 495-728-5000. Fax 495-728-5203. Consulates: Ulitsa Furshadskaya, 15, St. Petersburg. Phone 812-331-2600. Fax 812-331-2852. <http://stpetersburg.usconsulate.gov>. There are also consulates in Vladivostok and Yekaterinburg.

## Additional Reading

*The Icon and the Axe: An Interpretive History of Russian Culture* by James Billington.

*The Twelve Chairs* by Evgeni Petrov. This satirical view of Russian society is a classic of Russian humour.

*Peter the Great: His Life and World* by Robert Massie.

*Putin's Russia* by Lilia Shevtsova.

*Black Earth: A Journey Through Russia After the Fall* by Andrew Meier.

## Interesting Facts

The Hermitage in St. Petersburg has more than 1,000 rooms—to see them all, you would have to walk approximately 20 km within the museum. Some of its paintings were confiscated from private German collections at the end of World War II and secretly stored within the museum for years. Degas' *Place de la Concorde* is a famous example.

It is said that Russia produces more books than the rest of the world combined, and that the average Russian reads three times as many books per year as the average U.S. citizen.

Vodka may be the national drink of Russia, but tea (chai) is a close second. From homes, to offices, a tea break includes a small amount of tea extract (zavarka) poured from a small pot into the cup, topped off with boiling water from a kettle. Russians traditionally drink hot tea with sugar or honey. Some people add a slice of lemon or a spoonful of jam.

Don't be surprised at the amount of pushing, shoving and elbowing in subway stations and in other crowded places. Just go with the flow.

Don't forget to remove your coat indoors, it's considered rude not to. And make a note of which cloak room you've left your belongings in when attending a concert, or ballet, or visiting a large museum.

# Russian Language Sheet

English	Russian
<b>Basics</b>	
Yes	Da
No	Net
Good	Horosho
Bad	Ploho
Thank you	Spasibo
You're welcome	Pazhaluista
Please	Pazhaluysta
Excuse me	Izvinite
Hello	Zdravstvujtye
Goodbye	Do svidaniya
Good morning	Dobroe utro
Good afternoon	Dobry den
Good evening	Dobry vecher
Good night	Spokoynoy nochi
I do not understand	Ya ne ponimayu
Do you speak ...	Vy govorite po ...?
English	Angliysky
What is your name?	Kak vas zovut?
Nice to meet you	Ochen priyatno
How are you?	Kak dela?
Where is the bathroom?	Gde zdes tualet?
What time is it?	Kotoryi chas?
Where is...?	Gde...?
Passport	Passport
<b>Days</b>	
Monday	ponedelnik
Tuesday	vtornik
Wednesday	sreda
Thursday	chetverg
Friday	pyatnitsa
Saturday	subbota
Sunday	voskresenie
<b>Shopping</b>	
How much does this cost?	Skolko eto stoit?
What is this?	Chto eto takoye?
I'll buy it	Ya kuplyu eto
I would like to buy ...	Ya hotel by kupit...
Do you accept credit cards?	Vy prynymaete kreditnye kartochky?
Open	Otkryto
Closed	Zakryto

English	Russian
<b>Dining</b>	
Breakfast	Zavtrak
Lunch	Obed
Dinner	Uzhin
Vegetarian	Vegetariansky
Please bring the bill	Prinesite pozhaluysta shchet
Coffee	Kofe
Tea	Chai
Juice	Sok
Water	Voda
Beer	Pivo
Wine	Vino
Bread	Hleb
Beef	Govyadina
Pork	Svinina
Fish	Ryba
Poultry	Ptitsa
Vegetable	Ovoshchi
Fruit	Frukty
Potato	Kartofel
Dessert	Dessert
Salt/Pepper	Sol/Perets
<b>Numbers</b>	
zero	nol
one	odin
two	dva
three	tri
four	chetyre
five	pyat
six	shest
seven	sem
eight	vosem
nine	devyat
ten	desyat
twenty	dradsat
thirty	tridsat
forty	sorok
fifty	pyatdesyat
sixty	shestdesyat
seventy	semdesyat
eighty	vosemdesyat
ninety	devyanosto
one hundred	sto
one thousand	tysyacha

## General Travel Information

### Passports

Your passport is the only proof of citizenship and identity that is accepted in all countries. You and all family members must have a valid passport when travelling to a foreign country. Some countries require your passport to be valid for at least three months and some at least six months after your intended return date. We will not accept responsibility if you are refused entry into a country due to a passport that will expire too soon.

Never pack your passport in your checked luggage. It should be carried with you at all times and never left unattended in your hotel room, hand luggage, or on the motor coach. You will need to show it when boarding flights and on arrival and departure from foreign countries. Hotels and cruise ships may be required to hold your passport overnight in certain countries to comply with local regulations.

We recommend that you take a photocopy of the pages in your passport that contain your picture and passport information. Keep this in another location such as your suitcase as it will be helpful in case of loss or theft.





## Items We Provide

### Accommodation List

Your accommodation list shows the name, address and phone number for the ship/hotels that you will stay on during the tour. Leave a copy at home so that you can be reached in case of an emergency. Although we do not anticipate any changes, sometimes it becomes necessary to change hotels after this list has been printed due to circumstances beyond our control. We apologize for any confusion this may cause.

### Flight Itinerary

Your flight itinerary indicates all the flights that we have booked on your behalf. On certain tours there may be flights within another country arranged by the local tour company that may not appear on your flight itinerary.

### Airline Tickets

If you purchased airfare through Rostad Tours, your airline tickets will be included with your travel documents. Airline tickets have changed from the old multi-coupon airline ticket to Electronic tickets or E-tickets. An Electronic ticket is an electronically issued passenger ticket, stored in the airline's computer system, which eliminates the need to carry a paper ticket.

The E-ticket shows your itinerary and the unique code assigned to your reservation, usually known as the booking reference number (RLOC, found on the bottom of the ticket). Normally you do not need to show this when checking in, just provide your passport and they will find your reservation from your name. However, please note that you must still travel with your E-ticket as it may be required for security, customs and immigration purposes. It is also very useful in the event that your reservation cannot be found in the airline's system. Yes, computer systems have glitches and sometimes make mistakes!

### Name Tags

Please wear your name tag at all times so that you can be distinguished as a member of the group. This makes it easier for your guide to recognize you as part of the group and will help other tour members learn your name.

### Passenger List

You have been provided with a list of fellow passengers. Rostad Tours does not give out addresses or telephone numbers of tour members for privacy reasons. These may be obtained from fellow passengers on an individual basis.

### Country Information

This booklet includes valuable information about the countries you will be visiting including weather, currency, shopping and historical details. Take time to look through this information to enhance your travel experience.

### Baggage Tags

Please be sure to attach the provided baggage tag to your suitcase. Your name will be printed on one side of the tag so that hotel porters can identify your suitcase. You can put your address on the other side of the tag but only expose the side with your name showing. You should also have an identification label with your name and address inside your suitcase in the event your tag becomes broken and your suitcase is lost.

