

HOLLAND & LAKE IJSSELMEER



TRIP OVERVIEW

Experience Holland's classics aboard the MS Monet. Highlights include cosmopolitan Amsterdam, Lake IJsselmeer - one of the largest lakes in western Europe, a bike tour of the Polder system and, of course, a plethora of windmills.

ITINERARY & DETAILS

This document aims to give you all the information that you require for a smooth and comfortable river cruise. Please take the time to read this dossier to familiarise yourself with all the aspects of our river cruise. It includes important information such as flight details, visa requirements and travel insurance.

Your included meal guide:

B = Breakfast, L = Lunch, D = Dinner.

Day 1: UK to Amsterdam D

Depart London on your scheduled flight to Amsterdam. Upon arrival, you will be met and transferred to your ship, MS Monet. Enjoy a welcome cocktail with the crew before dinner then take a tour of Amsterdam by moonlight, as a river boat takes you past the city sights.

Day 2: Amsterdam B/L/D

Enjoy a guided city tour of Amsterdam where you'll meander along the picturesque canals that criss-cross the city before visiting a diamond merchant. Must-see attractions in Netherlands' capital include the Anne Frank House, which details the life of the teenage author, and the fantastic Van Gogh museum, which houses the world's largest collection of the artist's work.

Day 3: Amsterdam, Hoorn and Enkhuisen B/L/D

Cruise past the town of Hoorn, then onward to Alkmaar, the 'City of Cheese', where you'll disembark for a guided tour, including a visit to the city's renowned

cheese museum, where you'll discover more about the history of the country's most famous cheeses — Gouda and Edam. Tonight, cruise to the historic city of Enkhuisen, located on the shores of Lake IJsselmeer.

Day 4: Enkhuisen to Lemmer B/L/D

Today, explore Enkhuisen at your own pace before you cruise the IJsselmeer, one of the largest lakes in Western Europe. Moor at Lemmer where there'll be time to discover the famous Wouda steam pumping station which harnesses the power of the lake's waters. Return to the ship for a gala evening.

Day 5: Lemmer to Amsterdam B/L/D

Enjoy one of the Netherlands' most recognised sights — the colourful tulips of Keukenhof Gardens. As the gardens are only open from mid-March to mid-May, those travelling at other times can enjoy a trip to the towns of Volendam and Zaanse Schans, known for their colourful wooden houses and windmills. Afterwards, enjoy some free time or ask to be dropped in Amsterdam city centre (transfer to city centre at a fee, paid locally).

Day 6: Amsterdam to UK B

Disembark after breakfast for your airport transfer and return flight to the UK.

Meals

Breakfast, lunch and dinner daily are taken onboard the ship. Tables seat 6 people, so you'll be able to converse and socialise with new friends, whilst never feeling crowded together. Tea and coffee are available on board ship as well as unlimited soft drinks and alcoholic drinks, including a variety of wines and beer, both during meals and at the bar. (Premium brands are available at an extra cost).

Any dietary requirements and dislikes should be made known to our reservations staff at the time of booking.

On embarking the ship, you will be greeted by the captain, crew and staff and treated to welcome cocktails.



SHIP INFORMATION

Ship information - 4★ MS Monet

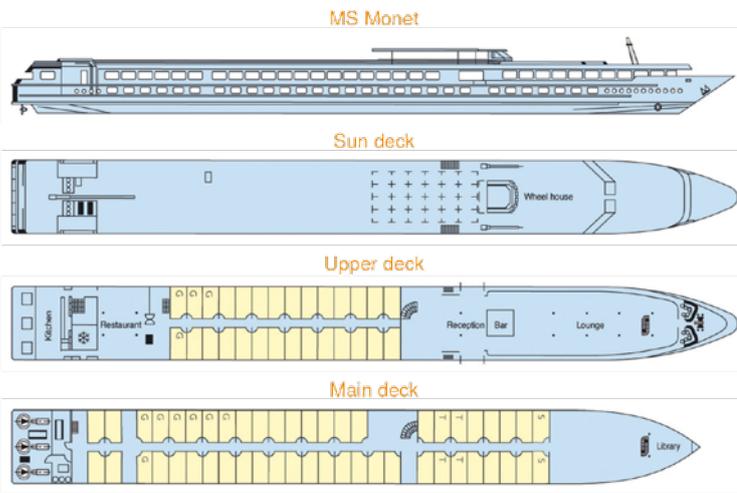
Sail through Holland and Lake IJsselmeer on the MS Monet enjoying the fabulous views from the large sundeck. This 2 deck ship features 78 comfortable, well-equipped cabins. Facilities include a lounge bar, dining room, library and gift shop.

