



SHIPFIN SPORT s.r.o.

Velká Skála 677/1, Prague 8

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Name:

COMPANY MANAGEMENT GUIDELINE:

CONTRACTUAL TRANSPORT AND ACCOMMODATION TERMS

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Date:	15 September 2008	15 September 2008

Based on the provisions of Section 35 of Act No. 114/1995 Coll. on domestic navigation, I issue the following contractual transportation terms for the transportation and accommodation of passengers. These contractual transport terms are binding for all ships operated by the company SHIPFIN SPORT s.r.o.

Contractual Transport (Passenger) and Accommodation Terms SHIPFIN SPORT s.r.o.

I. GENERAL PROVISIONS

1. These contractual transport (passenger) and accommodation terms for the transport and accommodation of persons (hereinafter the Contractual Terms) are issued based on the provisions of Section 35 of Act No. 114/1995 Coll. on domestic navigation, as amended. These Contractual Terms are binding for all ships operated by the company SHIPFIN SPORT s.r.o. (hereinafter the carrier or operator) and those sailing under its flag.
2. For the purpose of these Contractual Terms, a transport agreement refers to an agreement on transport concluded for short-term transportation (under 24 hours), whereas a travel agreement refers to an agreement concluded for a longer period, including accommodation onboard the ship and other services.
3. The rights and obligations of the contractual parties not regulated by these Contractual Terms are governed by the laws of the Czech Republic. Court jurisdiction for filing action against the operator is determined by the head office of its company. For filing action by the organiser against a passenger, the passenger's place of residence is decisive, apart from cases when action is filed against a business entity, against persons who are not subject general domestic court jurisdiction, as well as persons who have moved their permanent residence or usual place of residence abroad after conclusion of the agreement or whose permanent residence or usual place of residence is not known at the time of filing action. In these cases, the operator's registered office likewise is decisive.
4. Agreements on fulfilment beyond the framework of the description and content of passage confirmation must be in written form in order to be valid.
5. If the passage by ship is linked to transportation by aeroplane or arrival or departure by other means of transport, the conditions of the respective airline company or conditions of the respective transport company apply for this segment of the journey.
6. Passengers boarding the harbour facility or ship are obliged to adhere to the provisions of these Contractual Terms when boarding, throughout their stay on the ship and when disembarking. They are obliged to abide by the instructions of crew members, issued in the interest of the safety of passengers and the cruise.
7. Should any of the provisions of the Contractual Terms be invalid, this will not affect the validity of the remaining provisions.
8. The correction of printing errors or obvious numerical errors is reserved.

II. TRANSPORT, BUSINESS TERMS

1. With the order, the passenger confirms bindingly to the operator the conclusion of a transport, travel or accommodation agreement or a combination of all the foregoing agreements. This may be done in writing, verbally or via telephone. The agreement is concluded if the operator confirms the reservation and service price to the passenger.
A passenger who registers other participants in the passage in addition to himself is liable for these participants.
2. The legal relation between the carrier and passenger is established by conclusion of an agreement on transport of persons. These Contractual Terms, to which the passenger accedes by concluding the transport or travel agreement, become a part of such agreement. The agreement is concluded according to point 1 above or:
 - a. If the passenger uses his right to transport or accommodation based on a passage document (ticket or similar document), whereas he must board the ship.
 - b. If the passenger uses his right to transport from the title of a concluded transport agreement on public transport or rent of the ship.
 - c. If the passenger is not the holder of a passage document: by boarding the ship and immediately paying the travel fee, and accommodation if applicable.