There are two paper self-stick luggage tags in your cruise package. Fill these out with your name, ship name, stateroom number and sailing date. These should be attached at the arrivals airport, after clearing customs, as they are not very sturdy and may fall off during the flight.

## Hand Luggage

You are responsible for carrying your hand luggage at all times so it is wise to keep the size and weight to a minimum. While they may be handy at airports, “carry” bags with a pull-out handle and wheels are heavy to carry and do not fit into the overhead storage on motor coaches so they are best avoided.

Make sure that you have identification on your hand luggage in case of loss or mix-up.

To speed up the screening process at the airport, follow these five packing tips:

- Place all liquids, aerosols, and gels in a clear plastic 1 litre bag. Remember these must be in original containers of 100 ml or less. Only one bag per passenger.
- Pack your small electronic devices (smart phone, tablet, camera, MP3 player, batteries) in your carry-on baggage. Be ready to unpack your laptop before going through security.
- Pack and keep your medications in original containers in your carry-on for easy inspection.
- Avoid wearing large metal items (belt buckles, metal snaps, buttons and studs, etc).
- Dress comfortably with easy-to-remove outerwear, jackets, belts and ideally, slip-on shoes.

## Cabin Baggage Allowance (Carry on)

1 piece – 23 cm X 40 cm X 55 cm (9 in X 15.5 in X 21.5 in) Max weight 8 kg (17 lb)

1 personal article such as a purse, camera case, laptop. 16 cm X 33 cm X 43 cm (6 in X 13 in X 17 in)

Note: Duty free items (i.e. alcohol, perfume, etc) should only be purchased at the last airport before your final destination. If you have a connecting flight you will have to pack it in your checked baggage.

Current baggage information can be found at [www.catsa-acsta.gc.ca](http://www.catsa-acsta.gc.ca).

**Please note that these rules are subject to change and vary depending on the airline.**

## Checked Luggage

Economy class passengers travelling on international long-haul flights are allowed to check in one piece of baggage free of charge with most airlines. The maximum weight per bag is usually 23 kg (50 pounds) and maximum linear dimension (total of length + width + height including handles and wheels) is 158 cm (62 inches) for these flights. This size limitation typically means that the largest suitcase permissible is 76 cm (30 inches) in length, however, we find that a 66 cm (26-inch) suitcase is the ideal size. Any larger and you may find it difficult to manage during the tour or run the risk of paying excess baggage fees to the airline for an overweight suitcase.

While portage of one suitcase per person is included at most hotels, there are times when you must be prepared to cope with your own luggage such as at airports and border crossings. Sometimes there may be luggage trolleys available but this cannot be guaranteed. It is wise to choose a suitcase and hand luggage that you can manage on your own. You will also be thankful for the smaller size when you need to manoeuvre your suitcase around your hotel room. A suitcase with wheels and a pull-out handle is convenient but be careful as larger ones can weigh 9 kg (20 pounds) empty!

We recommend you lock your suitcase. All personal belongings that you take with you are your own responsibility. We recommend the purchase of baggage and personal effects insurance to cover any theft, loss, or damage to your personal belongings.

If your itinerary includes any domestic or short-haul international flights, most airlines will allow only 20 kg (44 pounds) of baggage. Please check the **Quick Tips** at the front of this booklet for the current allowances for your trip.

The airlines will charge excess baggage fees for additional pieces and overweight or oversize baggage. Some airlines even charge for each kg you are over your weight allowance. Travelling light is highly recommended.

**Please note that these rules are subject to change and vary depending on the airline.**



## Packing

The style of dress while touring is informal. The only exception is in churches, mosques and other religious establishments where ladies should not have bare shoulders or short skirts and men may not be allowed in wearing shorts. You can consider bringing along one outfit suitable for an evening out, but this is not essential.

### Helpful Hints

- Look at the temperature charts for each country to determine the approximate climate you will be experiencing.
- Make a list of items that you want to bring along. This list will help you organize your packing and will be invaluable if you happen to lose your luggage and need to make an accurate insurance claim.
- Most people are guilty of taking too much clothing on a trip. Concentrate on items that are comfortable, mix and match well, yet do not crease easily. Keep all your basic pieces in one colour scheme with two neutral colours (ie. navy and red). Choose an accent colour (ie. white). Don't bring along anything unless it coordinates with at least two other articles you are bringing. A good idea is to set aside everything you want to take on a trip and then go back the next day and put back half of the items. Think in terms of what you can do without, rather than what will be handy to have during the tour.
- If travelling as a couple, place some clothes for each person in both suitcases. Then you can still manage if one of your suitcases becomes lost.
- Hang clothes in the bathroom when you shower and wrinkles will fall out.
- Choose high quality natural fabrics and synthetic blends. Look for 'drip dry' and 'wash and wear'.
- Pack heavy items such as shoes, toiletries and blow dryer at the bottom of your suitcase against the wheeled side. Then when you are pulling your suitcase these items won't move around and wrinkle clothes. Place shoes in a protective bag. Fill any empty spaces with rolled up lingerie and socks to fill the bag.
- Fasten the straps and fill any empty spaces with the remaining smaller items or tissue paper as a firmly packed bag keeps clothes from sliding. Put several small items in a clear plastic bag to make access easier.

### Items NOT to bring:

- DO NOT bring any valuables on a trip. Any expensive jewellery or items of great sentimental value should be left at home.
- DO NOT take pressurized spray cans or butane appliances.
- DO NOT take breakable bottles, use plastic containers.

**Ladies:**

- 1 or 2 skirts (optional).
- 3 or 4 pairs of slacks, capris or shorts.
- 6 blouses or tops.
- 1 dress (for an evening out - optional).
- Sufficient lingerie including underwear, socks/nylons.
- 1 nightgown or pair of pyjamas.
- Sufficient toiletries.
- Purse with shoulder strap.
- Inexpensive jewellery, scarves and accessories to liven up your two or three basic outfits.
- Sunhat or visor, sunglasses.
- 1 or 2 pairs of comfortable shoes (running shoes are good)
- 1 pair of dress shoes
- 1 or 2 sweaters
- 1 light coat
- 1 raincoat and/or fold-up umbrella
- Any belt(s) you require.
- 1 swimsuit.
- Washcloth (or j-cloth) - many hotels do not supply face cloths.
- Spare pair of eyeglasses and/or contacts.
- Set of earplugs.
- Address book, notebook or diary, pen.
- Camera and sufficient memory cards, batteries and charger.
- Hairdryer/curling iron.
- Soap and a small amount of laundry detergent.\*
- Sewing kit. \*
- Travel alarm. \*

