

Board ABC | DCS Amethyst 2

The crew and your cruise director look forward to welcoming you on board. Enjoy unforgettable days with us on the most beautiful rivers in Europe. With this on-board ABC, you will have all the important information you need during your cruise at your fingertips.

We wish you a pleasant and eventful stay on board!

Accessibility/limited mobility

Walkers can be brought on board. Please indicate when booking that a walker will be taken along. These must be stored in the designated areas on board. For safety reasons, motorized aids (e.g., electric mobility scooters, e-scooters) are unfortunately not permitted on board, as boarding and disembarking sometimes takes place via the sun deck or the ship is moored in multiple rows in some ports. In addition, it is necessary to ensure that escape routes and passageways remain clear and to minimize fire hazards on board.

Air conditioning

The ship is equipped with air conditioning. While the air conditioning in the restaurant, bar and public areas is controlled centrally, the temperature and ventilation in the cabins can be regulated individually. Please remember to close the windows before switching on the air conditioning to keep the temperature constant.

Alarm

The alarm buttons located throughout the ship may only be pressed in an actual emergency! In an emergency, a loud alarm will sound on the ship. If you hear this, please proceed immediately to the sun deck to the designated meeting points, where the crew will give you further instructions.

Cabins

Cabin cleaning starts at approx. 7:00 am. If you would like to sleep longer, please hang the appropriate tag on the outside of your cabin door.

Cabin key

Your boarding pass is also the key card for your cabin. Please always carry this card with you to avoid misuse. If you are locked out, please contact the reception.

Cruise director

If you have any questions or requests, our cruise director is available at the table opposite of the reception.

Daily programs

You will receive the daily program for the next day in your cabin during dinner the evening before. In addition to the meal times, you will also find the arrival and departure times of the ship, the start of the shore excursions and the times for other activities on board.

Deck chairs

Comfortable deck chairs and sun loungers are freely available on the sun deck. However, considering your fellow passengers, we would kindly ask you not to reserve any deckchairs or chairs more than 15 minutes in advance. Otherwise, the staff will be instructed to remove any items left behind from "abandoned" chairs, which you can then collect at the reception desk.

**Disembarkation**

You will receive detailed disembarkation information at the end of your trip. You will receive colored stickers to mark your luggage in addition to the luggage tags for your departure.

Doctor/pharmacy

Please contact the reception or cruise director if you do not feel well. Please note that there is no doctor on board and for legal reasons the hotel crew is not permitted to give you medication. A doctor is always available on land.

Doors

The doors in the reception area are automatic doors. They open and close automatically with the push of a button. Therefore, please do not stand between the doors. The doors are locked at night during port calls.

Dress code

Sporty and comfortable is the motto on board. We kindly ask you to enter the restaurant and bar in appropriate attire. Shorts and swimwear are not permitted in the restaurant and bar. We recommend festive attire for the gala dinner. Sturdy shoes are advisable for the excursions.

Electricity

There are several power outlets in your cabin with a voltage of 220 V (European standard). For safety reasons, no heat-generating electrical devices may be used in the cabin except for electric razors, hair dryers, and chargers. USB ports are also available on the bedside lamps for charging smartphones and other mobile devices.

Elevator

The middle and upper decks have an elevator, which is located opposite the reception. Use of the elevator is prohibited during the safety drill and in an emergency. You can reach the sun deck using the stair lift or stairs.

Excursions

You will receive all information about excursions from your cruise director. Before you leave the ship, please exchange your cabin card for your shore excursion card at the reception. Please listen to the announcements!

Fire and emergency exits

In the event of a fire, please notify the reception and wait for further instructions from the ship's management. The emergency exits are marked accordingly. Further safety instructions can be found on the notice board.

Fitness area

Is located on the middle deck and has a small selection of gym equipment.

Guest survey

Towards the end of your cruise, you will find a guest questionnaire in your cabin. We ask you to complete this form and leave it at the reception. We are constantly striving to improve our service and meet the wishes of our guests. We are therefore grateful for your suggestions.

Hairdryer

Each cabin has a hairdryer, which is located in the closet.



Health

Dear guests, you are in a confined space with many fellow travelers. In times of various infection possibilities, we want to keep the risk as low as possible. We have taken preventative measures for your own safety. We therefore ask you to always disinfect your hands when you come back on board or go to the restaurant.

Identity documents

Please remember to bring your valid identity card or passport with you. Please note that check-in is not possible without these documents. Your identity documents will be collected by reception on the first day and kept safe until the next day.

Information

All staff on board will be happy to answer your questions at any time. The cruise director will be happy to provide you with information on travel-related matters and excursions.

Internet

Internet connection aboard is possible via WIFI, please note that a permanent connection can not be guaranteed. Please ask at the reception for details and rates.

Language

The crew is international. The languages spoken on board are German and English.

Laundry service

You will find the laundry bag in your wardrobe. Please fill out the enclosed laundry order form and place it on your bed together with the laundry bag. The clothes will be returned to you washed and ironed within 24 hours. Please refer to the price list in your cabin for the costs.

Library

The library is open around the clock. Here you will find a selection of books as well as board games, which we are happy to provide.

Locks

Please take care when entering and leaving locks. Please do not lean over the railing or out of the window, as there is a risk of injury!

Lost and found property

Please bring any found property to the reception! If you have lost something, please also contact the reception. Please make sure that you do not leave anything behind in your cabin at the end of the cruise. Forgotten items from the cabins will be given to the cruise management, kept for a maximum of 4 weeks and will only be forwarded by mail on request.

