



— AMERICAN QUEEN —

# GUEST INFO

MAJESTIC AMERICA LINE



# WELCOME

It is our pleasure to welcome you to the distinctive, inspiring world of riverboat travel aboard the *American Queen*. Your documentation folder includes your itinerary, tickets and general information for your upcoming cruise.

Please be sure to read your enclosed documents and trip itinerary. They contain useful information regarding our check-in procedures, airport transfers and directions to the *American Queen* check-in.

This Guest Information book provides valuable information about onboard features and activities. If you have any questions along the way, please do not hesitate to contact the Purser's Office or another member of our crew. We are always eager to help.

Thank you once again for selecting Majestic America Line and the *American Queen*. We look forward to welcoming you aboard.

**Bon Voyage!**

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# PACKING TIPS

## CLOTHING SUGGESTIONS

We suggest you check a national weather source, such as the Weather Channel, its website ([www.weather.com](http://www.weather.com)) or the national weather listings in your newspaper to plan what to pack for your small ship vacation. For daytime, dress is casual. Take sportswear and comfortable, non-slip walking shoes for ports of call. Slacks and shorts are acceptable in all public areas of the steamboat and on shore. You may want to bring a swimsuit for the bathing pool or for lounging on the Sun Deck.

For evenings, dress is usually more formal. Most women wear a dress, a dressy skirt and blouse, or a pants suit to dinner. A party or cocktail dress is recommended for the Captain's Champagne Reception, and the Captain's Dinner. Gentlemen prefer to wear a coat and tie (a tuxedo is not necessary) for the Captain's Dinner.

We recommend that you pack a raincoat and, for spring and fall trips, a sweater or jacket and perhaps a hat or scarf. Though the boats are down south during the winter, occasionally it can still get chilly. A warm coat is recommended.

## LUGGAGE STORAGE

To maximize your enjoyment of your room space, your stateroom has been designed so that your suitcases can be stored under your bed. Each stateroom has wardrobes for the hanging of garments and for the storage of shoes and smaller items.

## **VALUABLES | SECURITY**

If you are taking valuables in excess of our liability (\$250 per person) for luggage and personal effects, excluding electronic equipment. Security envelopes are available from the Purser's Office for storing your valuables once onboard. We cannot be responsible for valuables left in staterooms. However, AA suites include a safe that will fit most laptops and other valuables for your peace of mind during the cruise.

Liability is excluded for fragile, valuable or perishable property carried aboard, including jewelry, computers, cash, camera equipment and similar valuables. If these materials are lost or damaged, we regret that we cannot reimburse you.

## **BAGGAGE**

There is no restriction on the amount of baggage you may bring aboard. However, airline flights suggest not more than two checked pieces per person. Your luggage may be x-rayed during airport or vessel check-in. We recommend placing all film in your carry-on luggage, which typically passes through less powerful screening machines.

Guests are urged to obtain travel insurance to insure their baggage against possible en-route loss or damage, as the company's liability is limited only to the time the luggage is onboard the vessel.

It is imperative that your luggage be clearly identified with the Majestic America Line/*American Queen* luggage tags. Please ensure that the enclosed luggage tags are correctly filled out and attached to your luggage prior to leaving home. This will expedite the delivery of your luggage to your stateroom.

# EMBARKATION

## TRANSPORTATION

Thank you for choosing to cruise with us on the *American Queen*. We are looking forward to having you aboard and want to make your transfer to the *American Queen* as smooth as possible. To assist with your arrival and transfers, you must call (800) 434-1232 and provide all your arrival information. If you have made ALL your air reservations through us, there is no need to call and confirm your arrival.

## AIRPORT TRANSFERS

We are pleased to offer transfers between the airport and the pier before and after your cruise. Transfers are available as follows:

- **Embarkation Day:** Transfers will be provided for flights arriving between 10:00 a.m. and 4:00 p.m.
- **Disembarkation Day:** Transfers will be provided for flights departing 12:00 noon or later. Transfers generally depart from the pier at 8 a.m.

## ARRIVAL AT THE AIRPORT

When arriving on embarkation day; guests will be met by the Meet & Greet staff in the baggage claim area at the airport. The Meet & Greet staff will assist you with your luggage and direct you to the awaiting motor coach for transfer to the pier. Your transfer will commence once enough guests have arrived for the motor coach to depart at full capacity.

In the unlikely event our Meet & Greet representative is not present at the airport, you may contact them directly at:

**CHATTANOOGA**

All Aboard Travel - (877) 360-0077

**CINCINNATI**

All Aboard Travel - (877) 360-0077

**LOUISVILLE**

All Aboard Travel - (877) 360-0077

**MEMPHIS**

All Aboard Travel - (877) 360-0077

**NEW ORLEANS**

Destination Management - (800) 366-8882

**PITTSBURGH**

All Aboard Travel - (877) 360-0077

**ST. LOUIS**

Dana Bruce Tours - (314) 803-1391

**ST. PAUL**

Metro Connections - (612) 333-8687

## **PARKING | CRUISE REGISTRATION**

For security reasons and the physical arrangement of riverfront facilities, we regret there is no parking where we dock, but parking facilities are generally available at the airport and occasionally in the local parking garage. If you drive to meet the boat, drop your luggage at the landing, then move your car to a nearby parking lot or garage. After you park, take a taxi back to the steamboat landing.