\* Share if a couple

**Men:**

- 4 pairs of pants (including one for dress).
- 4 or 5 sport shirts.
- 1 dress shirt (optional).
- Several pairs of socks and underwear.
- 1 pair of pyjamas.
- Sufficient toiletries.
- Sunhat or visor, sunglasses.
- 1 or 2 pairs of comfortable shoes (running shoes are good).
- 1 pair of dress' shoes.
- 1 or 2 sweaters.
- 1 light coat.
- 1 raincoat and/or fold-up umbrella.
- Any belt(s) you require.
- 1 swimsuit.
- Washcloth (or j-cloth) - many hotels do not supply face cloths.
- Spare pair of eyeglasses and/or contacts.
- Set of earplug.s
- Address book, notebook or diary, pen.
- Camera and sufficient memory cards, batteries and charger.
- Shaver.
- Soap and a small amount of laundry detergent. \*
- Sewing kit. \*
- Travel alarm. \*



## Money Matters

While it is often said that you should take twice as much money as you think you need (and half as many clothes), we believe that the all-inclusive nature of our tours means you should need far less expense money than on other tours. Here are some general guidelines:

### Type of Money to Carry

In most countries you will need to make the majority of your purchases using the local currency, although some vendors may accept cash in US dollars or euro. Further information can be found under each country. Please note that whatever way you decide to carry money (cash, credit card, bank card) the banks are going to take their cut. We recommend you plan to use a combination of the following options:

### Local Currency

Bring along \$50.00 - \$100.00 in cash of each currency that you will encounter on the trip. This can be done at the main branch of most major banks (or your local branch may be able to order it for you). Then when you arrive in a country you will not need to worry about obtaining cash immediately as you will have enough money to buy incidentals until you can find a bank. It will also give you time to check around for the best exchange rate. The main drawback to carrying cash is that it cannot be replaced if lost or stolen. Please note that your bank will add a foreign currency exchange premium to the "official" exchange rate and that it is not possible to get money in advance for every country.

### Credit Cards

Visa and MasterCard are widely accepted throughout the world at most hotels, tourist shops and large department stores. The advantage of using your credit card is that you do not need to handle as much foreign currency. You can also use your credit card for cash advances but you will be charged interest from the date that cash was obtained. Please note credit card companies will add a foreign currency exchange premium to the "official" exchange rate. You should let your credit card company know you will be travelling.

### Bank Cards

Most countries have numerous bank machines (ATMs), but they may not always be available when you need them. Many are affiliated with the "Cirrus" or "Plus" banking systems so you should be able to withdraw local currency directly out of your savings or chequing account. Most foreign bank machines allow only a four-digit PIN (personal identification number or security code). If you have a five or six-digit PIN you can go into your local bank and change it to a four-digit PIN. When withdrawing money, be prepared to input the amount of cash you want in the local currency. Please be aware that your bank will likely charge you approximately \$2 - \$5 per transaction- so don't make several small withdrawals. They will also add a foreign currency exchange premium to the "official" exchange rate. You should let your bank know you will be travelling.

### Travellers Cheques

Travellers cheques are not recommended. They are not accepted in many countries. There is usually a very high service fee and very poor exchange rates in the few places that will accept them.

## How Much to Bring?

The amount of money to take along depends on the individual and the tour but here are some guidelines you should follow:

### Meals

All of your meals on the cruise ship are included in the cost of your fare, and on a number of itineraries you are invited to dine ashore in a pre-selected restaurant at no additional charge.

### Beverages

Wine, beer and soft drinks are included with lunch and dinner on the cruise. For those who wish to enjoy premium wines and beers, cocktails and sparkling wine, they are offered at an extra charge. Beer and cocktails served in the lounge range from \$5 - \$10 each.

### Sightseeing

We like to keep you busy sightseeing while you are on tour. All the entrance fees during your city tours should be included so you will not have to pay for many “extras” along the way. Most tours will only have one or two free afternoons where you might need to find

something to do. Most passengers will take advantage of this time to fit in a little extra shopping, personal sightseeing, or rest up for the next day. In certain cities an optional tour may be offered that is of interest to you. For budget purposes allow for one to three options at \$40.00 - \$90.00 each.

### Souvenirs

This is a personal decision but you might want to set a limit before you leave home. If you plan to use your credit card for the majority of your souvenirs you may not need to bring cash for these purchases.

### Tips

Tips for guides, drivers, as well as onboard staff are looked after by Rostad Tours. Tips are not included for optional excursions, extensions or services. See the Viking booklet for guidelines.

### Miscellaneous

You will need a little pocket money for each day to pay for things such as coffee, tea and soft drinks, snacks, post cards and stamps, extra memory card, etc. Allow for \$10.00 - \$20.00 per day.

Use the following table to calculate how much to take or just plan to withdraw from ATMs:

<b>Meals:</b>	
<b>Beverages: \$5 - \$15 x _____ days =</b>	
<b>Sightseeing: \$50 - \$150</b>	
<b>Souvenirs: \$</b>	
<b>Misc: \$10 - \$20 x _____ days =</b>	
<b>Total:</b>	

## Health Matters

Your mental and physical health are important for the enjoyment of the tour by yourself and fellow tour members. Before leaving on any extended trip, you should always contact your doctor for a check-up and possibly even your dentist. This will help prevent any possible health complications while on tour.

### Walking

During the course of the tour, you can expect a fair amount of unavoidable walking and stair climbing at airports, hotels, cathedrals, museums, etc. If you need assistance you are required to bring along a companion. You will also be getting on and off the motor coach several times each day. We recommend that you prepare for the trip by walking 2-3 kms and/or exercising on a daily basis, but be sure to discuss this with your doctor first.

### Vaccinations

You will be notified if any vaccinations are required for your tour. Most countries do not have any vaccinations that are compulsory unless you are coming from an infected area. Your doctor or local health clinic might recommend certain vaccinations but be aware that sometimes these can cause complications. It's always a good idea to be up to date on vaccinations, such as hepatitis, tetanus. etc.

### Medications

If you are on a daily medication, we suggest that you bring an ample supply in your carry-on luggage in their original, labelled containers. You should also keep an extra copy of the generic name of your prescription (brand names tend to vary) in another location such as your checked luggage. This will be helpful if you need to replace the prescription due to loss or theft.

It is a good idea to bring along your favourite remedy for colds, headaches, upset stomachs and diarrhea. Don't count on finding your brand in the stores while on tour. You may also want to bring along a small First Aid Kit with the following items:

- Large zip lock bag.
- Antiseptic pads.
- Antibiotic ointment.
- Adhesive tape.
- 4x4 gauze (can be cut smaller).
- Assorted bandaids.
- Moleskin (for blisters).
- Anti-diarrheal (i.e. Imodium).
- Antacid.
- Cold medication.
- Pain reliever.
- Insect repellent (with DEET 35% min).
- Sunscreen (minimum 15 SPF).
- Swiss Army knife.

### Medical Treatment

If you are ill while on tour and would like to see a doctor you can ask your tour guide to help arrange for a consultation. Don't wait until your condition becomes so serious that you will require hospitalization. Medical attention can be very expensive, so it is wise to have insurance which will enable you to recover your expenses when you return home.