Length: 110m long
Cabins 78 cabins

Width 11.40m wide
Capacity: 154 passengers

Facilities

- Lounge bar with a dance floor
- Bar
- Dining room
- Large sundeck with deckchairs
- Library
- French balconies
- Gift shop
- Central heating/air-conditioning
- Radio
- Phone
- Wi-Fi on board



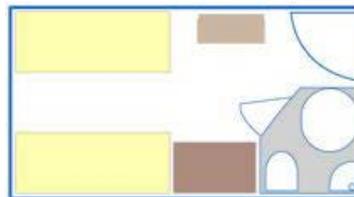
The Cabins

All cabins are equipped with shower and toilet, hairdryer, satellite TV, radio, safe.

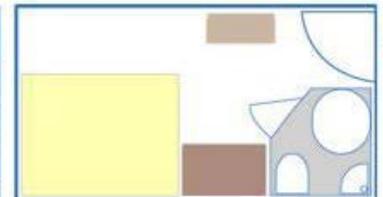
Upper deck: 28 cabins - 25 twins and 3 double bed cabins (G).
Main deck: 50 cabins - 37 twins, 7 double bed cabins (G), 4 triple bed cabins (T) and 2 single cabins (S).

Final confirmation of your deck and cabin will be confirmed at booking. Please contact us if you have any queries.

Twin Cabin

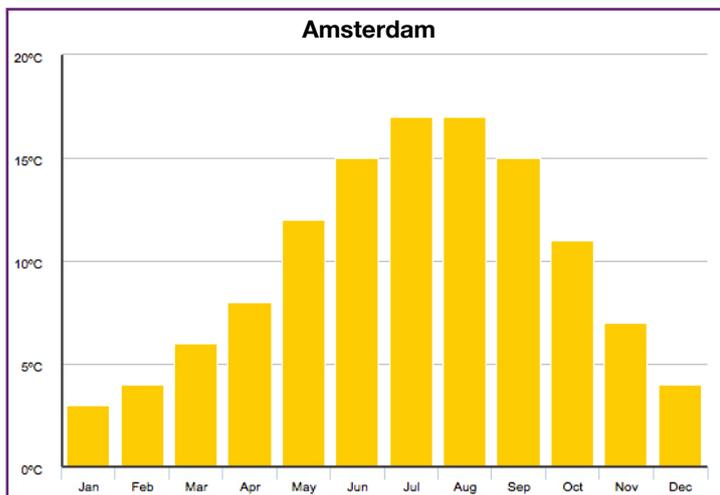


Double Cabin



WEATHER AND CLIMATE

Weather can vary quite considerably throughout the year, so please familiarise yourself with the climate charts below.



WHAT YOU NEED FOR YOUR TOUR

Visas

A visa is not required for British nationals travelling to Holland. Further advice should be sought from the applicable tourist authority for other nationalities and for general queries. We strongly advise you check your destinations' Tourist Board or Embassy for the most up-to-date guidelines regarding passport validity.

Tour Guides

Optional excursions are escorted by an experienced, English speaking guide.

Tipping

Tipping is at your discretion. There is an envelope in your cabin for these purpose that can be handed to reception at the end of your cruise.

Currency Exchange

The currency in Holland as well as on board is the Euro (€). We recommend that you exchange your currency before you leave the UK, however cash machines are available in most towns and cities to withdraw money in the local currency.

Personal Expenses

This cruise is All-Inclusive, so you will only need to take a little extra money with you to cover any premium drinks on board and souvenirs, drinks and snacks purchased when off the ship, as well as any optional excursions you wish to book.

Credit Card Information

Credit cards are accepted on board ship and throughout Holland.

Electricity Supply

The electricity supply is 220V – 240V. You will need a special 2 pin plug adapter in Holland.

