



2024 ASTA RIVER CRUISE EXPO FAM

PRESIDENT'S CRUISE

Holland & Belgium in Bloom

March 17-24, 2024



Day 1 Sun, 17 Mar Amsterdam (D)

Welcome to your contemporary Emerald Cruises Star-Ship.

Check-in time starts at 3pm

Day 2 Mon, 18 Mar Amsterdam - Zaanse Schans (B,L,D)

This morning, you will have the opportunity to visit one of Holland's main attractions as you venture to Zaanse Schans. Historic windmills, distinctive wooden houses, and artisan workshops make up this quintessentially Dutch town, where the smell of freshly baked goods and the sight of spinning windmills offers a truly memorable experience. Alternatively, enjoy a guided bike tour to Waterland, passing picturesque scenery and iconic fields of tulips.

Relax on board your Star-Ship this afternoon, as we welcome a local clog painter on board for a demonstration. As part of our EmeraldPLUS programme, you'll have the opportunity to try your hand at this unique craft.

Emerald PLUS

Clog painting on board

EmeraldACTIVE



Guided bike tour to Waterland

Included Excursion

Tour to Zaanse Schans windmills

DiscoverMORE

Visit to the flower auction at Royal FloraHolland in Aalsmeer (extra expense)

Day 3 Tue, 19 Mar Rotterdam (B,L,D)

Rotterdam is a unique example of a Dutch city. Following the air raids of WWII, reconstruction efforts utilised a patchwork of architectural styles, forever altering the skyline. Today, you'll have the opportunity to explore this contemporary city, which currently boasts the tallest commercial and residential buildings in the Netherlands. The reputation as the city of high rises has historical roots, beginning with the construction of the 45-metre-high office building, the Witte Huis, which, for quite some time, was the tallest office building in Europe.

Emerald PLUS

Architectural tour of Rotterdam

EmeraldACTIVE

Cycling and tasting tour of Rotterdam

DiscoverMORE

Visit to Delft pottery factory (extra expense)

Day 4 Wed, 20 Mar The Hague (B,L,D)

Today, you will visit the royal and administrative capital of the Netherlands, The Hague. Situated on the North Sea coast, the city is home to a thriving cultural and culinary scene, a lengthy coastline, and several historical monuments. It's also famously home to the Peace Palace housing the United Nations International Court of Justice, sometimes known as the World Court. Within your guided tour, you'll visit the beautiful Mauritshuis museum, home to the best of Dutch painting from the age of Rembrandt and Vermeer.

In the afternoon, those feeling more active can enjoy a guided bike tour through the Dutch countryside.

EmeraldACTIVE

Guided bike tour

Included Excursion

Visit to Mauritshuis & orientation walk in the Hague

Day 5 Thu, 21 Mar Antwerp (B,L,D)

This morning, you'll arrive in Belgium's largest port Antwerp. Located on the River Scheidt, the city's large harbour provides a link to the sea. Home to the famous Baroque artist Pieter Paul Rubens, Antwerp attracts art-lovers from all over the world.

Enjoy a guided tour of the city centre, with its cafe-lined cobbled lanes. Admire the Renaissance city hall and Hat Steen, a medieval fortress that was built during the early Middle Ages and one of the oldest buildings in Belgium.

Afterwards, enjoy free time to explore Antwerp at your leisure.

Included Excursion

Walking tour of Antwerp

Day 6 Fri, 22 Mar Arnhem (B,L,D)

Relax in the comfortable surrounds of your Star-Ship this morning as you sail along the Dutch waterways, passing quaint, time-honoured villages. Visit the Paleis Het Loo, which once served as the summer residence of the Dutch royal family. Today, the palace stands as a magnificent museum. The palace's decorations and its gardens are bound to stun. Alternatively, embark on a guided bike tour of Arnhem, famous for its postcard-worthy streets, scenic parks, and fine museums.

EmeraldACTIVE

Guided bike tour

Included Excursion

Visit to Paleis Het Loo



Day 7 Sat, 23 Mar Amsterdam (B,L,D)

Experience traditional Holland today during a visit to the beloved Keukenhof Gardens. Nestled in the middle of the region's tulip farms, where row-upon-row of technicolour flowers stretch as far as the eye can see, the gardens boast incredible displays of millions of bulb varieties, all perfectly assembled by an expert landscape architect.