## Water

Complimentary bottles of water are supplied in your stateroom each day of the cruise.

The tap water in most countries is considered safe for drinking by the local people but not always for travellers. Look at the information supplied about each country.

In countries where the water is not considered fit for consumption, ask for your drinks without ice and stick to bottled water, coffee, tea, wine, beer or international soft drinks that have been bottled and sealed. In these countries you should also be careful about the food you eat. Do not eat fresh salads, raw vegetables or fruit (unless you peel it yourself). Do not eat watermelon – it contains mostly water. You should also be wary of ice cream and milk, as in some countries they may not be pasteurized.

Even though water is safe to drink it does not mean it will not affect your stomach. All water contains different forms of bacteria, even your tap water at home. When you travel to another country, the water will contain bacteria that are new to your stomach. If you often suffer from upset stomach, you may find the change of water will be enough to cause discomfort and stomach disorders. Keep your tap water consumption to a minimum by drinking bottled water, coffee, tea, soft drinks, wine or beer. Bottled water is widely available all over the world.

## Special Diets

If you indicated on your information form that you need a special diet for medical reasons we will inform the airline in advance. We will also pass on any special diet requests to the hotels but we cannot guarantee that your request will be honoured. For best results we suggest you remind the tour guide, advise the hotel when you arrive and most importantly, be careful what you eat.

## Traveller's Diarrhea

Diarrhea is the most common affliction of travellers, affecting 30% of those on a two week trip. If diarrhea does occur, it is important to maintain fluid, sugar and salt intake. Here is an easy recipe:

- 1 litre of water (boiled or bottled)
- 1/2 tsp salt
- 2 Tbsp sugar

Relieve symptoms by using Gravol (for nausea), Imodium, Pepto Bismol or Kaopectate.

If you have further concerns about traveller's diarrhea you may want to discuss the use of the vaccine Dukoral or other prescription alternatives with your doctor.

Post diarrhea treatment includes soft foods, poached eggs, plain toast or crackers for the first 24-48 hours. Avoid dairy products.

## Insurance

We highly recommend that you have insurance which will cover at least the three most important items: cancellation penalties, medical fees, and baggage damage or loss.

You should always carry proof of insurance and their emergency contact numbers with you when travelling. Be sure to keep all receipts for any expenses which are covered by insurance such as doctor or hospital bills, luggage repair bills, etc. If you have something that becomes lost or damaged while on tour, obtain a written statement from the police, hotel manager, airline, cruise line or tour guide in order to validate your claim to the insurance company. When you return home, read your insurance policy and follow the procedures outlined to make your claim.

If you have purchased insurance through Rostad Tours, contact our office upon your return and we will supply you with the necessary forms for making a claim.





Most insurance policies require that you contact the company within 24 hours of being hospitalized or receiving major emergency treatment. Check your policy, otherwise they may not cover expenses. Keep original receipts or other proof of payment and detailed medical documentation to submit with your claim.



## Electricity

The electrical current varies throughout the world. In North America we use a 110/120 volt system. Other regions use 220/240 volts, so standard appliances will not work without the use of a converter. While onboard electricity is 220V, staterooms will have one or two 110V outlets for North American guests to use with shavers, etc, in the bathroom and/or desk area. If you are bringing an electric appliance, check to see if it has a built-in converter that changes from 110/120 to 220/240. For example, laptops and most rechargeable batteries for cameras do not require a converter.

In addition to a converter, if you want to use an appliance you will also need a plug adaptor to fit into an electrical outlet. Here are the different types of plug adaptors:

	Great Britain, Ireland, Hong Kong , Parts of Africa and the Caribbean
	Europe, Middle East and parts of Africa, Asia, South America, Tahiti, China and the Caribbean
	Australia, New Zealand, South Pacific Islands and parts of South America and China
	South Africa

These adaptors and converters are available in the luggage department of larger department stores or specialty stores. Be aware that converters come in dual or single wattages. Check your appliances to see what you require. You may also want to bring along a short extension cord if you need to be close to a mirror.

## Before Leaving

### Helpful Hints

- Cancel all deliveries (mail, paper etc.).
- Throw out any perishable food.
- Have someone keep your mailbox free of mail and flyers.
- Unplug all electrical appliances not in use (TV, stereo, computer).
- Have someone look after your lawn and indoor plants.
- Your house should be checked every two or three days.
- Store important papers and jewellery in a safety deposit box.
- Install an inexpensive timer to turn lights on at dusk and off at midnight.
- Leave instructions on how to reach you and when you will be returning.



## While on Tour Information

### Airport Check-in

Please be at the airport no later than two hours before your flight so you can check-in, pass through security, and walk to your departure gate. Unless you have made prior arrangements to assemble in a specific location, you will usually meet the rest of your group at the departure gate prior to boarding your flight. If you are departing from a different city than the Tour Hosts, we will inform you where you will first meet them.

Ensure that your luggage is tagged to go to your final destination by the check-in agent. You do not want to have to claim and recheck it at any of your connection points. This may not be possible if your airline reservations are on two separate tickets.

Your seats on the plane have usually been assigned by the airline in advance so that the group is more or less together on the plane. Even with careful planning, this advance seat selection does not always go according to our instructions to the airline. Although the airline will try to match your requests, there never seem to be enough window or aisle seats to go around. As you are travelling together as a group, feel free to exchange seats amongst yourselves if mutually agreeable. Please verify your seat assignment at the check-in counter and ask them to change it for you if it is not satisfactory.

### Web Check-in

If you are only flying on one airline, you may be able to check in on their website within 24 hours of your departure. When starting Web Check-in, please have the following identification in hand:

- The booking reference (the booking reference is found on the bottom of your e-ticket).
- Your passport and any other required travel documents.

During this process you have the ability to:

- Select a seat.
- Print your boarding pass (for most cities).
- Check your baggage.
- Review and change your frequent flyer number.

If you have a connecting flight, you may be able to check-in for all your flights at the same time. However, online check-in becomes available only within the 24 hours prior to your final connecting flight's departure.

Even if you make use of web check-in, you should still plan to be at the airport two hours in advance in order to drop your luggage off and go through security. Please note that you will need to show your boarding pass, or electronic ticket/receipt and identification at the airport.

## Flight Delays

If your flight is delayed or cancelled due to weather, mechanical reasons, strike, etc you should:

- Stay calm!!!
- Get in front of airline staff at the airport and insist they rebook you on confirmed flights to your destination. Be sure and let them know you are on a group tour and the dates are not flexible. Rostad Tours is unable to change your flights or routing.
- Within Canada, contact our office by phone (1-800-361-8687) or email (tours@rostad.com) once you know your flight times so we can notify our local agents. If after business hours, leave a message.
- Take a taxi to the hotel if no one is at the airport to meet you when you arrive.
- Keep receipts for any expenses in case they are covered by insurance.