The visitors' centers and chambers of commerce for each of our ports can recommend parking facilities in the vicinity of our landings.

## **LUGGAGE**

At all ports, leave your luggage with one of our uniformed employees only. Porters will transport your luggage to your stateroom after it clears mandatory security screening at the landing.

## **CHECK-IN | BOARDING**

You may board the boat upon arrival at the landing. For your security, state or federal photo ID is required when you board. Complimentary beverages, a full-service bar and a snack buffet are available starting at noon. You may check in and order shore tour tickets beginning at 1 p.m. Upon check in, please register a credit card or make a \$250 deposit to cover your onboard purchases. Your stateroom will be ready at 3 p.m.

Your Maitre D' will be on hand at 1 p.m. in the Dining Room to answer any questions regarding dining. Dinner will be served on the steamboat that evening.

## **DEPARTURE TIME**

Departure times vary by port and itinerary. Your voucher will tell you the exact time. If you arrive early and wish to explore your port of embarkation, please be sure you are back onboard the steamboat no later than one hour prior to departure time.

# MAPS AND DIRECTIONS

## CHATTANOOGA | Tennessee

### LANDING

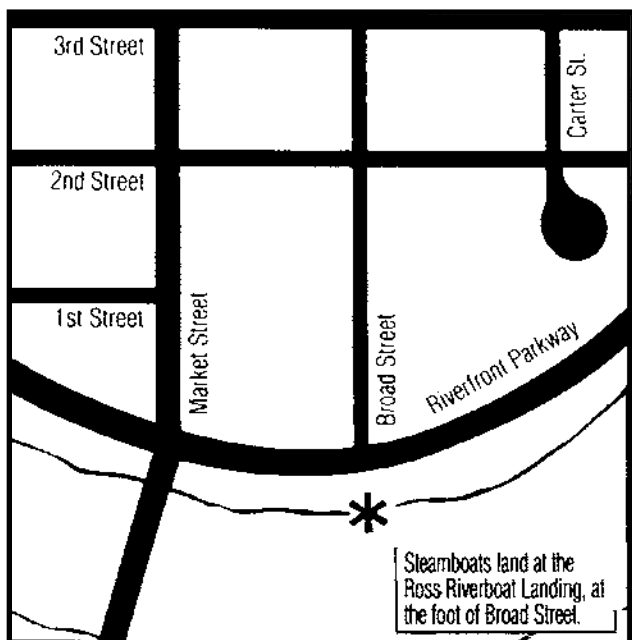
Ross Riverboat Landing at the foot of Broad Street,  
201 Riverfront Parkway

### TIME ZONE

Eastern

### VISITOR'S INFO

CVB (800) 322-3344



## CINCINNATI | Ohio

### LANDING

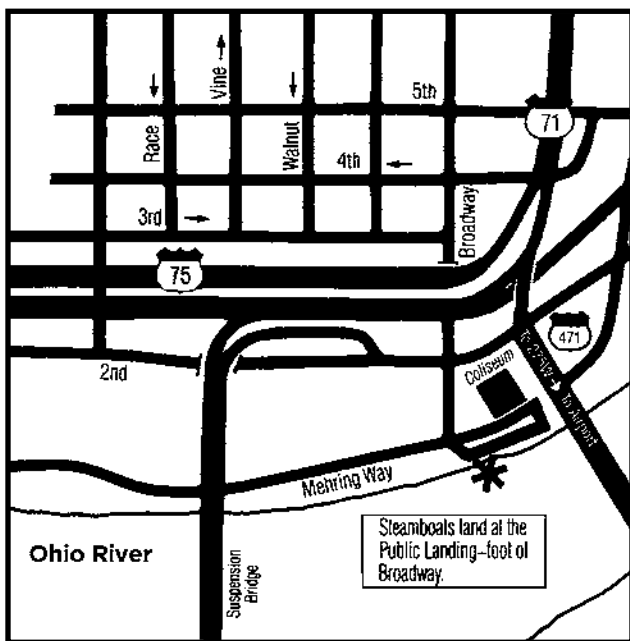
Downtown at the Public Landing at the foot of Broadway, 33 E. Mehring Way

### TIME ZONE

Eastern

### VISITOR'S INFO

CVB (800) 543-2613



## LOUISVILLE | Kentucky

### LANDING

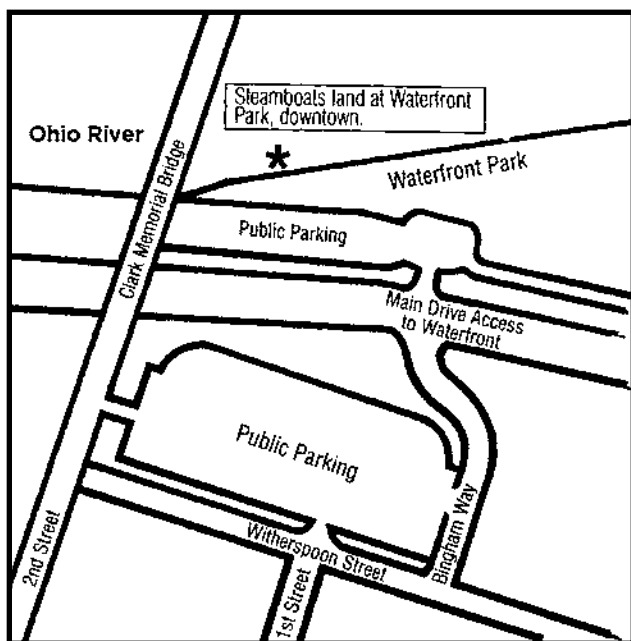
Waterfront Park, Downtown, just behind Joe's Crab Shack Restaurant

