



## Welcome aboard! - Our ABC on board

### Arrival

If you are travelling by public transport, the nearest underground stop is: Tonhalle/ Ehrenhof. Paid parking within walking distance: "Rheinterrasse / Tonhalle Düsseldorf" car park, Robert-Lehr-Ufer 1, 40474 Düsseldorf. Please note that this is only the address of the entrance to the car park and not the location of the ship. The entrance to the car park is approx. 700 meters from the ship. After you have passed the entrance, please turn left and drive through to the end of the car park (this ends at the Oberkassler Bridge). After passing under the bridge, you will see our hotel ship at berth RSR 1/2 (walking distance approx. 100-200 meters).

### Air-conditioning

The air conditioning in your cabin is individually adjustable and can also be used as a heater. When the balcony door is open, the air conditioning in the cabin is automatically switched off.

### Bar service

Our bar service starts at 10.00 AM and ends at 11.00 PM.

### Board shop

Would you like a souvenir of your time on board or a gift for your loved ones at home? In our onboard shop you can purchase exclusive souvenirs as well as articles for daily use and souvenirs.

### Breakfast

Breakfast is served in our restaurant Mon-Fri from 7.00 AM to 10.00 AM and Sat & Sun from 7.30 AM to 10.30 AM. Egg dishes can be ordered at the table, as well as various hot drinks such as latte macchiato, cappuccino, hot chocolate, etc. We kindly ask you to inform VIVA RIVERSIDE or the ship at check-in of any special dietary requirements or allergies before your stay, so that the kitchen on board can optimally adjust to your needs.

## **Check-In / Check-Out**

Check-in is possible from 3.00 PM on the day of arrival. If you arrive earlier, you are welcome to leave your luggage at reception and explore Düsseldorf in advance. Check-out is until 10.30 AM on the day of departure. You can leave your luggage at reception if you would like to spend the rest of the day in Düsseldorf.

## **Dinner**

We serve dinner daily in our restaurant from 6:00 PM to 9:00 PM. You can view the menu in advance at the reception. Vegetarian and vegan wishes can also be fulfilled.

## **Fitness (available on select ships)**

If you don't want to miss your daily sport while you are on board, you have the option of using the fitness area. The use of the fitness room is free of charge and possible 07.30 AM till 11.00 PM. Please book an appointment at the reception.

## **Hairdryer**

A hairdryer is part of the basic equipment in all cabins. It is located in the bathroom or in one of the drawers near the mirror.

## **Internet**

Wi-Fi is available on board. Please note that there may be restrictions on the use of the internet as it is exclusively mobile. To activate the Wi-Fi on your device, please scan the QR code that you will receive at the reception.

## **Minibar**

Your cabin is equipped with a minibar. This is not filled. You can use it, for example, for medication that needs to be refrigerated.

## **Payment on board**

On board you can pay in cash, with Visa or Mastercard and debit card. Your cabin, services used or booked on board will be settled via your board account at the end of your stay when you check out.

## **Pool on the sun deck (available on select ships)**

The pool can be booked exclusively at the reception for a certain time window per cabin free of charge. Towels for the sundeck are available at the reception.

### **Power sockets / power supply**

The sockets on board have a voltage of 220 volts.

### **Reception**

Reception is open from 7.00 AM until 10.00 PM. In between, our night watch is occasionally at the reception.

### **Room service**

During the opening hours of restaurant and bar we are happy to bring food and drinks also to your cabin. Simply place your order via the cabin telephone and dial 9 for reception or directly at the bar.

### **Smoking**

For safety reasons, smoking is not permitted on board in the entire interior area or in the cabins, but only on the outside decks. Please do not throw cigarettes overboard, but use the ashtrays provided.

### **Telephone**

Each cabin is equipped with a telephone. For a wake-up call, you are welcome to inform the reception at the evening before.

### **Toilets**

Please only dispose of toilet paper in the toilet and use the existing disposal facilities / waste containers for other waste.

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If anything on board does not meet your requirements, please contact the hotel manager or VIVA RIVERSIDE.

**VIVA RIVERSIDE** wish you a pleasant stay on board.

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