



Dear Traveler,

Welcome! We appreciate your decision to vacation with Viking River Cruises, and in return assure you a fascinating and unforgettable journey that goes far beyond the typical itinerary.

Now that you have booked your vacation, you are about to embark on an important and exciting phase of your journey: the planning stage. The information in this packet will assist us in ensuring your reservations are accurate while also helping you prepare for your trip.

The First Steps:

- ***Passenger Information Form.*** This form is required to be completed by each guest and is important for ensuring the accuracy of your travel documents. Go to www.vikingrivercruises.com/pif to complete this form online or to download. *Be sure to enter your full name(s) as they appear on your passport(s).*

For Your Review:

- ***Travel Protection Program.*** If you purchased our Travel Protection Program, you can find your coverage information at www.vikingrivercruises.com/travel_protection.

To complete & return:

- ***Visa Kit.*** If you are traveling with us to Russia, China or Egypt, a visa is required. For your convenience, download a visa kit from our partners at Generations Visa (www.genvisa.com/vikingrivercruises), who can assist you with the visa process. If you choose to obtain your Russian visa on your own, submit your completed request form so that Viking can process the required official invitation letter; download the request form at: www.vikingrivercruises.com/russia_invite. Please make sure the appropriate paperwork is completed and returned in time to receive your documentation.
- ***Gift Order & Beverage Package Forms.*** Should you wish to order a beverage package or gift item for yourself or your traveling companion, you can order by calling Viking or you can submit your completed form(s) no later than 14 days prior to departure. Click here for your Gift Order form www.vikingrivercruises.com/gift or your Beverage Package form www.vikingrivercruises.com/beverage.
- ***Transfer Request Form.*** If you made your own flight arrangements and purchased our transfers separately, return the completed form no later than 30 days prior to departure. The form can be found online at: www.vikingrivercruises.com/transfer.

If you still have questions after reviewing this packet, visit our website, www.vikingrivercruises.com, for cruise details as well as answers to many of your pre-trip questions. For additional assistance, contact your travel agent or call our Travel Consultants toll-free at 1-877-668-4546.

On behalf of everyone at Viking River Cruises, I look forward to welcoming you aboard.

Sincerely,

Torstein Hagen
Chairman

Viking River Cruises, Inc.
5700 Canoga Avenue, Suite 200, Woodland Hills, California 91367
Reservations 1-877-66VIKING or 1-877-668-4546
vikingrivercruises.com



PASSENGER INFORMATION FORM (PIF)

Please immediately return one completed form for each guest.
 All items on this form are required to book your flights, issue your tickets and confirm accuracy.
For your convenience, complete online: www.vikingrivercruises.com/pif

Are you resubmitting this form with revised information? Yes No Date: _____

Print clearly using your full name as it appears on your passport. Incorrect, illegible information will result in charges for reissuing tickets.

Guest First Name	Middle Name	Last Name & Suffix (if applicable)
Street Address (No P.O. Boxes)	City	State
		Zip/Postal Code
Email Address		Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female
(____) _____ Primary Phone	(____) _____ Alternate Phone	_____ Birth Date (MM/DD/YYYY)
Passport #	Issuing Country	Expiration Date (MM/DD/YYYY)
Occupation	Green Card # (Resident Aliens only)	Expiration Date (MM/DD/YYYY)
Booking #	Departure Date	Itinerary Name

Passports & Visas: Passports are required for all itineraries. Depending on your destination, a visa may also be required. ***Please note that it is the guest's responsibility to confirm all immigration requirements and obtain all required visas and documentation.*** For your convenience, you can obtain visa forms online at www.genvisa.com/vikingrivercruises.

Emergency Contact Information

Last Name	First Name	Relationship to Guest
Street Address	City	State
		Zip/Postal Code
(____) _____ Phone	(____) _____ Business Phone	_____ Email Address

To return, fax to (818) 594-8462, or for Group bookings to (818) 227-1239. By mail: Viking River Cruises, Attn: Operations/PIF, 5700 Canoga Ave. Suite 200, Woodland Hills, CA 91367. ***Please only submit one time unless requested otherwise. Allow for 3 business days from time of submission for processing and your reservation to be updated.***

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Guest First Name	Middle Name	Last Name & Suffix (if applicable)
Street Address (No P.O. Boxes)	City	State
		Zip/Postal Code
Email Address		Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female
(____) _____ Primary Phone	(____) _____ Alternate Phone	_____ Birth Date (MM/DD/YYYY)
Passport #	Issuing Country	Expiration Date (MM/DD/YYYY)
Occupation	Green Card # (Resident Aliens only)	Expiration Date (MM/DD/YYYY)
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Welcome to Viking River Cruises

In order to provide you with up-to-date travel information and to answer many of your pre-trip questions, we have compiled this packet for you. Please take some time to review its contents thoroughly and return any completed forms timely to streamline your reservations and documentation process.