### TIME ZONE

Eastern

### VISITOR'S INFO

CVB (800) 626-5646



# MEMPHIS | Tennessee

## LANDING

Mud Island, just down river from the Aerial Tram Station, 101 Island Drive

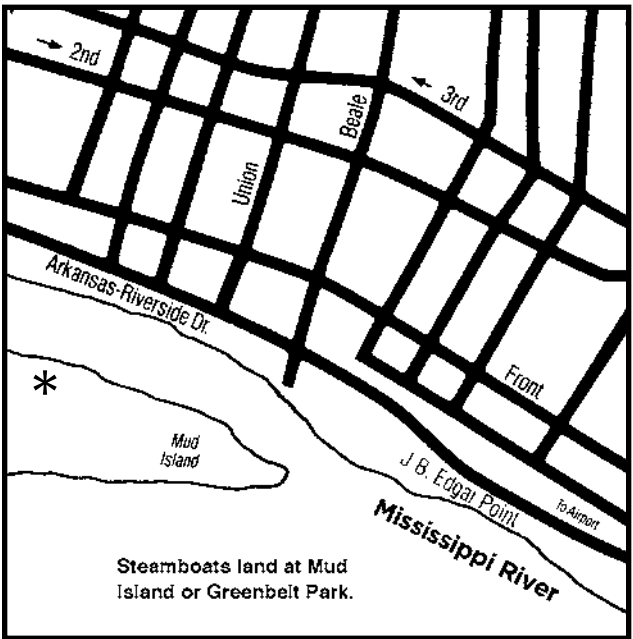
## TIME ZONE

Central

## VISITOR'S INFO

CVB (800) 873-6282

*Alternate Memphis Landing is located on the North end of Mud Island at Greenbelt Park.*



# NEW ORLEANS | Louisiana

## LANDING

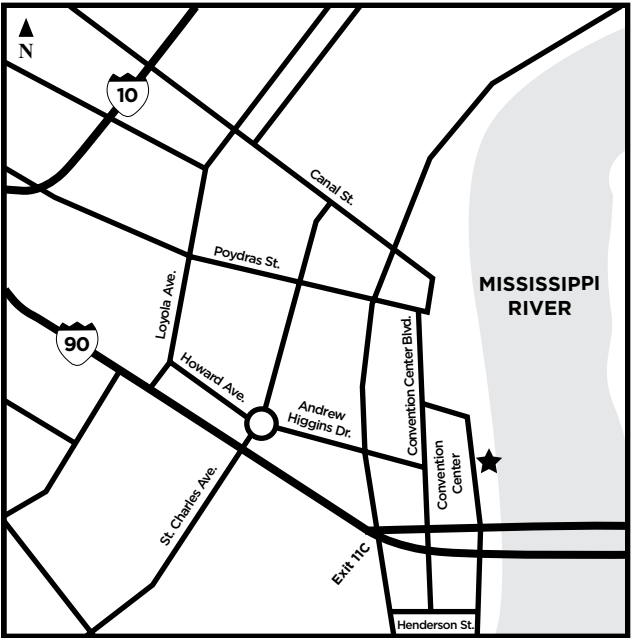
Erato Street Cruise Terminal, just behind the Convention Center

## TIME ZONE

Central

## VISITOR'S INFO

CVB (800) 672-6124



## PITTSBURGH | Pennsylvania

### LANDING

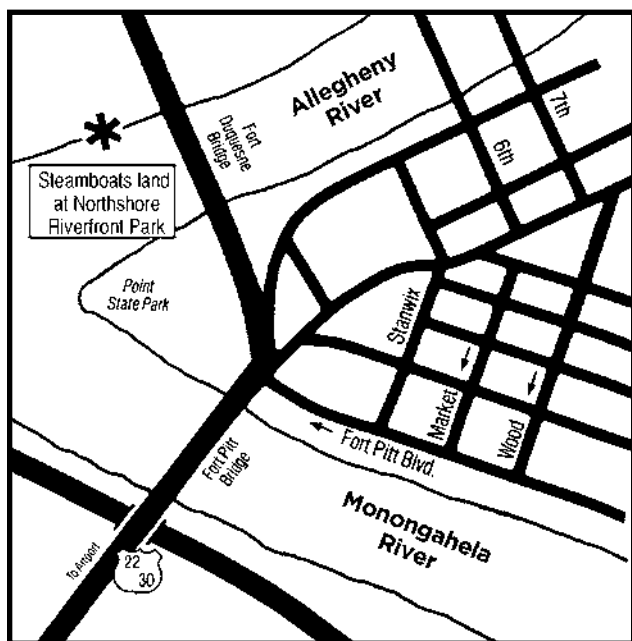
1 North Shore Riverfront Park, near Fort Duquesne Bridge