## In-Flight Service

The new reality is that airlines do not usually include meals except on long haul international flights. On shorter flights there may be meals to purchase on board but selection will be limited.

## Have a Comfortable Flight

Pack a small bag which may include:

- Pain medication, just in case.
- Any required medication (properly labelled).
- Toothbrush and travel size toothpaste.
- Wet wipes/hand sanitizer/facial tissues.

- A great book or magazine to read.
- A tablet or computer chock full of your favourite tunes, podcasts or movies.
- Emergency snacks so you can munch whenever you choose.
- Ear plugs, just in case the person next to you is a constant talker, sniffer or snorer.
- Extra socks, underwear, T-shirt (in case your luggage is delayed).
- Compression stockings – for long flights.
- Pen and paper, to jot down notes, reminders, ideas.
- Travel pillow and blanket – for long haul flights.

Settle in for your flight by:

- Getting comfortable. Wear comfortable, loose fitting clothes.
- Loosen your belt.
- Take off or loosen your shoes.
- Have your reading material, music, water and snacks handy.
- Have your travel pillow and blanket handy.

What to eat/drink:

- Remember to stay hydrated. The cabin microclimate increases the rate of dehydration. It is recommended that you drink one litre of water for every five hours of flying.
- Don't drink a lot of alcohol, tea or coffee as these tend to dehydrate you even more.

Don't eat too much.

## Stay Well While Flying

While flying, it's not the air that makes us sick most of the time; it's contact with surfaces. To protect yourself and cut down on your chances of getting sick, try these tips:

- Keep your immune system strong. This is probably the most important thing you can do. Keep up your defenses with a healthy diet, regular exercise and plenty of sleep before boarding the plane. About a week before departure you may also want to load up on antioxidants, vitamins or products like Echinacea and ColdFX.
- Bring your own water and snacks. You are allowed to bring water and beverages onboard if you purchase them after you clear security. This could protect you from germs lurking in the ice cubes tray and cups used during beverage service. Don't eat snack items that are not completely sealed.
- Pack a travel pillow and blanket. Unless you are travelling on a long overseas flight, it's unlikely the blankets, pillows and other cushy accessories available in your overhead bins are cleaned and sanitized between flights.
- Carry disinfectant wipes. Even when you're using a hand sanitizer regularly throughout the trip, there will be times when you need a little more germ-fighting power. Carry a pack of disinfectant wipes so that you can wipe down the tray table, the arms of your seat and even sanitize your seatbelt buckle on the plane.
- Use a hand sanitizer after using the lavatory. The sink, taps and door handles in airplane bathrooms can be full of germs. Rinse your hands with soap and water if you must, but make sure you keep hands clean and bacteria-free by dousing them in sanitizer. Airport bathrooms are usually cleaner, but you may want to consider using a paper towel to turn the water tapes on and off (if they are not automatic) and sanitize your hands afterwards.
- Don't tamper with the seat pocket. Seat pockets don't get sanitized thoroughly between flights so avoid using them by bringing your own reading materials and keep them in your carry-on bag. If you read the magazine provided by the airline, be sure to sanitize your hands afterwards.

No one is invincible, and while it is impossible to protect yourself 100% against germs and viruses while travelling, these steps can significantly lower your risk of an illness.

## Jet Lag

Other hints that may help reduce the effects of "jet lag"

- Walk around the plane whenever possible to get a little exercise and help reduce swelling. Do not do this during meal or beverage service as it will interfere with the flight attendants.
- Get as much sleep as possible, or at least rest your eyes.
- Try to adjust to the local time zone as quickly as possible. Fight the temptation to go straight to bed when you arrive. Most people find it easier in the long run to stay up until the normal local bedtime.

A popular new remedy for jet lag has to do with your diet in the days prior to your flight:

- 3 days prior - "Feast" (eat normally)
- 2 days prior - "Fast" (eat very light meals)
- 1 day prior - "Feast" (eat normally again)
- Departure day - "Fast" (eat very light)

Try it - it may just work for you!

## Viking Cruises

Here are some details about what life is like aboard a Viking Cruises ship:

### Destination Arrival

If you are arriving on the same flight as your Tour Host you can simply follow their directions.

If travelling on your own, when you arrive in another country you will first need to pass through passport control. Then you should locate the correct luggage carousel and collect your suitcase. You may want to use a luggage trolley in order to ease the transfer of your suitcase to the taxi stand or motor coach. Once you have your suitcase you should pass through customs – typically through the green “Nothing to Declare” channel. If your luggage does not arrive, you must make a claim at the lost baggage counter before leaving the arrivals area.

Once you are through customs you should look for someone holding a sign with “Viking Cruises”.

### Beverages

Hot coffee and tea are free all day at the coffee station; your meals are always accompanied by hot tea, iced tea or coffee, house wines and beers and soft drinks. Complimentary bottles of water are supplied in your stateroom each day. You may bring local wine aboard and enjoy it with your meals—there is no corkage fee. For those who may wish to enjoy premium wines and beers, cocktails and sparkling wine, they are offered at an extra charge.

### Check-in Time on Board

While the crew is preparing staterooms for arriving guests, you can relax in the ship’s lounge or leave your luggage with the staff and explore the embarkation city on your own. You will be given access to your stateroom midafternoon, at approximately 3:00 p.m. If you arrive before/during lunchtime, a light buffet will be available in the lounge.

### Clothing Suggestions

Dress on board and ashore is casual; we suggest you dress comfortably and bring sturdy walking shoes for sightseeing excursions. Dinner attire is “evening casual,” and the Captain’s Dinner is dressy, but not formal.

### Cuisine & Dining room Service

All meals aboard are prepared by local chefs under the guidance of Viking’s European management team. Meals are open seating during set meal times—no table reservations are accepted. Room service is not available.

### Fitness Equipment

Most ships do not have fitness equipment. Guests enjoy getting their exercise during daily shore excursions, and promenade decks provide opportunities for “power walks” while enjoying the scenery.

### General Physical Fitness

Our tours and cruises are not physically demanding; however, because of the nature of many of the sites you will be visiting, some tours may not be appropriate for guests with certain medical conditions and physical restrictions. Walking tours are often on uneven ground or cobblestones and may include stairs and steep inclines.

Some ships have elevators and some do not; some ships have split-level decks and/or significant thresholds that could make movement difficult. Motorized scooters are not suited on international cruises and cannot be accommodated. Shore excursions may require movement over cobblestones or up and down stairs; accordingly, a physically challenged guest will require the services of a responsible adult since crew availability is severely limited in most circumstances.

Guests who have any medical, physical or other special needs should check the fleet information to gain an understanding of the layout of any particular ship.



### **Hair Dryers & Amenities**

Your ship has hair dryers for guest use, as do most hotels. Your stateroom amenities include shower gel, shampoo, lotion, shower cap and vanity kit.