If you still have questions after reviewing this packet, you can find cruise details as well as answers to many of your pre-trip questions on our website, www.vikingrivercruises.com. Or for additional assistance, contact your travel agent or call our Travel Consultants toll-free at 1-877-668-4546.

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Your Travel Documents

Passenger Information Form (PIF)

This form is required to be completed by each guest and is important for ensuring the accuracy of your travel documents. Go to www.vikingrivercruises.com/pif to complete this form online or to download. *Be sure to enter your full name(s) as they appear on your passport(s).*

Note: Because this form is required to book your flights and for other travel arrangements, it is important that you enter your full name(s) as they appear on your passport(s) and return them to us immediately.

Your Passport

Note: Please be sure to obtain all required documentation including passports, visas or other required travel documents prior to departure. Confirm that all documentation is completed with accurate information to avoid incurring costs associated with delays, losses or having to obtain documents while traveling.

When traveling abroad you are required to have a passport which is valid for at least 6 months following your visit. Should you need a passport or renewal, contact the State Department Office in your area in time to receive proper documentation.

Visas—U.S. Citizens

Citizens of the United States do not need a visa to travel to most European countries; however, everyone is required to have a visa for travel to Russia, China or Egypt.

For your convenience, you can download a visa kit from Generations Visa, our third-party partner who can assist in obtaining your visas (www.genvisa.com/vikingrivercruises). Please return the completed kit contents to Generations Visa in time to receive your documentation. Upon receipt of your visa, confirm that it is valid for your scheduled time of travel.

Visas—Non-U.S. Citizens

A visa and/or other requirements may be necessary for you to enter one or more of the countries on your itinerary. Contact the consulates of the countries you will be visiting to make this determination and obtain any necessary paperwork or applications.

Special Visa Circumstances

For Russia Travelers: If you choose to obtain your Russian visa on your own, you must return a completed request form to Viking so we can process the required official invitation letter. You can download the form here: www.vikingrivercruises.com/russia_invite.

For China Travelers: The Chinese government requires that travelers listing occupations of media or clergy on standard tourist visa applications attach a letter to the Chinese Consulate stating that this is not a work-related trip. Clergy are required to state they will not participate in religious activities abroad; media must agree not to write/publish material related to their China trip. If you are a member of the media applying for a reporter visa you are required to attach a letter to the Chinese Consulate explaining your project's topic, where you will be visiting, to whom you will be speaking and when/where publication is planned.

For Roof of the World Travelers: Tibet Entry Permits are required and obtained for you by our China staff. Do not indicate that you are visiting Tibet on your China visa application. To ensure your permit is processed in time, immediately after receiving your visa, please send a copy of your passport information page and your China visa page, along with your name and reservation number to Viking River Cruises. Color copies are preferred, but black and white is acceptable as long as the picture is clear and recognizable. For the best results, we recommend scanning them or using a digital camera to take a picture of these pages and email them to us at operations@vikingrivercruises.com or you can mail them to Viking River Cruises, Attn: Operations/Tibet Permit.

For Egypt Travelers: If you are taking the post-cruise extension, a visa is required for travel to Jordan. It will be obtained for you upon arrival at the Jordan airport; an additional fee may apply.

Travel Protection Program

If you purchased our Travel Protection Program, your coverage information can be downloaded from our website: www.vikingrivercruises.com/travel_protection.

Many health insurance programs do not provide coverage when you travel outside the United States. For this reason, we highly recommend that you verify with your health insurance provider whether or not you are covered for travel abroad and suggest visiting the U.S. State Department website (www.state.gov/travel) for recommendations.

If you are not covered, consider purchasing a supplemental plan to cover any potential expenses. While we empathize with our guests should the unexpected occur, we cannot make exceptions to our cancellation policy. Viking River Cruises travel protection program is a comprehensive coverage plan that provides a number of important benefits including medical and accident protection and reimbursement if circumstances require that you cancel for any reason. As restrictions may apply, call TripMate at 1-800-888-7292 for more information.

Your Final Documents

We will send your final document package approximately three weeks before departure. Your package includes detailed information about your cruise, transfer(s), hotel(s), emergency numbers, air tickets/flight schedules, port addresses, a day-to-day itinerary, luggage tags and trip vouchers, as applicable. If you need tickets sooner, please contact us; there is a \$25 processing fee for this expedited service.