### TIME ZONE

Eastern

### VISITOR'S INFO

CVB (800) 359-0758



## ST. LOUIS | Missouri

### LANDING

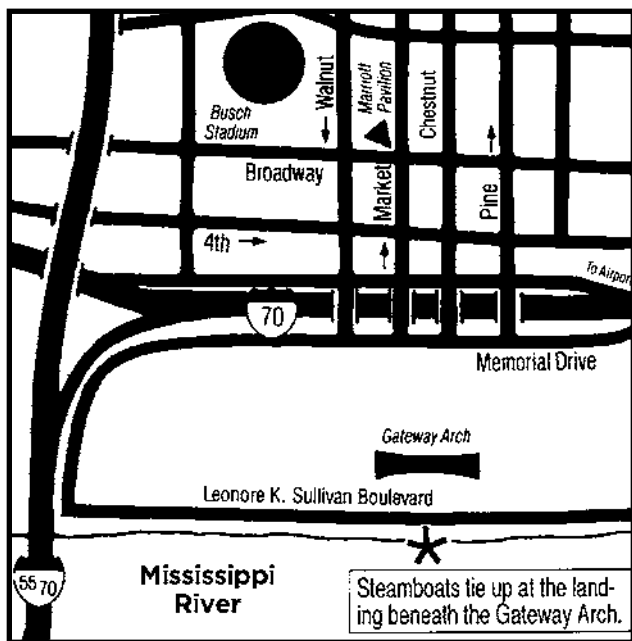
Downtown, South leg of the Gateway Arch

### TIME ZONE

Central

### VISITOR'S INFO

CVB (800) 325-7962



## ST. PAUL | Minnesota

### LANDING

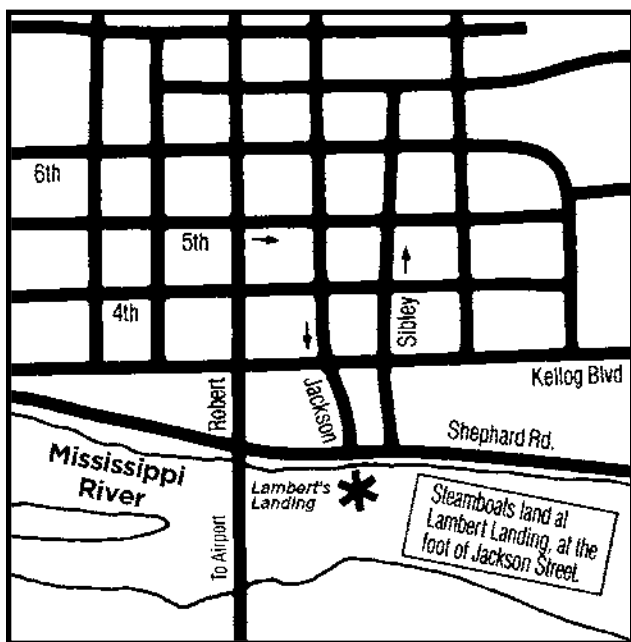
Lambert's Landing at the foot of Jackson Street

### TIME ZONE

Central

### VISITOR'S INFO

CVB (800) 627-6101



# AMENITIES

## BATHROOM

Bathroom towels are made of 18-pound, domestically milled 100% Pima cotton that's sumptuously soft. Bathroom hardware consists of top rated plumbing with a multi-function shower head that provides a wide, warm and enveloping spray for a soothing and revitalizing aqua massage. Stateroom bathrooms also come supplied with high quality, American-made soaps and skin care products with therapeutic ingredients.

## TELEVISION

Each stateroom has an LCD HDTV and DVD player. The sound system in AA suites features high performance audio with rich bass and crisp high notes. Other amenities include an alarm clock, CD player and telephone. The ship maintains an inventory of recent movie releases, some of the "classic oldies," plus DVDs pertaining to the cultures and the history of the region of your cruise. You may also choose to bring your own DVDs for viewing.

Please refer to your stateroom Guest Information binder for television programming and the appropriate channel.

All staterooms come equipped with waffle weave, spa quality His and Hers robes. Guests in AA suites enjoy matching terry-lined 100% cotton slippers for extra comfort.

## AIR CONDITIONING | HEATING

This ship is fully air conditioned or heated, as appropriate. In addition, each stateroom is individually equipped with a thermostat, allowing you to control the temperature level in your room. If you need assistance, please don't hesitate to contact the Pursers Office.

## **ELECTRICAL APPLIANCES**

Each stateroom is equipped with 110 volt, 60 cycle alternating current (AC). Electric razors and toothbrushes will operate from bathroom outlets. Each bathroom includes a hairdryer. Irons and ironing boards are available in your stateroom. Other small appliances not exceeding 1500 watts (110 volts) may be used in stateroom outlets. Please check with the crew before using any other appliance.