### **Internet & Telephone Access**

Emergency contact information: If there is an emergency and you must be contacted while travelling, your family/friends should attempt to reach you directly by contacting the ship or hotel. The ship's phone and fax systems operate on mobile reception and may not get good reception throughout the trip. If unsuccessful, your family/friends can call the Viking River Cruises toll free number (1-877-668-4546) during normal business hours. (Monday-Friday 5:00 am - 9:00 pm; Saturday 6:00 am - 4:00 pm; Sunday 7:00 am - 4:00 pm. All times are Pacific Time).

### **Internet**

All Viking ships have internet access. Ships in Europe, Russia and Ukraine have free WiFi, so you can bring your laptop and get online at any time. Alternatively, each ship has a few computers for guest use; there are desktop machines in Russia for use free of charge, and laptops in Europe that guests may rent for a nominal fee based on amount of time used. Guests who bring laptops to Russia may wish to bring a LAN cable for use in their stateroom; this may work a bit better than the wireless LAN in rural areas along the river. In China, there is an internet café with desktop stations for guest use free of charge. There is no onboard wireless network in China or Southeast Asia, so you will not be able to get internet service on your personal computer while on the ship, although you may be able to do so during hotel stays.

Please note that shipboard service may be unreliable during certain parts of the journey. The internet connection functions via cellular service or satellite, and there may be times

when reception is not possible and/or when the connection is quite slow. For this reason, we recommend only checking and sending email. We do not recommend surfing the Web or downloading large files.

### **Phoning Home**

If you are phoning Canada or the United States from a foreign country, the country code is 001.

### **Telephones**

Each stateroom has its own telephone that can be used for stateroom-to-stateroom calls. Ship-to-shore calls can be placed at the Reception Desk, and charges will be added to your shipboard account. The phones function via satellite and there may be times when reception is not possible.

### **International Mobile Phones**

If you are planning to make or receive phone calls on a non-emergency basis, you should know that your cell phone may not work overseas—or it may work but run up large international roaming charges. You should contact your cell provider to see if you can make arrangements before you go.

### **Laundry**

Laundry services are available for a fee; we regret that clothes cannot be dry cleaned. Self-service laundry is not available.

### **Meals**

Meals are scheduled around the day's programs and activities. There is an early riser's breakfast and a full breakfast buffet between 6:00 and 9:00 a.m. Lunch is served between 11:30 a.m. and 2:00 p.m., and dinner is served around 7:00 to 9:00 p.m. Meals are single seating with an open-seating format, so travellers can come in when they are ready and sit where they like.

### **Medical Services**

In China and Russia, there is a small clinic and a physician onboard your ship; however, the physician may not speak fluent English. A staff member fluent in English will assist you. On European ships, medical care is readily available using local resources.

### **Mooring and Docking Facilities**

In some ports, ships may be required to dock alongside each other. Viking owns many of the docking facilities in the ports visited, and do their best to arrange the most convenient docking available. However, occasionally, your view may be blocked and you may need to pass through other ships when going ashore. Similarly, guests of other vessels may pass through a Viking vessel while docked.

### **Onboard Language**

The onboard language is English. Your Tour Escort, Program Director, key staff and tour guides all speak English.

### **Onboard Shopping**

Each Viking ship has an onboard shop area offering Viking River Cruises logo items, souvenirs and select toiletries. The China ship also offers a tailor who offers custom-made silk jackets and dresses, neckties and other items.

### **Other Services**

Most ships offer a library where reading material, games and puzzles may be borrowed free of charge. A few ships have additional services, such as a hair salon or massage services. Access detailed information about each ship from Viking's fleet pages.

### **Safes**

Please keep all jewellery and valuables in your stateroom safe.

### **Shore Excursions**

Daily shore excursions allow you to explore the sights, sounds, scents and flavours of each port visited. Each port features at least one included

program, and where possible, Viking offers you the opportunity to explore a city or town in a variety of different ways. You may want to take it easy or spend more time on shopping or independent exploring.

While the feature excursion in each port is included in your cruise fare, Viking occasionally offers additional options that you may choose to participate in. These excursions cater to interests not everyone on the ship may share and thus, they allow for individualizing your cruise experience. The approximate prices of these excursions are found in the itinerary part of the Viking booklet.

### **Smoking**

Smoking is not permitted indoors on ship.

### **Televisions**

Most staterooms have a colour television. Depending upon satellite transmission, most ships receive CNN, BBC and other English-language programming. There are usually itinerary specific films as well.

### **Viking Daily & Onboard Activities**

The onboard daily newsletter, Viking Daily, features information about daily activities, shore excursions and tour departure times.

### **Water Levels**

All rivers that Viking ships travel on have shipping channels that are maintained by national nautical authorities. On rare occasions, river travel may be impacted by water levels in these shipping channels. Usually, minor adjustments in the ships cruise schedule will allow safe and unimpeded passage. Precipitation patterns in Europe are relatively even throughout the year and there are no "wet" and "dry" seasons, which makes long-term predicting of high or low water impossible. Major disruptions are rare exceptions, and the vast majority of Viking's cruises take place exactly as planned.

## Photography

Here are some practical hints regarding cameras and picture-taking:

- Carry spare batteries, battery charger and extra memory for your camera.
- if you are planning to buy a new camera for the trip, be sure to use it before you leave home. Bring the camera manual along in case you have any difficulties.
- For sharp pictures, hold the camera steady by keeping one elbow pressed lightly against your body.
- Add a feeling of depth to your pictures by creating a frame, surround the foreground with tree branches, an arch, etc.
- Make title pages for your album by photographing signs.
- Remember, it is sometimes better to buy professional postcards for some of the hard-to-get shots.
- Do not take pictures of any border crossing, military equipment or compound, police station, train station or airport without asking your guide if it is permissible to do so.
- Certain museums, palaces, churches and religious shrines may not allow picture taking - if in doubt, ask your guide. Some may not allow flash photography while others may charge a fee to take photos or use a video camera.
- As a common courtesy, if you wish to photograph someone you should ask their permission first (often a small tip will persuade them).
- A video camera can provide you with a great memento of the trip. Bring one that is automatic so that you don't miss the tour while you are busy fiddling with your camera.

## Shopping

If you purchase anything while you are away, including CDs or DVDs, you do so at your own risk. Whether purchased from local shops or guides, Rostad Tours will not be responsible for anything that is defective, in the wrong language or format, does not arrive from a supplier or is refused by Canada Customs.

## Walking

There will be walking involved during the course of any tour. It is not very interesting to just see things out the window of a motor coach and it is impossible to visit historical sites and museums without walking. There will inevitably be stairs and inclines to navigate so tour members are expected to be in reasonable physical condition or have someone along to assist them. Exercise care and attention when walking as there may be cobblestones and uneven pathways. When the coach stops in a parking lot or alongside the road, remember where you are and watch out for any traffic that may be in the vicinity. It is definitely recommended that you wear good walking shoes during the tour. It's a good idea to prepare for the trip by walking at least 2-3 kms every day.