Flights & Luggage

Flight Schedules

Because we use the Passenger Information Form (PIF) to book your flights, it is important that you enter your full name(s) as they appear on your passport(s). Check your PIF and documentation carefully to avoid possible refusal of boarding or additional costs associated with rebooking or replacement documents.

Note: The new U.S. Transportation Security Administration (TSA) regulation requires the full name, date of birth and gender information to be accurate. The result may include paying additional fees, airport delays, denied pre-check-in and issuance of boarding passes.

Viking's All-Inclusive Air Packages

Viking's air packages are a great value because they include your transfers between airport and ship or hotel. Plus when you reserve your air with Viking, you get the best routes available, Viking's dedicated airline sales assistance, after hours support and travel protection coverage when you purchase Viking's all-inclusive policy. Our standard air program allows you to select from more than 165 different gateways in Economy Class. Or you can purchase upgraded service in Premium Economy or Business Class; the upgraded class of service is only guaranteed on the transoceanic segment of your flight.

Viking Air Plus Program

Viking Air Plus is our exclusive custom air department for guests who have specific travel needs or special requests. Depending upon your travel schedules, requests and flexibility, our team of experienced Viking Air Plus agents will work with you and can assist with services for Economy, Premium Economy and Business Class air. *Please note:* A \$50 per person non-refundable fee applies as well as any additional airline-imposed charges for premium air carriers and services, date deviations and stopovers. Services include:

- Air arrangements to stay extra time before or after your cruise or cruisetour
- Deviations to stop over in another destination such as London, Paris, Vienna or a U.S. gateway
- Nonstop flights or the most direct air service available
- Reservations with airlines that accept frequent flyer mileage

- Travel on specific airlines or air routing
- Confirmation of flight schedules at time of reservation—no waiting once deposit and PIFs are received
- Coordination of family, friends or groups traveling together from the same or different cities

For more information, call Viking Air Plus toll-free at 1-877-523-0580, Monday-Friday from 7:30 a.m. to 4:00 p.m. Pacific Time.

Contacting Your Airline

Seat Assignments & Special Requests: All seat assignments, special meals or other air service requests should be made directly with your airline. We recommend that you or your travel agent call the airline directly and as soon as possible to confirm these special requests. Some airlines may grant seat selections at check-in time.

Luggage Restrictions

Since each airline has its own rules and regulations, we suggest you contact your airline(s) directly to verify checked baggage and carry-on restrictions for your domestic and transoceanic flights. Consult your airline directly for any additional airline-imposed baggage charges or overweight luggage restrictions. For guests who have intra-itinerary flights, please check your pre-cruise documents package for specific details.

Your Viking River Cruises Experience

Level of Difficulty

Most tours and cruises are not physically demanding, however you should be in good physical condition with good mobility to fully enjoy all excursions and tours. Walking tours are often on uneven ground or cobblestones and may include stairs and steep inclines. You should be able to stand on your feet for an extended period of time to visit museums and other sites.

For Tibet Travelers: If you have not already done so, speak with your physician regarding Lhasa's high altitude (12,090 ft.), since it may not be recommended for people with certain conditions. Also, you may want to discuss with your physician altitude sickness prevention, including possible prescription medication options.

Medical Services Abroad

Medical services are available where you travel, and our ships have first aid equipment. For our cruisetour itineraries, hotels can call a physician upon request. On most European ships there is no resident physician, but close proximity to shore allows for quick access to medical facilities. There is a doctor on board the following: *Eastern European Odyssey*, *Waterways of the Czars*, *Footsteps of the Cossacks*, all China itineraries and the Lake Nasser portion of *Pathways of the Pharaohs*. Note that for any onboard medical services, the expenses are the responsibility of the patient.

Transfers

Arrival and departure transfers between the airport and your ship or hotel are included for all guests if flights were reserved by Viking River Cruises and as long as flight arrival/departure dates and cities coincide with the start and end dates and cities of your cruise/cruisetour. If you are making your own air arrangements, you can purchase transfers for an additional fee; your flight arrival/departure dates and cities must coincide with the start and end dates and cities of your cruise/cruisetour. Specific transfer details vary depending on arrival city, ship and purchased extension packages; these details will be included in your final documents package.

China Travelers: Many flights arrive quite late/depart early; it can be difficult to get transportation at these times. Please consider this when determining if you wish to purchase transfers.