Itinerary Changes

The Captain and CroisiEurope reserve the right to alter/modify an itinerary at any time, should safety or external circumstances make this necessary, changes are also subject to tides. Some of the highlights may only be seen on optional excursions at an additional cost, or by exploring independently.

Health and Vaccinations

It is your responsibility to check any health and vaccination requirements applicable to your booked arrangements. We can only provide general information about this. Health and hygiene facilities and disease risks vary from country to country. You should take health advice about your own needs as early as possible and in good time before your departure. Sources of information include; www.fco.gov.uk, www.travelhealthpro.org.uk, www.hpa.org.uk, your General Practitioner or a specialist clinic.

Physical Accessibility

This river cruise is accessible to most people with an average level of fitness and normal mobility. It involves moderate days of walking on cobble streets and getting on and off the cruise ship. This cruise is not suitable for anyone with walking difficulties.

Insurance

We strongly recommend that you and all members of your party are suitably insured as soon as you book your holiday. It is a condition of booking that you must have suitable travel insurance. It is important that you purchase travel insurance that suitably covers your participation in whatever activities you may undertake at the time that you make your booking. To assist you with this, we have arranged travel insurance in partnership with Holiday Extras. To arrange your travel insurance with Holiday Extras, please call **0800 781 4237** and quote **'WK830'** for preferential rates. Please ensure you provide us with the name of your insurer, policy number and their 24 hour emergency contact number as soon as possible. Mercury Holidays will not be liable for any costs incurred by you due to your failure to take out suitable travel insurance from the date of booking.

DRESS CODE & WHAT TO PACK

Dress Code

There is no official dress code on board, however you'll be most comfortable during the day in smart casual clothing. You may wish to bring items that do not wrinkle easily as there is no iron provided on board ship. There are also no laundry facilities available. Bring a variety of clothing for the weather expected on your cruise, including light clothing and bathing suits for hot weather, a jumper or jacket for cooler weather and of course a raincoat and/or small umbrella.

What to Pack

- Comfortable walking shoes such as trainers for sightseeing excursions
- Sun cream and a hat with a big brim for sunny days
- Sunglasses
- Ruck sack or light bag per person
- Personal toiletries
- Insect repellent
- Personal first aid kit containing travel pills, rehydration powder, plasters, stomach settlers, antiseptic creams, aspirin etc.

FLIGHT INFORMATION

Your flight is to Amsterdam airport with British Airways (BA) departing from London Heathrow Terminal 5.

IMPORTANT: Please note that final flight details will be confirmed on your e-ticket and final documentation which will be sent to you approximately 10 days before departure.

Baggage Allowance

Each passenger is entitled to 23KG of hold luggage plus 1 item of hand luggage not exceeding in size and 1 personal item such as a handbag, briefcase or laptop case. Weight restrictions will be finalized on E-ticket receipt. Should you wish to take additional luggage you will need to pay extra at check – in. Check-In should be at least 2 hours before departure.

Airport Extras

If you wish to arrange Airport car parking, lounges or accommodation at preferential rates, we recommend you book this in advance with Holiday Extra Tel. 0871 360 2000, quoting HX313.

ON YOUR ARRIVAL

On your arrival in Amsterdam you will be met by a representative from our local agent Knopka Transfer Company, holding a sign displaying: "Mercury Holidays". The Mercury Holidays/Knopka representative will show you to your transfer vehicle and escort you to your boat. If you need to contact Knopka Transfer Company during your stay the details are:

Knopka Transfer Company: Telephone - 0039 02 9475 1669

Emergency contact information

Please find below the **CroisiEurope** emergency contact details for the **MS Monet:** 0033 7 85 93 96 54

EMBARKING & DISEMBARKING

Embarkation Time: 6pm
Disembarkation Time: 9am

If your arrival is before this time, you will be transferred to the docking area where you will be able to leave your luggage. You are then free to explore the city at your own pace until it is time to board your ship.

BOARDING DETAILS

Please see below for details of your boarding quay. Your cruise company is **CroisiEurope**. In Amsterdam, CroisiEurope cruises operate from two different embarkation points.

Please Note: In the unlikely event that your cruise does not operate, then you may be asked to change to a different date. A full refund will be made available, should the alternative dates offered be unsuitable.