3. When concluding a travel agreement, it is necessary to pay the operator an advance of 10% of the price for the trip against issued confirmation. The remaining balance is due at latest 6 weeks before the start of the trip. Travel references will be sent about 4 weeks before the start of the trip, but at earliest after the full price for the trip has been paid to the operator. Payment must be made in cash or via credit transfer to the operator's account. In the case of ordering a corporate event, the advance amounts to 50% of the calculated price for the entire event; in the case of a group booking for accommodation, this advance is 30% of the total price.
4. If in the case of a short-term reservation the payment is made only a few days before the start of the trip, the passenger should have a payment receipt confirmed by the bank on hand for possible presentation when embarking on the trip.
5. If the price for the trip has not been paid in full before embarkment on the trip and the performed payment cannot be proven due to a missing payment receipt confirmed by the bank, the operator may refuse to fulfil the travel agreement and demand as compensation payment of the sum that the passenger would have to pay for withdrawal according to par. 33 of these Terms immediately before the start of the trip.
6. If the passenger's reservation is not confirmed and the passenger does not accept the operator's alternative offer, the paid advance will be returned without delay.
7. In the event of cancellation of the ordered holiday, the cancellation fees are charged as follows:
 - cancellation 30 and more days before start of the trip: - 0% of the total accommodation price
 - cancellation 29 - 14 days before start of trip: - 30% of the total accommodation price
 - cancellation 13 - 7 days before start of trip: - 50% of the total accommodation price
 - cancellation 6 or less days before start of trip: - 100% of the total accommodation price
8. With the transport agreement, the carrier undertakes to transport the passenger duly and punctually from the embarkment station to the destination station.
9. The scope of contractual travel performance arises from the description of the operator's performance within the individual programme and from the related information in the trip confirmation. The information contained in the pamphlet is binding for the operator. However, the operator explicitly reserves the right to change the information in the pamphlet for substantively justified, relevant and unforeseeable reasons before conclusion of the agreement, of which the passenger will naturally be informed before making a reservation.
10. The operator's services generally include a cruise from the port and back, accommodation and meals during the trip in the respective booked category and reserved special services. Costs related to travel via aeroplane, railway or bus as well as hotel accommodation must be paid separately, unless stipulated otherwise in the travel references.
11. The passenger must mark his luggage legibly with his name. If luggage is not marked adequately, the operator will not be help liable for their loss, misplacement or incorrect loading or unloading. Loss of damages to luggage caused by incorrect transportation to the location of temporary accommodation must be reported immediately to the respective transport company. In the opposite case, it is necessary to anticipate rejection of claims to compensation of damages. The operator is not liable for damages which occur during travel via aeroplane or other means of transport.
12. Basic medical care is ensured onboard the ship. In the event of a serious injury or illness, professional medical treatment will be arranged in the given locality. If by cause of injury or illness of the passenger, for which the operator is not liable, expenses are incurred beyond the framework of performance stipulated in the insurance policy or the passenger's potential additional insurance, these expenses will be borne by the passenger.
13. The passenger must procure necessary travel documents (e.g. visa, vaccination certificate) before embarking on the trip, and present them upon request from the operator. Costs arising from the absence of these documents and damages incurred by the operator or its contractual partners will be borne by the passenger.
14. If the passenger does not use the individual travel services due to premature return or other reasons, the operator is nevertheless entitled to payment of the full price for the trip.
15. The passenger is entitled to transport only with a valid ticket, and only if the ship is not fully occupied. The captain decides on the occupancy of the ship. The transportation of children less than 6 years old unaccompanied by a person more than 15 years old is prohibited. Persons who violate the Contractual Transport Terms for Cruises are obliged to leave the ship at the next stop, without compensation of the previously travel fee or contractual penalty.