Note: If you want to purchase transfers, we must receive your completed Transfer Request Form no later than 30 days prior to departure. Download the form on our website: www.vikingrivercruises.com/transfer.

Typical Cruise Day & Sightseeing Tours

A detailed day-by-day itinerary will be sent with your final cruise documents. It describes each day's activities and provides you with more specific destination information. Most days, you arrive in port early to mid-morning. Tours, which are designed to provide an overview of the sights, last from one to three hours and are often followed by free time. Depending on the itinerary, you will cruise or call on another port in the afternoon.

All sightseeing tours are included in your cruise price unless noted as "optional" and sold on site. Sightseeing programs are usually walking or motorcoach tours, and all may include a fair amount of walking, with many areas of interest accessible only by foot. You are welcome to forego a tour and explore on your own; ask your Program Director or Tour Escort for suggestions.

Note: Schedules and activities are subject to change depending upon river water levels, port accessibility, weather conditions and airline or other service providers. We appreciate your understanding if changes to the listed itinerary need to be made.

Tour Escorts & Program Directors

An experienced, English-speaking Program Director accompanies every departure. He/she is there to ensure your comfort, answer questions and make your vacation the most memorable trip ever. In China and Egypt, you will have an English-speaking Tour Escort with you from arrival to departure.

Service Guarantee

As the only river cruise line to guarantee its award-winning service, we are committed to making your vacation the best ever. Should you be dissatisfied with our service upon first check-in (hotel or on board ship) including food, personnel or shore excursions, please notify us within 24 hours of the start of your cruisetour. We then have 24 hours to correct the situation. In the unlikely event that a solution is not possible, you may depart as soon as is feasible and 100% of your cruise price will be refunded. We can assist with any departure reservations, but costs for your return trip and/or alternate travel plans are your responsibility.

Other Important Information

Currency & Exchange Rates

You can find a list of international currencies for the countries we visit (by region) in the *Planning Your Trip* section of our website. Current rates are available in the financial sections of newspapers and at: www.xe.com or on CNN's website (www.money.cnn.com/data/currencies).

While many locations accept major credit cards, you will want local currency for incidentals or smaller vendors. ATM machines can dispense local currency for internationally accepted ATM or credit cards and are conveniently located in most large cities. Prior to departure, confirm with your bank that your ATM or credit card and PIN number will work abroad. In Russia, China and Egypt, we suggest changing currency at a hotel, bank or exchange bureau. For a fee, we can exchange select local European currencies on board.

Gratuities

Tips are not included in your cruise price, but are an appreciated way of showing satisfaction for good service. We suggest a gratuity of \$10-\$12 per guest, per day which is distributed among our staff. Onboard tips may be charged to a credit card while tips for local guides should be in cash at the end of each tour. Any additional tipping is at your discretion. A list of suggested amounts for other service providers is included in your final documents package.

Internet

For your convenience, all of our ships offer access to the internet. In Europe, Russia and Ukraine, this will be a complimentary wireless connection where guests can use their own laptop or a computer will be made available, for a fee. In China and Egypt, there will be an internet café where the internet can be accessed; a fee may be charged based on the amount of time used. Note that both the phones and the internet connections function via cellular service or satellite, and there may be times when reception is not possible and/or when the connection is extremely slow. For this reason, we recommend only checking and sending email. We do not recommend surfing the web or downloading large files.

Special Diets

Guests requiring special diets such as vegetarian, low salt, diabetic or low cholesterol meals must alert Viking River Cruises at least 30 days prior to departure and inform the Maitre d' when on board. The chefs will make reasonable efforts to accommodate these requests.

Special Occasions

If you or a traveling companion will be celebrating a special occasion on board such as a birthday or anniversary, you must alert us at least 30 days prior to departure.

All-Inclusive Silver Spirits & Non-Alcoholic Beverage Package

For your convenience we offer our All-Inclusive Silver Spirits premium beverage package, which covers a selection of premium house wines, beer, espresso drinks, soft drinks and juices for the entire duration of your cruise, plus an open bar during the bar's operating hours and a bottle of champagne—all for one package price. We also offer a Non-Alcoholic Beverage Package which includes soft drinks, juices and non-alcoholic cocktails. To arrange for your beverage package, contact your travel agent or a Viking River Cruises Travel Consultant at 1-877-668-4546 or submit your completed form that you can download from our website (www.vikingrivercruises.com/beverage).

Holidays

The countries you will visit all celebrate different holidays. During these times, you may experience larger-than-normal crowds and/or closures of sites, stores or attractions. Note that some cities may host large events that would also result in crowds or closures. Itineraries are subject to change based on these occurrences.