



Useful information

Australian Government travel information

We recommend that you refer to the websites of the Australian and New Zealand Ministries of Foreign Affairs: www.smarttraveller.gov.au and www.safetravel.govt.nz. Here you will find general travel tips and information, as well as specific Travel Advisories, which provide information about the security in a particular country.

Clothing

We recommend casual and comfortable clothing. Please ensure you have comfortable walking shoes, a hat and umbrella. We suggest you bring layers of clothing that can be removed or added as required. In the evenings, smart casual attire is fine. You may wish to wear something more formal for the Captain's Welcome Cocktail Party and Farewell Dinner.

Currency

The local currency in Russia is the Rouble. The official on board currency is the Russian Rouble. All passengers will have their own ship account, which allows them to sign for purchases and services such as bar drinks, telephone calls, laundry, etc. throughout the

cruise. You may then settle your bill by credit card (Visa, MasterCard, American Express) or cash (Roubles only) at the end of the cruise. Travellers cheques, debit cards and personal cheques are not accepted. Please carefully review your shipboard bill upon checkout.

The ship is not able to offer a money-changing service on board. Major credit cards can also be used in many restaurants, shops and hotels. Cash will be required for smaller purchases, such as drinks or souvenirs. Roubles, USD and sometimes Euros, can be withdrawn from ATM machines, which are widely available in Moscow and St. Petersburg. Before leaving Australia, check with your bank to ensure that the card/s you are carrying will be accepted at the major ATMs. Please do not take travellers cheques, as they can be difficult to exchange.

Dietary requirements

Special dietary requests such as vegetarian, low salt and low cholesterol should be made to Volga Dream Cruises (in writing) at least six weeks prior to departure. However, we recommend that you contact the Maitre d' once on board to reconfirm such requests. We regret that the ship is unable to guarantee

special requests and is not equipped to prepare or serve kosher or halal cuisine.

Gratuities/Tips

Gratuities for shipboard personnel and local guides are not included in the cruise fare and are at the passenger's discretion.

Medical Care

A local doctor is available on board 24 hours a day. A fee is charged for any medication prescribed. If you have any special medicines, it is essential that you bring adequate supplies with you, as there is only a limited range of medicines available in Russia. On Russia's large lakes, the ships can experience slight ocean-like motion. If you are susceptible to motion sickness, ask your doctor for a short-term remedy for the short time that you will be cruising in these lakes.

On board language

The major on board language for MS Volga Dream is English and all on board announcements will be in English, even though there may be other nationalities on board. All service crew speak English. Shore excursions will be conducted by a professional English-speaking guide. Gold program

groups will comprise a maximum of 25 guests, Platinum 16 guests and Imperial 10 guests.

Privacy

We will not pass on your details to third parties for purposes other than securing your travel reservations.

Travellers with special needs

Guests with medical, physical or other special needs should advise Russian Travel Centre/Eastern Europe Travel at the time of booking. MS Volga Dream does not have an elevator between decks. The ship and most tourist attractions generally do not have the facilities to accommodate wheelchairs or physically challenged passengers. Shore excursions may include walks of up to 2km on uneven ground. Passengers using wheelchairs are advised to have a travelling companion to assist them. Special requests such as wheelchair suitable accommodation and touring must be made to us in writing by your travel agent and confirmed by us in writing.

Voltage

Voltage on board ship is 220V. Plugs are normally round two-pin European type.