16. Throughout the stay onboard the ship and when disembarking from the ship onto shore, each passenger is obliged to have a valid ticket on hand. Upon request from the controlling authority or ship's crew, he is obliged to present the ticket for control. Passengers with a discount or passengers travelling under the "free" tariff submit a document of the discount or free passage with the ticket. The controlling authority is the dispatching employee or the carrier's employee with control identification. Passengers without a valid ticket are obliged to pay the carrier a contractual fine equal to five times the basic travel fee from the starting point of the ship connection to the point where the passenger disembarks.
17. Return tickets are valid on the date of sale for one return trip. When boarding the ship for the return trip, the passenger is obliged to present the valid return ticket to the crew immediately.
18. Passengers are obliged to purchase a ticket immediately after boarding the ship or in advance if possible. The boat transport tariff is posted at the port, on the ships, and if advance sales are arranged then also on the company's internet website. Passengers entitled to a discount or transport for free or with a discount are obliged to submit proof of this eligibility to the cashier and obtain a ticket.
19. Before embarkment on the trip, the operator is not obliged to inform the citizens of the state in which the trip is offered of the passport and visa provisions and medical regulations and their potential changes.
20. The passenger must respect all the laws, regulations and directives or travel provisions of the countries and ports, as well as the contractual regulations and instructions of the operator and authorised personnel. Passengers are liable for all consequences and damages as well as penalties, fines and expenses which must be paid or deposited if such violation of regulations and instructions on the part of the passenger occurs. If the operator was obliged to bear these costs in advance due to such expenses, the passenger is obliged to compensate them without delay.
21. The transport of luggage, dogs and bicycles is possible under momentary operation conditions. It is prohibited to bring substances on the ship which could pollute the ship and the environment or cause damages or injury to other passengers. The transport of flammables and heating fuels is strictly prohibited! Dogs may be transported only with a safely attached muzzle and on a short leash. It is prohibited to transport luggage more than 50 kg in weight. The captain has authority to approve the transport of luggage, dogs and bicycles.
22. Each passenger is obliged to behave so as not to cause injury to participants of the cruise. If injury to passengers does occur, all the participants of the cruise are obliged to provide first aid, while the captain will ensure the necessary medical treatment and compile a record on injury. Passengers are obliged to report each injury to the captain, albeit it may seem irrelevant, and are obliged to cooperate with the ship crew according to need and the gravity of their injury.
23. Each passenger is obliged to behave so as not to cause a fire, threaten the lives and health of people, animals and property; when combating fires, natural disasters and other extraordinary events, the passenger is obliged to provide the adequate personal and necessary material assistance.
24. Each individual is obliged to adhere to regulations ensuring fire safety, to keep clear access to extinguishing devices, escape routes and emergency exits. In the case of a fire or other extraordinary event, passengers abide by the instructions of the ship's captain and crew members.
25. Smoking is permitted only on the upper deck or the designated areas. Passengers are only allowed to remain on the parts of the deck and ship areas reserved for them. It is prohibited to enter the pilot cabin and service areas! Embarking and disembarking from the ship is permitted only through the entrance serviced by the crew.
26. Stops apart from final stops are based on notice. A passenger who wishes to disembark must inform the ship's crew in time. Passengers who wish to board must give the captain of the arriving ship time notice. Boarding the bridge is permitted only for the purpose of giving signals and for embarking and disembarking. The bridge including the plank may be entered only after landing of the ship at the dock and disembarkment of passengers.
27. The responsible captain of the respective ship decides about necessary changes in the departure times or travel routes.
28. Changes and discrepancies in the individual travel services from the contractually agreed content of the travel agreement, which are necessary after conclusion of the agreement and were not caused contrary to the principles of honest business conduct, may be undertaken by

the operator if they do not fundamentally affect the overall framework of the reserved trip. The organiser will inform immediately the passenger about discrepancies of this type in individual travel services, if and as soon as possible. If the passenger boards after having been informed about the necessary change of the overall framework of the trip by the organiser, withdrawal from the travel agreement based on the change is not permitted after boarding for the trip.