## Safety

Odds are very much in your favour that you will have a safe and incident-free trip. However, it is wise to take precautions so here are some hints to help you enjoy a safe trip:

- Never accept letters, packages or gifts from a stranger to take with you.
- Never agree to carry items onto a plane for anyone else.
- Report any suspicious unattended bags or parcels in airports.
- Pay attention to safety briefings at the beginning of flights and know the location of all exits.
- Keep a close eye on your hand luggage, purse, etc. when checking into a hotel. If the lobby is busy, thieves will often take advantage of the distractions.
- If you happen to lose one of the new modern hotel key-cards, be sure to ask reception to re-key the lock when you request a new card.
- Take one of the hotel brochures or business cards with you when you are out sightseeing or shopping. That way if you need to get back to the hotel you will have the information with you and can simply show the card to a taxi driver to return to the hotel.
- Look for information in your hotel room about fire safety and locate the nearest fire exit.
- Never prop your hotel room door open as anyone could walk in.
- Do not leave money and other valuables in your hotel room while you are out. Use the inroom safe.
- Beware of pickpockets. They often have an accomplice who will:
  - jostle you
  - ask you for directions or the time
  - point to something spilled on your clothing
  - or distract you by creating a disturbance
- A child or even a woman carrying a baby can be a pickpocket. Beware of groups of vagrant children who create a distraction while picking your pocket.
- Be especially cautious of pickpockets in crowded subways, train stations, elevators, tourist sites, marketplaces and festivals.
- Never give a thief an easy opportunity. Make sure your purse is closed and in front of you at all times. Try to wear the shoulder strap of your purse or bag across your chest.
- Carry cash/wallets in your front pockets where it is harder for a thief to access it. You may want to carry cash in a different location than your credit cards.
- Don't wear fancy clothes or use expensive looking camera bags. They just attract attention.
- Try not to travel alone at night and don't use short cuts, narrow alleys or poorly lit streets.
- Avoid public demonstrations and other civil disturbances.
- If you are confronted, don't fight back. Give up your valuables. Your money and passport can be replaced, but you cannot.

## Lost or Stolen Credit or Debit Cards and Money

Notify the company that issued any lost or stolen credit or debit cards as soon as possible to prevent further loss. If a joint transaction card is missing, inform the second cardholder at once. Obtain a police report; this is required to file an insurance claim for any stolen money and it may also be needed if a credit or debit card is used before you can cancel it.

## Lost or Stolen Passport

Report the loss or theft to the nearest Government of Canada office abroad and to the local police. Locations can be found on this website: <http://travel.gc.ca/assistance/embassies>.

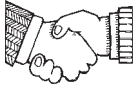
A replacement passport may be authorized if the following requirements are met. These include the submission of:

- A completed application form signed by your guarantor.
- Two identical passport photos.
- The appropriate fee.
- An accepted proof of Canadian citizenship.
- A complete Declaration concerning a lost, stolen, inaccessible, damaged or found Canadian travel document (PPTC 203, PDF, 195 KB).

Before the passport can be replaced, Canadian authorities will conduct an investigation into the circumstances of the loss or theft. This may lead to delays in processing the replacement passport.

Purchase Record

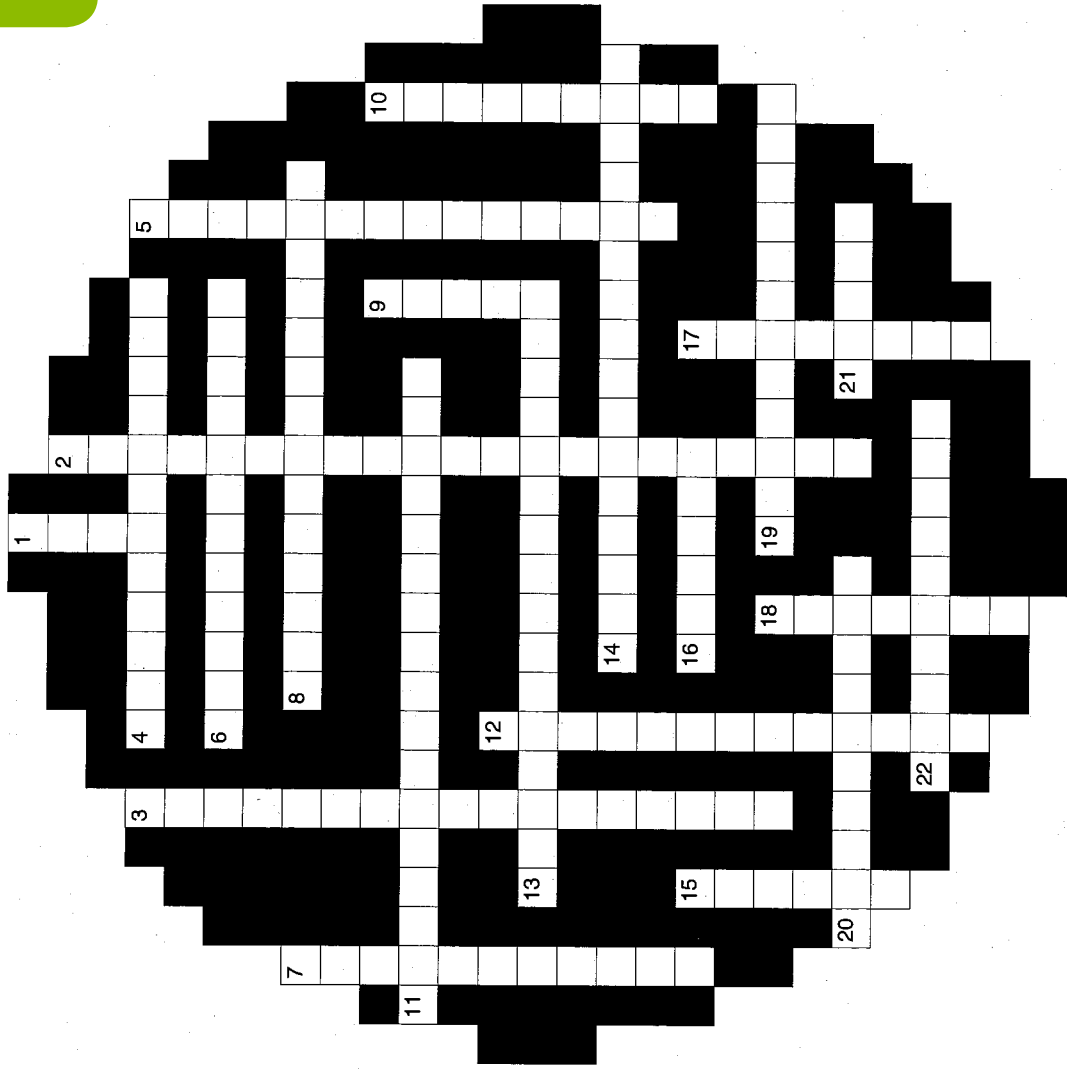
City of Purchase	Item	Cost in Local Currency	CAD or USD Equivalent