## **MINI-BAR**

All AA and Owner's Suites are equipped with a refrigerated mini-bar. You may fill out your order when you board the vessel. Throughout the cruise, you will be able to order items which will be billed to your stateroom account.

Extra ice is available at all times from any lounge. Plus, your cabin attendant will periodically fill the ice bucket in each stateroom.

## **ROOM KEY | SECURITY**

Your room key will be in your stateroom. Your name badge also serves as a charge card that will keep track of your onboard purchases to be billed to your stateroom account. You will want to carry this multi-purpose card with you at all times. You will need your charge card/ name tag to board or disembark the vessel.

## **TELEPHONE COMMUNICATIONS**

Every suite and stateroom aboard the *American Queen* is equipped with a telephone that you may use to call throughout the vessel.

Depending on your service provider's network capability, your cellular phone may operate during your river cruise. Check with your provider for their network information and the possibility of any "roaming" charges should you cruise into another provider's area.

To dial another stateroom, simply dial the stateroom number. For assistance, questions or requests, dial 0 for the Purser's Office.

The *American Queen* is in port almost every day where regular telephones are available, and you may make long distance calls at a lower rate. You may use a variety of credit cards for payment at the time of the call. If you wish to leave a contact number with family or friends so they can reach you on the vessel, important or emergency calls may be directed to our Headquarters in Seattle Washington at (206) 292-9606 or Majestic America Line's Reservation Center at (800) 434-1232. Our Reservation Center is open Monday through Saturday from 7:00 a.m. to 6:00 p.m. PST. Alternatively, you may call our Air Department at (888) 776-8359 if you are experiencing travel delays or our 24 hour emergency line at (716) 380-4209.

## **LAUNDRY**

Limited laundry facilities, including laundry detergent, are available in the laundry room, located on the Observation Deck aft of the lobby elevators.

# MEALS

## **BETWEEN MEALS**

Light snacks and beverages are available 24 hours a day in the Front Porch of America.

Each morning the Front Porch is open for our Early Riser's continental breakfast. Snacks, softserve yogurt, lattes, cappuccinos and sandwiches are available daily. Coffee, cold beverages, fresh fruit and light snacks are available 24 hours a day. The Calliope is open for hot dogs from 11 a.m. - 4:00 p.m.

## **MEAL SEATING**

Your dining time was requested during your reservation process and is indicated on your cruise voucher. Table assignments are indicated on your name badge/security card - which will be presented to you at cruise registration.

## **SPECIAL DIETARY REQUESTS**

With adequate advance notice, special diet requests can usually be accommodated. Please inform our Reservations department at (800) 543-1949 of any special dietary restrictions as soon as possible, but no later than three weeks before your departure date. (If you are traveling with a tour group, don't call us, but ask your group leader to make arrangements for you.) All special diet requests should be confirmed with the Maitre D' at check-in.

## **J. M. WHITE DINING ROOM**

To assist us, and to receive your food “piping hot,” please proceed promptly to the dining room as soon as your meal time is announced.

Located on the Main Deck, the J. M. White Dining Room features two seatings. The wait staff serves meals on elegant fine china crafted in America, with embossed flourishes and subtle curves.

At the conclusion of the meal, you may wish to continue visiting with your fellow guests. We request that you move to one of the lounges or other public rooms, which enables us to clear the tables and prepare the room for the next meal.

Breakfast and lunch are served in a single seating, open dining format.

Located outside the entrance to the J.M. White Dining Room is a display with information about meal times, the day’s menu and daily scheduled events. If you find the upcoming menu does not meet your dietary needs, please inform the Maitre D’ in advance of meal time so the galley has adequate time to accommodate your special request.

# SHORE EXCURSIONS AND HELPFUL HINTS

## SHORE EXCURSIONS

Many shore excursions on your small ship cruise are available. Tour information is included with your documents package. These activities are generally easy-access, non-strenuous activities that can be enjoyed by most guests. They require some walking and moderate exertion. Tours are sold on a first come, first serve basis. We make every effort to accommodate all guests but from time to time space limitations will apply.

## ACCESSIBILITY

The vessel is equipped with several conveniences for guests requiring special assistance: two elevators and staterooms are available (see brochure for details). We carry wheelchairs onboard the vessel for emergencies only and to assist certain guests who need occasional assistance reaching the coaches or vessel. These wheelchairs are never loaned out or made available on an extended basis.

If you require the use of a wheelchair most of the time, we encourage you to bring your own chair or ask our reservations staff for information about wheelchair rentals. The wheelchairs carried onboard the vessel are not available for general guest use. The crew will provide any needed assistance to move guests to and from the coaches, however, staff are not available to attend to guests in wheelchairs for the purpose of moving about the vessel or on tours. Guests requiring the use of a wheelchair for general mobility should have a travel companion who is capable of pushing the chair during the cruise and excursions.

## **CLOTHING**

The dress code aboard the ship is informal and casual. During the summer, loose fitting clothing will be most comfortable. During spring or fall, layered clothing is appropriate and you may want to bring along a sweater or windbreaker.

Comfortable walking shoes are a must. One evening during the cruise is considered “dressy,” with gentlemen wearing a suit or sports coat and ladies in cocktail dresses or a pants suit.