29. The organiser reserves the right to change the prices declared and confirmed in the reservations in the event of an increase in transport costs or levies for certain types of performance, such as port fees or changes in the exchange rates for the respective trip to a such a degree that their increase is reflected in the price per person, if there is a period of more than 4 months between the conclusion of the agreement and the agreed date of the trip. If the officially stipulated or approved transport tariff is changed, it is possible to adapt the price of the trip at any time, even after its confirmation. In the case of subsequent changes in the price of the trip or change of travel services, the operator must inform the passenger immediately, at least 1 month before embarking on the trip. The price cannot be increased after this date. If the price increases by more than 5% or in cases of substantial changes in the travel services, the passenger is authorised to withdraw from the travel agreement without a fee or demand participation in a trip of minimally equal value, if the operator is capable of offering the passenger such a trip from its offer without increasing the price. The passenger must apply this right immediately following the operator's declaration about the price increase or change of the travel services.
30. In the case of cancellation of the travel service or non-operation of a regular passage on the part of the operator, particularly if the minimal number of passengers is not attained, the operator is obliged to offer passengers an equal trip from its offer without increasing the price, or the passenger is authorised to withdraw from the travel or transport agreement and demand a refund.
31. The carrier will transport passengers in a wheelchair, if permitted by the technical make of the boarding bridge and ship, occupancy of the ship and safety of transport, and the passenger will arrange assistance in loading and unloading the wheelchair. Passengers in wheelchairs may board and disembark from the ship only with consent from the crew.
32. The carrier reserves the right to interrupt connection cruises or programmes due to the suspension of navigation, repair of locks on the watercourse or reasons of force majeure.
33. Before embarking on the trip, the passenger may withdraw from the agreement at any time. To ensure provability, he must do so in writing. The notice of withdrawal is effective upon delivery to the operator. If the passenger withdraws, the operator loses its claim to payment of the agreed price for the trip, but may demand adequate compensation for the measures performed to arrange the trip and its expenses. The operator may choose to bill the value of compensation specifically or as a flat fee. The flat fee per person generally amounts to: do at least 21 days before the start of the trip EUR 50; 21 to 15 days before the start of the trip 50% of the price of the trip; 14 to 8 days before the trip 75% of the price of the trip; 7 or less days before the trip 100% of the price of the trip. It is at the passenger's own discretion to prove that no or fundamentally less damage was incurred in consequence of withdrawal.
34. A change of the reservation is possible only until 2 months before the start of the trip against payment of a flat fee for change of the reservation, equal to EUR 20 per person. Changes in the reservation refer to changes concerning the date of the trip, destination of the trip, boarding location, accommodation and transport. Requirements for change less than 2 months before the start of the trip may be made strictly after withdrawal from the travel agreement under the conditions of point 6.1 and simultaneous new registration.
35. Until the start of the trip, the passenger may request that his rights and obligations from the travel agreement be taken over by a different person. The respective notice must be sent to the operator. The operator may refuse a change of the passenger, if the substitute person does not suit the specific conditions of the trip or does not fulfil the statutory regulations and orders of administrative authorities for the trip. If the substitute person accedes to the agreement, he is liable with the passenger towards the operator as a co-debtor for the price of the trip and additional costs incurred in consequence of the substitution. These amount to a handling fee of EUR 20 per person. If the operator refuses the substitute person's participation in the trip for justified reasons and the originally registered passenger cannot embark on the trip, the aforementioned conditions for withdrawal will be applied.
36. Costs for processing, withdrawal and change of the reservation are due immediately.

37. All of the foregoing conditions apply analogically for withdrawal or a change of reservation of partial performance, made less than 2 months before embarking on the trip, such as cancellation of arrival and departure organisation, etc. The listed percentage rates apply to the price of the respective partial performance in such cases.

38. Withdrawal

Up to 4 weeks before embarking on the trip, the operator may cancel the trip if it has not been reserved and confirmed for the minimal number of participants or if performance of the trip after exhausting all the options is unacceptable for the operator because the costs incurred in the case of performance would exceed the bounds of profitability of the trip. The operator is not authorised to cancel the trip if it is responsible for the circumstances leading up to this situation, or if it failed to submit a substitute offer to passengers.

39. Withdrawal

The operator may withdraw from the travel agreement before starting the trip or after starting the trip, if it learns of reasons on the part of the passenger before the start of the trip, in consequence of which it is possible to expect long-term disturbance of the trip, or if after the start of the trip the course of the trip is disturbed by the passenger despite the respective warnings, or the passenger behaves in an unlawful manner to such a degree that fulfilment of the travel agreement is unacceptable for the operator.