Meals

Start your day with our revitalizing breakfast buffet. For lunch and dinner we offer you healthy and varied cuisine. The meal times are announced in the daily program. For lunch and dinner, we would ask you to arrive punctually at the start of the meal times to ensure smooth service. You will keep your table seat in the restaurant, which you were allocated on the evening of embarkation, for the entire voyage. If you have any special dietary requirements, please inform the cruise director on the day of arrival.

On-board announcements

The ship is equipped with a loudspeaker system that enables us to reach you throughout the ship. You will hear the cruise director's commentary on interesting sections of the route. You will also hear calls for the start of excursions and announcements about program changes.

On-board control cards

When leaving the ship, we always ask you to exchange your personal shore leave card for your cabin card at the reception. This will be exchanged again on your return. This is to check that all passengers are back on board when the ship departs.

Payment

The currency on board is EURO. On board, your personal expenses such as drinks and store souvenirs will be charged to your cabin and paid for at the end of the cruise using major credit cards (e.g. VISA or MasterCard) or cash in EURO. Payment for excursions is made to the cruise director. It is not possible to change foreign currency on board.

Pets

Pets are not allowed on board.

Port berths

It is common practice in some cities for the port authorities to allocate a shared berth to several ships due to the high volume of traffic. In these cases, the ships are moored next to each other and the unobstructed view from your cabin may be impaired. Although DCS is entitled to a berth, it has no influence on the location and sequence.

Program changes

Changes to the timetable for technical reasons or due to unforeseeable events (e.g. high or low water) are always possible despite careful planning. All changes, including those affecting shore programs, will be communicated to you immediately by the cruise director.

Reception

Reception is manned around the clock. It can also be reached by telephone on 9*. There may be a short wait while the night steward makes his mandatory security rounds. We ask for your understanding.

Remarks

If you have any requests for changes, suggestions or complaints, please contact the cruise director immediately so that we can remedy the situation or implement your wishes without delay. Please do not wait until the last day.

Safe

Each cabin has a safe. The operating instructions are located next to the safe. Please read them carefully before using the safe. The shipping company or DCS accept no liability for the loss of valuables or money.

Safety regulations

You are on a ship with high safety standards and a reliable crew. Nevertheless, alarms may occur once in a while. If this should happen during the voyage, please remain calm and follow the crew's instructions. The life jackets are kept on the sun deck in front of the wheelhouse.

Smoking

Please note that smoking is only permitted on the sun deck in the designated areas. We ask you to use the ashtrays and not to throw any cigarettes overboard for safety reasons. Please also note the absolute smoking ban in locks. Smoking is strictly prohibited in the ship's holds and cabins.

Souvenir shop

A souvenir shop is available for you in the reception area. The items displayed can be purchased directly from the reception during opening hours.

Staying at the ports of call

After docking in the individual ports, you can of course leave the ship once it has been cleared by the authorities and the captain. Please pay attention to the announcements on board! The departure time of the ship and when you have to be back on board can be found in the daily program. We ask you to be on board at least 15 minutes before departure, as we will be leaving on time. We ask for your understanding that our ship cannot wait for late passengers due to the given timetable.

Stairs

Please note that some of the stairs on board are very steep and there is an increased risk of slipping in wet conditions. One hand belongs to the ship. Make sure that you always use the handrails on the stairs and that you behave carefully on board.

Tap water

The water on board is generally of drinking water quality. As drinking water is bunkered in various ports and is not running water, the water may not always taste the same. We recommend ordering bottled water at the bar or in the restaurant for drinking.

Telephone

Each cabin is equipped with a telephone that you can use to make calls within the ship.

Telephone number of the ship

You will find the emergency number on your shore leave card.

Television

The ship is equipped with a satellite system so that the television signal is guaranteed for most of the route. Short-term signal disruptions may occur when passing bridges, locks and on certain sections of the route. We ask for your understanding. You will find a remote control and a list of channels in your cabin.

Table reservation

Upon embarkation, you will receive a fixed seat in the restaurant for the entire duration of the voyage.

Toiletries

If you have forgotten your toothbrush, deodorant or shaving utensils, etc. at home - no problem! Reception has a small selection of drugstore items for you to buy.

Toilets

We urge you not to throw anything that is not intended for the toilet, as otherwise the entire system may become blocked. Please use the garbage can for all sanitary waste.

Tea/coffee station

Is located in the reception area and is available to guests 24 hours a day. Tea, coffee and cookies are offered free of charge.

**Tipping**

Tipping is very important in the shipping industry today. At the end of the voyage, you can honor your satisfaction with the crew's service with a tip that is "right" for you. Please use the envelopes placed in your cabin on the evening before departure. You will find a box marked accordingly at the reception. All tips are distributed equally among the crew. Would you like a recommendation for tipping? If you are satisfied with the service, a guideline of € 8.00 to € 10.00 per guest per day may apply.

Towel change

In order to protect the environment by reducing the amount of detergent used, we ask you to place the towels you wish to replace with fresh ones on the floor. Towels on the holder mean that you want to use them again.

Wake-up service

We will be happy to wake you up at the time of your choice. Reception will be happy to take your wake-up call request.

Wellness area

Fitness equipment, sauna and indoor whirlpool are located on the middle deck and can be used by guests free of charge. The wellness area is open daily from 08:00 - 20:00. On the day of disembarkation, the wellness area remains closed until embarkation due to cleaning measures.

Windows

Please always close the windows when you leave your cabin.

We hope that we have provided you with sufficient information. If you have any further questions or comments, please feel free to contact us at any time.

On behalf of the entire crew, we wish you a pleasant and unforgettable stay on board.