## **MEDICATION | EMERGENCIES**

If you are taking any medication, or require the use of oxygen, please be sure to bring an adequate supply for the entire cruise, as it may not be possible to refill your prescription at ports of call.

Several of our crew members are trained in providing emergency first aid for injuries or sudden illness requiring immediate attention or CPR.

Because of the size of the vessel, we do not have a doctor or nurse onboard. However, because the vessel is never far from shore, we are always within close proximity to emergency medical facilities.

If you have a specific medical or physical limitation, please advise our reservation personnel by calling the toll free number below so that we may better anticipate your needs.

If you have any questions, please call our Reservation Department at (800) 434-1232.

## **DEPARTURE TIME**

The sailing time for the *American Queen* will be posted on a reader board at the ship’s boarding area while in port. Please consult it each time before leaving the vessel. For your comfort and convenience, and to allow the deck crew room to put the gangways in place, we request that you remain in the public rooms or your stateroom until you are advised that you may proceed ashore. We ask that you return aboard approximately thirty minutes prior to the posted sailing time.

## SHORE EXCURSION INFORMATION

*Compass Points* is delivered to your stateroom each evening, and provides details on the following day's events.

### PORTS OF CALL | SHORE TOURS

At each port, you'll have the chance to learn firsthand about its culture – past and present. Detailed information on shore tours, including special features, lengths and prices will be available the day of embarkation. Up-to-the-minute information is published in the daily *Compass Points*. Unless specifically noted, shore tours are not included in the cost of your river cruise.

You may purchase tickets through the onboard Shore Tour manager. All tours and tour times are dependent upon navigational conditions of the river, over which we have no control, and therefore are subject to occasional change with short notice.

Additional information will be available from the Shore Tour manager. Be sure to attend the "Tour Talk" given onboard the first day of your cruise. Check *Compass Points* for exact time and location.

In some ports, the heart of town is not easily accessible from our landing. Where no alternative public transportation is available, we offer a shuttle service from the landing into town and back. In each of these ports, you can purchase a shuttle pass that will allow you unlimited rides back and forth into town for that day.

# ENTERTAINMENT AND ACTIVITIES

## ACTIVITIES ONBOARD

The *American Queen* provides you with a wide array of shipboard activities. You can do as much or as little as you want. You can attend one of the Discovery Guide's programs, watch a video or join other guests in the Gentleman's Card Room or Ladies Parlor for cards or one of the many games organized by our cruise staff. Want more activity? Enjoy the shipboard entertainment and dance into the night in the Grand Saloon. Perhaps complete serenity is more tempting? Stroll with friends, relax with a drink or a book on deck or enjoy the cabaret environment of the Engine Room Bar. Special functions included on every cruise are the Captain's Champagne Reception and the Captain's Gala Dinner.

## ACTIVITY BULLETIN

*Compass Points*, the ship's daily activity bulletin, will be delivered to your stateroom each evening. It will list a brief schedule of all of the next day's activities including meal times, shore excursion departure times, port arrival times, special activities planned by your cruise staff, lectures, movies and entertainment features.

## MARK TWAIN GALLERY

The Mark Twain Gallery provides a perfect spot for relaxing with a good book, playing a game of checkers, chess or monopoly or writing letters to friends or family. A good selection of books, DVDs and historical memorabilia are provided in our library for you to enjoy. We ask that you return all lounge items upon completion of use no later than the last evening of your cruise.

# STAFF

## CABIN ASSISTANCE

Cabin attendants are on duty morning and evening. Apart from cleaning your stateroom, they will assist you with such items as ice, extra towels, etc.

## CREW MEMBERS

While on duty, all crew members wear distinctive uniforms and nametags. Our cruise staff has been trained to help you in any way possible. If you have any questions or need help, please don't hesitate to ask. They are eager to assist you.

On a ship of this size, off-duty crew members will occasionally use the lounges, dining room and decks. They will be identified by their nametags. We're sure you'll find them delightful and thoughtful fellow traveling companions.

## PURSER'S OFFICE

The Purser's Office is located on the Cabin Deck. Here you may get answers to any questions and settle your shipboard account. The Purser's hours of operation will be published onboard. If you need information, please don't hesitate to contact the Purser's Office.

## TIPPING POLICY

Aboard the *American Queen* most gratuities received are pooled and distributed by a formula among those who have been of service to you. This is the fairest and most equitable system, since the total success of your cruise depends on all crew members working together. Some of our crew you meet regularly, such as cabin attendants and dining room wait staff. However, the deckhands and galley employees behind the

scenes are working equally hard to provide services for you. The appropriate level and approach to tipping is one of the most frequently asked questions by our guests. Above all, tipping is a matter of personal discretion, and should be in accordance with the level of services received. It has been found that on average, a person gives a tip of \$15 per person per day or approximately \$105 per week for participating crew members in the pool. We suggest this amount only as a guideline. A 15% service charge is automatically added to bar purchases and is placed in the tip pool. The ship's officers are not participants in the pool.

Guests will be given the opportunity to add gratuities to their shipboard account and settle payment by credit card (Visa and MasterCard) or by traveler's check. If a crew member provides extraordinary service, guests may choose to reward such service on an individual basis.