Included Excursion

Visit to Keukenhof Gardens

Day 8 Sun, 24 Mar Amsterdam (B)

After breakfast, it's time to bid farewell to your fellow guests as you disembark your Star-Ship for your transfer to the airport, taking memories of wooden windmills and blossoming flowers with you.

This itinerary is a guide only and may be amended for operational reasons such as high and low water. As such, the cruise may operate altered from that stated above. Please refer to our terms and conditions for further information.

Check-out latest at 8:30AM

YOUR CRUISE INCLUDES

- 7 nights on board an Emerald Cruises Star-Ship
- Airport transfers on disembarkation day to airport
- The services of an Emerald Cruises cruise director
- Port taxes and charges
- All tipping and gratuities

INCLUDED EXCURSIONS

- Tour to Zaanse Schans windmills
- Guided tour to the Hague & a visit to Mauritshuis
- Guided walking tour of Antwerp
- Visit to Paleis Het Loo
- Visit to Keukenhof Gardens

EmeraldPLUS

- Clog Painting on board
- Architectural tour of Rotterdam

EmeraldACTIVE

- Guided bike tour to Waterland
- Guided bike tour in Willemstad
- Guided bike tour of Arnhem

DINING HIGHLIGHTS

- 20 delectable meals including 7 breakfasts (B), 6 lunches (L), 7 dinners (D)
- Including a Welcome and Farewell Reception & Dinner
- Complimentary wine, beer and soft drinks served with lunch and dinner on board



TRAVEL ADVISOR RATES

Suite Category	Travel Advisor Rate	Non-industry Companion Rate
Emerald Stateroom (Cat E/D)	\$995	\$1,195
Emerald Panorama Balcony Suite (Cat A/B/C)	\$1,195	\$1,395
Grand Balcony Suite (S)	\$1,395	\$1,595
Owner's One-Bedroom Suite (SA)	\$1,595	\$1,795

*Specific suite assignment is upon Emerald Cruises discretion.

*Rate based on double occupancy; Single supplement is 200%.

*Tours, port charges and gratuities included

SECURE YOUR FAM

- Please submit your request via link: <https://form.jotform.com/ScenicUSA/2024-asta-fam>

PAYMENT

Full payment is required at time of confirmation within 2 business days. Cabin will be released if there is no payment received on time.



TERMS & CONDITIONS

Tour Price. There is no refund if you don't join the any included tour in the package. The 'Tour Price' is the total amount listed on your itinerary. This is travel advisor rates and are under different terms and conditions with our usual full-paying guests terms and conditions. Beside this terms and conditions, travelling guests also need to accept the passenger's terms and conditions in Trip Personaliser.

Travel Advisor Rates: Travel Advisor (TA) rates do not include air tickets, extensions, land packages, travel insurance, visa or items of a personal nature. Travel advisors traveling on a FAM/TA trip are not eligible to receive commission, Scenic / Emerald Cruises Rewards points program, Loyalty Program, Early Booking Discount, Group Discount, Tour Conductor Credit, Cruise Voucher nor another onboard discount. By accepting FAM/TA rates, travel advisors acknowledge there will be no complimentary upgrades offered, nor will advisors ask for such onboard. Violation of this policy may block advisor from participating in future reduced rate opportunities. Travel Advisors on a FAM/TA rate are required to attend all training session onboard if offered. FAM/TA rates are not cashable, transferable. Suite assignment is subject to change without notice. Trip Personaliser must be completed within 5 days of cabin confirmation (trip is not confirmed without completing Trip Personaliser). Travel Advisors are responsible for air tickets, pre & post land options. By accepting this terms & conditions, you agree to work with Scenic & Emerald Cruises on a promotion plan with your Regional Sales Director.