## Friends to Remember

Name _____ Address _____ _____	Name _____ Address _____ _____
Email _____	Email _____
Name _____ Address _____ _____	Name _____ Address _____ _____
Email _____	Email _____
Name _____ Address _____ _____	Name _____ Address _____ _____
Email _____	Email _____
Name _____ Address _____ _____	Name _____ Address _____ _____
Email _____	Email _____
Name _____ Address _____ _____	Name _____ Address _____ _____
Email _____	Email _____

## WATERWAYS OF THE CZARS



## Across

4. Home to the Hermitage Museum.
6. One of the great cities of the world.
8. Home of ballet and opera in Moscow.
11. An architectural wonder of extravagantly coloured onion domes and towers.
13. Built to commemorate Ivan the Terrible's son.
14. Replaced by the Volga-Baltic Waterway in 1964.
16. City where Dimitrii Ivanovitch was murdered.
19. One of the original cities in the Golden Ring.
20. Longest river in Europe and principal waterway of Russia.
21. Religious images typically painted on small wooden panels and used in Eastern Christian devotions.
22. Europe's largest lake.

## Down

1. Title of a Russian ruler prior to the 1917 Revolution.
2. Architectural gem in Kizhi.
3. The youngest son of Ivan the Terrible.
5. Sometimes referred to as the Russian Versailles.
7. North America's premier tour company!
9. Island home of a fairytale display of Russian wooden architecture.
10. Witness to many events in Russian history and flanked by architectural wonders.
12. Founder of the historic city known as the "Venice of the North".
15. Capital of Russia.
17. Water-colour paintings on fresh plaster.
18. Fortified complex and seat of Russian government.



## WATERWAYS OF THE CZARS

FUO  
 HTAGABAFS  
 ETHEHERMITAGE  
 DORTEMHREVIRAGLOV  
 KNPOBALTICSEAUNESCO  
 SSERTROFLUAPDNARETEPZ  
 ANLASKFZNAUKSSRYHBIND  
 LGIBITRYGCCBVQFYEJAXAQW  
 FEBISNGSSKREMLINQVSVQDK  
 YSNYRSEOCSERFSWGREVIRAVEN  
 AAORRUMANDROGYPUYTNLRLYLN  
 RPETERTHEGREATLRXCASYPMI  
 WOAKRTHRMOORREBMAEHTCBEIAK  
 QSUAEEYAWRETAWCITLABAGLOVH  
 TLXLDHMPHCIVONAVIIIRTIMIDS  
 AARSTKETHEBLUEROUTEHCILGU  
 VAYQNDZIOYTICGNIRNEDLOGP  
 LAHUANMOSCOWEDACSACDNARGO  
 TIAVRUBOLSHOITHEATREILN  
 WSRIAGODALEKALUCJYAAHIS  
 VENICEOFTHENORTHGLRZE  
 EYMARIINSKAYACANALUIC  
 ECALAPSENIREHTACKFK  
 MUESUMEGATIMREHOA  
 DNALNIFFOFLUG

BALLET  
 BALTIC SEA  
 BOLSHOI THEATRE  
 CATHERINES PALACE  
 CZAR  
 DA VINCE  
 DIMITRII IVANOVICH  
 FRESCOES  
 GOLDEN RING CITY  
 GRAND CASCADE  
 GULF OF FINLAND  
 GUM DEPARTMENT STORE  
 HERMITAGE MUSEUM  
 IVAN THE TERRIBLE  
 KIZHI  
 KREMLIN  
 KUZINO  
 LAKE LADOGA

LAKE ONEGA  
 MANDROGY  
 MARIINSKAYA CANAL  
 METRO  
 MOSCOW  
 NEVA RIVER  
 PETER AND PAUL FORTRESS  
 PETER THE GREAT  
 PUSHKIN  
 RED SQUARE  
 RUSSIA  
 RYBINSK  
 ST BASILS CATHEDRAL  
 ST ISAACS CATHEDRAL  
 SVIR RIVER  
 THE AMBER ROOM  
 THE BLUE ROUTE  
 THE HERMITAGE

TRANSFIGURATION CHURCH  
 UGLICH  
 UNESCO  
 VENICE OF THE NORTH  
 VOLGA BALTIC WATERWAY  
 VOLGA RIVER  
 YAROSLAVL





## Notes

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## 10 COMMANDMENTS FOR TOURISTS

- I THOU SHALT not expect to find things as they are at home, for thou hast left home to find things different.
- II THOU SHALT not take anything too seriously, for a carefree mind is the basis for a good vacation.
- III THOU SHALT not let other tour members get on thy nerves, for thou art paying good money to enjoy thyself.
- IV THOU SHALT not worry, for he that worrieth hath little joy and few things are fatal.
- V THOU SHALT not judge all the people of a country by the person with whom thou hast had a problem.
- VI THOU SHALT remember thy passport, so that thou knowest where it is at all times. A person without a passport is a person without a country.
- VII THOU SHALT practice patience. Those who can wait with a smile are blessed, for they shall surely enjoy themselves.
- VIII THOU SHALT learn to say “Thank You” in any language. Verily, it is worth more than gold.
- IX THOU SHALT, when in Rome, do something as the Romans do.
- X THOU SHALT always remember that thou art a guest in every land. He who treateth his host with respect shall be treated as an honoured guest.

-from an unknown author

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## PRAYER FOR TOURISTS

Heavenly Father, look down on us your humble, obedient tourist servants, who are doomed to travel this earth, taking photographs, sending emails, buying souvenirs and walking around in drip-dry underwear.

Give us this day, divine guidance in the selection of our hotels, that we may find our reservations honoured, our rooms made up and hot water running from the faucets.

We pray that there is WiFi in the rooms and that it is free.

Lead us, dear Lord, to good, inexpensive restaurants where the food is superb, the waiters friendly and the wine is included in the price. Give us the wisdom to tip correctly in currencies we do not understand. Forgive us for undertipping out of ignorance and overtipping out of fear.

Make the natives love us for what we are, and not for what we can contribute to their worldly goods.

Grant us the strength to visit the museums, cathedrals, palaces and castles listed as “musts” in the guidebooks. And if perchance we skip an historic monument to take a nap after lunch, have mercy on us, for our flesh is weak.

Dear God, keep our wives from shopping sprees and protect them from bargains they don't need or can't afford. Lead them not into temptation for they know not what they do!

Almighty Father, keep our husbands from looking at foreign women and comparing them to us. Save them from making fools of themselves in cafes and night clubs. Above all do not forgive them their trespasses for they know exactly what they do.

And when the voyage is over, grant us the favour of finding someone who will look at our pictures and listen to our stories, so our lives as tourists will not have been in vain.

- Art Buchwald

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# Waterways of the Czars



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