40. In the case of withdrawal according to point 38, the passenger will receive the paid price for the trip in full without delay. In the case of withdrawal according to point 39, the operator is entitled to the price of the trip, but the value of provably saved expenses and advantages which it gained through other use of the unused performances, including eventual refunds from suppliers, must be accounted. Potential extra costs for return transport will be borne by the passenger.

41. Cancellation of the agreement before starting the trip

If performance of the trip is encumbered, threatened or negatively affected by extraordinary events of nobody's doing, which were unforeseeable during conclusion of the agreement, such as war, strikes, internal unrest, epidemics, sovereign measures (e.g. confiscation of accommodation facilities or means of transport), embargoes, natural disasters, accidents, destruction of accommodation facilities or other events equal in their effects to the listed examples (force majeure), both the operator and the passenger may withdraw from the agreement. The paid price for the trip will be refunded without delay.

42. Cancellation of the agreement after starting the trip

If the foregoing circumstances occur after starting the trip, both the operator and the passenger may withdraw from the agreement. In this case, the operator will undertake the necessary measures in consequence of cancellation of the agreement and ensure the return transport of the passenger, if arranged in the agreement and not prevented by force majeure. In the case of withdrawal from the agreement, the operator is entitled only to the compensation of expenses for provided performance. Additional costs for the return trip and/or other necessary measures are borne in equal part by both parties to the travel agreement, and costs beyond this framework are borne by the passenger.

43. The operator is liable within the framework of mandatory care as a proper business for the thorough preparation of the trip, careful selection and tracking of its suppliers, accuracy of descriptions in all travel performances listed in the catalogue, if the operator did not report a change of information according to point 8 before conclusion of the agreement, and due provision of the contractually agreed travel performances.

44. The operator is not liable for data in the catalogues of third parties, whose origin it could not influence and the accuracy of which it could not verify. The operator is not liable for flaws in performance in connection to externally mediated services, marked as such in the offer catalogue.

45. The operator's liability for damages not including bodily harm is limited to three times the price of the trip, if the passenger's damages were not caused deliberately or by gross neglect or if the operator is not liable for damages incurred by the passenger by fault of the provider. The operator is liable up to a sum of EUR 76 693.78 per person per trip for all claims to compensation of damages towards the operator arising from unauthorised conduct, but not arising from deliberate conduct or gross neglect.