# SERVICES

## COCKTAIL PARTIES

Cocktail parties may be arranged. Snacks, hors d'oeuvres and an assortment of alcoholic and non-alcoholic beverages may be ordered at reasonable prices. For special events, anniversaries, birthdays, or if you are traveling with a group of family or friends, a portion of the lounges or the Front Porch of America may be reserved during certain hours. It is best to arrange this at the time you make your cruise reservations. However, you can also check with the Purser's Office to see when one is available during your cruise.

## DAILY NEWS

Newspapers may be purchased during shoreside stops.

## GIFT SHOP

Our gift shops are bountiful with treasures. Show your steamboating spirit in a sweater or jacket from our exclusively-designed logo clothing collection. Take home a memory, from pins, plates and posters to cards, clocks and coasters. Visit us each day for featured daily specials.

The gift shop's hours will be posted onboard and in *Compass Points* for your information.

## LOST AND FOUND

Please notify the Purser's Office immediately of any items lost or found.

## MAIL

Our steamboats are U.S. Postal Service Stations and postmark their own mail. Please drop your mail at the collection point located at the Purser's Office.

## **MEDICAL SERVICES**

Because of the proximity to shore cities along the river, we are never far from professional medical care. A medical officer is onboard and trained in basic emergency first aid and the captain would contact the appropriate authorities for immediate care. Guests requiring special medication should bring an ample supply with them, as it may not be possible to get the medication while in port.

## **NEED SOMETHING SPECIAL**

Our Cruise Director and Purser are here to help you. If you have any questions or need help, don't hesitate to ask.

## **PILOTHOUSE VISITS**

You are invited to visit the pilothouse at prescribed times during the cruise. If you are interested, please consult the cruise director or your copy of *Compass Points*. Pilothouse visits may be restricted in the instance of increased national security.

## **PURCHASE OF GOODS | SERVICES ABOARD**

The ship operates on a "no-cash" basis for your convenience. Your board card doubles as your onboard charge card. Each time you make a purchase, your card will be "swiped" and the charge added to your stateroom account.

All of your shipboard purchases – including gifts, sundries, film, mini-bar, bar and wine tabs – will be handled in this way.

Your stateroom account must be settled with the Purser prior to disembarking the vessel. Traveler's checks, MasterCard and Visa are all welcome.

## **VALET SERVICE**

Due to the size of the vessel, dry cleaning, laundry and ironing services are not available onboard. Irons and ironing boards are available in your stateroom.

# SAFETY

## ALARM SYSTEM

The ship has a distinctive alarm system strategically located throughout the vessel. In an emergency, you will hear the loud alarm wherever you are. The crew will then direct you to an assembly point in accordance with the instructions given at the safety briefing session.

## BOW RAMPS | GANGWAYS

The gangway will be put in place, and its location announced as soon after docking as possible. For security purposes, and to assist you, a uniformed crew member will be on gangway duty at all times to swipe your room key as you disembark and board. Due to river current or tides, we may have to relocate the gangway or bow ramp while in port.

## CREW EMERGENCY DRILLS

Crew members undergo full emergency drills and recurrent training. All life raft equipment is thoroughly checked on these occasions.

## DOCKING PROCEDURES

Whenever the ship is docking, departing or transiting a lock, we need you to vacate the pilothouse, and leave the area clear on the docking side. Please avoid standing along the walkway on the Main Deck where the mooring lines must be tied. Please resist the temptation to watch docking procedures so closely that you hamper the safe operation of the vessel.

## **FIRE DOORS AND BULKHEADS**

The vessel has been designed and built to meet the highest fire safety requirements. The engine room, galley and storage areas are enclosed by special fire bulkheads. Each main compartment and the stairwells also have fire bulkheads. In the event of a fire, these bulkheads will confine the fire for more than enough time to launch and board the life rafts if that is required.

## **FIRE DRILLS**

Fire drills will be conducted regularly by the ship's crew when all or most guests are ashore. These drills train the ship's personnel on the use of the fire equipment, and instruct them on the safe and proper methods of assembling and caring for guests.

## **FIRE PREVENTION**

Smoking is prohibited in all the interior lounges, the dining room and in guest staterooms. The most common cause of fire is a hot or smoldering cigarette still burning and thrown into a wastebasket. Falling asleep with a cigarette still burning is a close second. Please, always use ashtrays located on deck for cigarette disposals and do not smoke in bed! For those guests who have verandahs and wish to smoke on the verandah, please request an ashtray from your cabin attendant or at the Purser's Office. You should never throw any cigarette stub, lighted or unlighted, overboard.

## **LIFE PRESERVERS**

Your stateroom has been outfitted with adult PFD's (Personal Floatation Devices). Please make a note of their location. Instruction cards have been mounted on the back of your stateroom door showing how they are to be worn. If you are traveling with a child in your stateroom, please notify the Purser's Office so a child-size life preserver can be placed in your stateroom.

In the event of an emergency, upon hearing the alarm, put on your life jacket and proceed immediately to your life raft station. The life raft station is listed on the life jacket information card on the inside of your stateroom door.