Code of Conduct: The Scenic Group truly values Travel Advisors as partners and colleagues in the industry. In appreciation of this support and in recognition of completing the Agent Academy course, we are pleased to welcome you on board to experience first-hand Scenic/Emerald Cruises, hospitality, and commitment to exceptional customer service. As a condition of cruising with us, we require that travel partners follow our Travel Partner Code of Conduct. This policy is not intended to be all inclusive but should serve as a general guideline to help ensure that all guests, including those from the industry, are able to enjoy their experience while traveling with Scenic / Emerald Cruises. During the duration of their trip with Scenic / Emerald Cruises, travel partners and their guests need to pay attention to the following: Do not disclose the rates they paid to other guests. Do not advertise or solicit their professional travel services. Do not engage in any inappropriate, illegal, or disruptive behavior, including verbal or physical abuse, solicitation, harassment, vandalism, theft, violence, use of false identification, possession of illegal substances, and failure to follow security instructions. Consumption of alcohol at a social level while on reduced rate trip is acceptable, but please be sure to drink responsibly. Excessive consumption of alcohol by Travel partners on a FAM trip is NOT ACCEPTABLE at any time. Any reported incident because of excessive alcohol consumption will be investigated and reported to management at your respective travel agency. Smart casual clothing that is appropriate to your destination is expected. Shorts, flip flops, and swimwear are not permitted in any of the public dining venue. Thank you in advance for your cooperation to this Code. We appreciate your support and look forward to welcoming you onboard.

Changes. Any changes in the booking (name change), must be issued to Emerald Cruises in writing during its regular office hours to sales.support@scenicusa.com.

- Name change: any name change, please inform us more than > 90 days prior to departure date. All name change will occur an administration fee of \$200 per time.
 - o After paid-in-full to 90 days prior to departure date: \$200 per time administration fee.
 - o Less than 90 days, the cancellation fee will apply.
- In the situation of sharing room between 2 travel advisors and one travel advisor cancel, the FAM cost can't be refunded to one person on the booking. The booking will turn into a single cabin and single cabin rate will be applied. It's travel advisors' responsibility to have travel insurance.

Cancellation Notice. Cancellation notices must be issued to Emerald Cruises in writing during its regular office hours to sales.support@scenicusa.com.

Cancellation Fees. In the event of cancellation, you will be liable to pay Emerald cancellation fees calculated in accordance with the following table. Please note that in the event of cancellation you may also be obligated to pay cancellation fees to third parties including, without limitation, airlines.

NO. OF DAYS' NOTICE PRIOR TO DEPARTURE DATE - CANCELLATION CHARGE (per cabin)

120 days and greater Loss of \$500

119-60 days 50% tour price

Less than 60 days 100% of tour price

Items Not Included in Your Tour Price. The only items included in your Tour Price are those identified above and expressly identified on your itinerary. Therefore, the following items, without limitation, are not included in the Tour Price: (a) airfare not specifically included in your itinerary; (b) airline and other taxes or government charges other than the state sales taxes listed above; (c) gratuities for shore excursions on ocean cruises unless otherwise stated in the itinerary; (d) fees associated with any optional activities including entrance fees; (e) fees associated with any accommodation upgrades (if available); (f) meals not specifically included in your itinerary;



(g) beverages (other than included beverages on Emerald ships.); (h) fees for laundry; (i) passport or visa fees; (j) vaccinations or other medical services or requirements; and (k) any items of a personal nature. Please note that changes to flight schedules may require additional overnight accommodation at your own expense. Any modified travel arrangements required due to illness or personal reasons are at your own expense.

Laundry. Laundry services are available at an additional charge. There is no dry cleaning on the ships.

Internet Services. Internet Services are available on-board Emerald Cruises Star-ships and Yachts and your cruise at no additional charge. Internet availability and quality may vary from country to country and can also be affected by technical issues, weather or unfavorable terrains and other factors outside our control. We do not guarantee the availability and quality of Internet connections.

Dining. Dining rooms are single dining sessions, open unreserved seating. The restaurant manager is responsible for the seating arrangements.

Currency and Credit Cards. Most countries visited in Europe will use the Euro although some still have their own local currency. Many locations accept major credit cards. ATM machines are located onshore at some stops. Prior to departure passengers should confirm that their ATM card and PIN will work overseas. All purchases on board are charged to the passenger's shipboard account. The on-board currency on cruise ships is the Euro. Shipboard accounts can only be paid by credit card (VISA/MASTER).

Electricity. On board electricity is 220V. A power plug adapter will be required to use small appliances such as electric shavers, clocks, mobile phone chargers, etc. Emerald does not provide the required adapters. Hairdryers and Safes are available on board the Emerald Star-Ships yachts.

Medical Services. Ships do not carry a doctor on board; however due to close proximity to land medical services can be called. Medical costs are at the passenger's own expense. We strongly recommend travel insurance. Neither Emerald nor its Providers are liable for providing medical care or follow-up medical care or supervision that you may require or choose to accept during the tour.

Guests onboard. During the stay, no guests are allowed onboard if they are not staying on Emerald Dawn due to security reason.