46. The operator is not liable for flaws in fulfilment related to performance which were only mediated as external performance and are clearly defined as external performance in the description of the trip.
47. The claim to compensation of damages towards the operator is limited or excluded to the degree to which the claim to compensation of damages towards the provider can under certain conditions or limitations be applied or under certain conditions precluded, on the basis of international agreement or regulations based on them, which are application to the provider of the given performance.
48. During the ship cruise, the operator is liable for incurred damage to health and material damages according to special regulations of the act on domestic navigation. In the event of a damage claim, the passenger pays a deductible of EUR 30 for the loss or damage of luggage. On air transport segments, liability is governed by the respective provisions of the act on air transport. These agreements generally limit liability to death and bodily harm, as well as the loss and damage of luggage. If the operator is the provider of performance in other cases, it is liable according to the provisions valid for such performance.
49. The operator does not accept liability for the loss or damage of documents, valuables and money if the passenger did not take the opportunity to place them in special storage (e.g. safe).
50. The carrier is liable to the passenger only for damages caused to the passenger's health or property during his stay on the ship due to the inappropriate or unsafe condition of the vessel or its equipment for which the carrier is liable, or due to the violation of regulations by the carrier's employees. The carrier is liable up to the real value of damages, but maximally up to the limit restricting its liability according to the concluded insurance policy on insurance of liability for damages from ship operation according to Act No. 114/95 Coll., as amended. The carrier is not liable for damages to luggage and personal effects of the passenger, for indirect or subsequent damages or lost profit.
51. Within the framework of adequacy and sustainability, the passenger is obliged to cooperate in the event of potential flaws in performance, so that they can be removed or impending damages prevented or eliminated. The passenger must report claims to the ship's management without delay. The trip management is obliged to ensure a remedy, if possible. If the passenger does not fulfil this obligation by his own fault, he will not be entitled to any claims vis-à-vis the operator in this respect. The passenger must report any damages or losses of luggage to the ship's management without delay. The respective contacted employees are not authorised to acknowledge any claims. They may only confirm takeover of the claim from the passenger. In the case of loss or damage of luggage checked in for airline transport, the passenger must contact the airport and the respective airline company or its representation immediately after discovering the damages to report the damage claim. If the passenger does not fulfil this obligation, he will not be entitled to any claims in this respect.
52. If the travel performance in accordance with the travel agreement is inadequate, the passenger may demand a remedy. This claim does not arise if the remedy would require inordinately high expenses. The same applies if the flaw cannot be removed. The operator may arrange a remedy by providing performance of equal or higher value. If the operator does not remove the justly claimed flaw within the framework of the reasonable deadline set by the passenger, the passenger may remove the flaw himself. The passenger may refuse the offered remedy – even in the form of substitute performance – only if it is unacceptable to him.
53. Price reduction
If the travel performance is inadequate and the operator does not accommodate the passenger's claim, the passenger may demand a reduction of the price for the trip once the trip is concluded. Insignificant negative effects on travel performance do not constitute a defect in the trip. The claim to price reduction is void if the passenger did not report the flaw to the trip operator by fault of his own.
54. Withdrawal
If the trip is substantially negatively affected in consequence of a flaw and the operator does not arrange a remedy within a sufficient deadline, the passenger may withdraw from the travel agreement in accordance with statutory regulations. In the passenger's own interest and for reasons of provability, this should be done by means of a written notice. The same applies when the passenger cannot accept travel performance due to flaws of an important nature which are obvious to the operator. Stipulation of an adequate deadline for remedy is not

necessary only if a remedy is impossible or is refused by the operator, or immediate withdrawal from the agreement was justified by the passenger's special interests. The passenger owes the operator the part of the price for the trip corresponding to the required performance he was interested in.

55. The operator is obliged to compensate damages in the event of inadequate travel performance of if they were its fault. The restriction of liability according to points 42, 43 and the following of these Terms apply to the value of the claim.
56. Claims towards the operator for travel performance which does not correspond to the agreement must be applied within one month after the contractually designated end of the trip. After the passing of the one-month deadline, claims may be applied only if the passenger was prevented from fulfilling the said deadline by no fault of his own.
57. Claims for provided travel performance which does not correspond to the agreement are lapsed after two years following the contractually designated end of the trip. Claims for compensation of damages from unauthorised conduct are lapsed after 3 years from the commission of such conduct.
58. Prices include the statutory VAT rate. In the event of changes made by legislative authorities, the respective modifications are made.
59. Travelling to foreign countries is sometimes linked to increased burdens and risks for passengers. The organiser recommends concluding the following insurance policies for passengers' own safety:
 - Insurance of luggage
 - Insurance of injury during travel
 - Travel insurance of legal liability
 - Insurance of costs related to withdrawal from the travel agreement
 - Insurance for interruption of travel