## **LIFE RAFT MUSTER STATIONS**

The location of your muster station will be identified on the emergency card in your stateroom. The *American Queen* is often near land along the waters edge at any given time. Should it become necessary for the safety of the ship and guests, the Captain would likely maneuver the vessel to shore if feasible.

## **GUEST SAFETY BRIEFING**

On the day of departure, a mandatory safety briefing will be held by the Captain. All guests are required to participate. This briefing will acquaint all guests with life vest donning instructions, life boat locations and emergency procedures. It is very important that all guests participate in the safety briefing, and that all instructions are followed carefully.

## **SAFETY INFORMATION**

The *American Queen* officers and crew are trained in key areas related to the safety of the ship and its guests, and they conduct ongoing safety drills and inspections. The Captain and crew would be pleased to answer any questions you may have on this subject.

## **SAFETY AND SECURITY**

Our river ports are considered “regulated facilities” by the federal government. For your protection, Homeland Security regulations require us to randomly screen baggage brought aboard the steamboats. As part of this process, some bags are opened and physically inspected. Please unlock your bags upon arrival at the landing. To board, you must present a government-issued photo ID whenever you board the steamboat. In addition, you may be asked to participate in random screenings during your river cruise.

## **SMOKING**

You may enjoy your smokes on the open decks aboard the steamboats. Smoking is not permitted in indoor public areas.

# ENVIRONMENT

## ENVIRONMENTAL STANDARDS

The *American Queen* has been built to achieve the very highest standards of compliance with environmental concerns. It is the policy of Majestic America Line to operate a responsible and environmentally sensitive cruise operation. We seek to protect and preserve the integrity of the land, the air, the waters, the cultures we have the privilege of sharing, and the habitat of the birds, wildlife and marine life we view. To accomplish our goal – we need your help and participation!

## ENVIRONMENTALLY FRIENDLY

We are cruising in pristine waters and our ship has an outstanding onboard marine sanitation sewage treatment plant that exceeds U.S. Coast Guard standards and preserves the quality of the waters. However, to ensure it can properly do its job we need your full cooperation. Please use only the biodegradable toilet tissue provided. Please do not flush Kleenex-type tissue, feminine hygiene products, cigarettes, or any other items, as they will affect the ship's entire system, and may cause an embarrassing backup of black water in your bathroom. Please do not flush anything except body waste and the special tissue down the toilet.

## KEEPING THE WATERS CLEAN

Please – never throw anything overboard, including matches, cigarettes or any food waste. Use the ashtrays and garbage receptacles provided. (Be very careful, however, to be certain that a lighted cigarette or smoldering match is not put into the garbage containers.)

When on deck, please be sure that plastic or paper cups are not left unattended or set down where they can be blown overboard. When you have finished with such items, please dispose of them in the receptacles provided.

Also, please try to ensure that napkins, paper plates or reading materials are not left loose on any of the decks, as they too can be blown overboard.

## **NOISE**

For your own viewing enjoyment and that of your fellow guests, please try to talk softly to minimize any shrill sound or rapid movements when the vessel is near marine life or wildlife. When we are in small ports, or when we are docked close to other vessels, please be considerate of noise levels.

Since the *American Queen* is a small ship, the evening occupants of the three lounges are also asked to keep the noise levels at a moderate level. Also, please be considerate concerning volume levels when you use the television monitor and music systems in your stateroom.

## **ON SHORE**

While enjoying the unique, pristine attractions, please be thoughtful and kind to the fragile environment. Don't discard any refuse that may spoil the quality of the experience for others. Please do not "collect" or "destroy" anything. That way, the next visitor can enjoy it as well.

Please be responsible! Leave only your footprints! Come away with only cherished memories and your photographs. We want to insure that the magical pristine environment we share with you today is the same for the next visitor and for future generations.

## **WATER CONSERVATION**

Although there are many advantages to a smaller vessel, there are a few limitations, including the amount of fresh water that is stowed aboard. Therefore, it is necessary to be thoughtful and conservative when using water. We have installed an adjustable water saver showerhead unit in your stateroom. When you have finished showering, please make sure the water taps are completely turned off.

# DISEMBARKATION

## DISEMBARKATION

Exact time of arrival in port on the final day of your river cruise depends on navigational conditions of the river; however, the boats are almost always docked by 7 a.m. A full breakfast buffet will be served on the morning of disembarkation.

An informative “Disembarkation Talk” will be held toward the end of your river cruise, and will provide you with further details on express check-out, luggage handling, ground transportation and other matters. Please consult *Compass Points* for where and when.

Because your bags must be placed outside your room the night before disembarkation, you may wish to have a small carry-on bag available. We ask that all passengers settle onboard accounts and disembark by 9 a.m. Our porters will assist you with your luggage, and taxi service is readily available in most cities of disembarkation.

## VOUCHER VALIDITY

Airport-to-steamboat transportation vouchers provided by Majestic America Line are valid only on days of embarkation. We regret that transfer vouchers have no refund value if unused.

For further information about transportation at the end of your river cruise, please attend the “Disembarkation Talk,” which will be held onboard the boat toward the end of your vacation. The time and location will be published in *Compass Points*.