III. ACCOMMODATION

1. The aforementioned contractual terms apply as appropriate ships which are fitted for accommodation, whereas the terms are supplemented by several provisions related to guest accommodation. These provisions apply as appropriate, depending on whether the ship is anchored over the long term at a given destination or whether it on a cruise. The accommodation provider is always obliged to inform the guest of the ship's current mode when arranging accommodation.
2. The accommodation provider may accommodate a guest who proves his identity at the reception desk using a valid passport, citizenship card or other form of ID. In special cases, the accommodation provider may offer the guest other than the previously arranged accommodation, if it does not differ substantially from the confirmed order.
3. The accommodation provider is obliged to accommodate the guest at latest by 17:00 based on ordered and confirmed accommodation. Until this time, the cabin will be reserved for the guest unless designated otherwise in the order.
4. The guest uses the cabin for the period agreed with the accommodation facility. If the accommodation period is not agreed in advance, the guest will check out at latest by 10:00 on his departure date. The cabin must be cleared out by this time.
5. The guest is entitled to use the cabin facilities with all accessories, common areas and services of the accommodation facility.
6. The guest is fully liable for damages caused to the accommodation facility's property. If the guest pays a deposit for the trip or services, this deposit will be used with priority to compensate damages provably caused by the guest.
7. In the cabins and common areas, it is prohibited to move furniture, interfere in electrical or other installations. It is prohibited to use private electrical appliances apart from those for personal hygiene.
8. Visitors to accommodated guests must report to the reception desk.
9. Whenever leaving the cabin, the guest is obliged to switch off the light, make sure the water valves are closed and lock the entrance door.
10. In the cabin and common areas, the guest is obliged to behave according to the rules for passengers, so as to prevent the occurrence of a fire or other extraordinary event. Smoking is prohibited in the cabins and all interior premises. Smoking is permitted on the upper deck and areas marked as smoking areas.

11. In the event of an alarm in the meaning of general alarm conditions for a fire, man overboard, sinking of the ship because of a water leak, etc., guests are obliged to adhere to the evacuation plan for the FLORENTINA ship, which they were familiarised with or had the opportunity to become familiarised with when boarding the ship or purchasing their ticket. If the passengers and guests were not familiarised with the said regulations, they must abide by the instructions of the ship crew.
12. In the period between 22:00 and 6:00, guests behave in a manner so as not to disturb the peace at night.
13. The accommodation provider is liable for money and valuables only if it confirms their acceptance into safekeeping.
14. Dogs and other pets may not be accommodated onboard, unless agreed explicitly between the guest and accommodation provider.

These Contractual Terms are valid from 1 October 2008, are published in passenger areas onboard the ships and on the internet website www.florentinaboat.com.

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Onboard information and service

Medical treatment

A doctor is not available onboard the ship, only trained staff for the provision of basic medical treatment and first aid. Passengers who use special medicaments should bring sufficient quantities onboard.

Meals and bars onboard

Breakfast, lunch and dinner are served at the restaurant, which offers seats to all passengers at the same time. The ship has a bar. During nice weather, drinks are also served on the sundeck. Please inform the operator sufficient in advance before the trip about potential dietary requirements, so that the chef may adapt to your needs.

Library

A library is available onboard the ship.

Language onboard

The languages used onboard are Czech, German and English.

Onboard currency

The onboard currencies are the Czech koruna and the Euro. American Express, MasterCard and Visa credit cards are accepted for final billing.

Onboard deckchairs

A sufficient number of deckchairs are prepared onboard.

Electricity

The voltage on all ships is 220 V (alternating current), 50 Hertz.

Air conditioning equipment

All public areas are equipped with air conditioning.

Cruises

The cruise management is responsible for compiling the onboard programme and organising onshore trips.

Onshore trips

Organised onshore trips are on offer at almost all ports. Reservations and payments for onshore trips are performed exclusively onboard the ship. Some active trips may be limited in terms of the number of participants, and may need to be reserved in advance at the reception desk.

Mail

You can post letters and postcards onboard. Mail is sent from the nearest port.

Daily programme

All important information about daily activities onboard as well as general instructions are summarised in the daily programme.

Tips

Tipping the serving staff corresponds to international customs. The sum is naturally at your own discretion and good service should be appreciated.

Insurance

It is recommended to conclude a travel insurance package.

Valuables

Please leave your valuables in a safe at the reception desk.

Biking

In the summer seasons, it is possible to rent bicycles onboard and go on potential biking trips. Service en route is provided by biking guides, who will accompany you. Accessory sales are provided at the reception desk. We recommend bringing your own:

- Gloves
- Sunglasses

- Helmet (may also be rented onboard)
- Cycling (sports) attire