

Discover Alaska's Untouched Wilderness on a Luxury Cruise Adventure!

12 Days | 11 Nights

Juneau, AK

Tour Operates: June to August 2025

DM- RCJNUALEX

FAQ

- **How many guests does the cruise ship accommodate?** The Cruise Lines' ships are small and intimate and only carry between 90 and 180 guests.
- **Is your cruise all-inclusive?** It includes all shipboard meals, entertainment, tips and gratuities, alcohol, and other port charges and fees in the price of the cruise. Many shore excursions are also included in the cost of the cruise.
- **Are all meals included?** Your cruise is all-inclusive including all meals and snacks, alcoholic and non-alcoholic beverages from soft drinks and water to coffee and tea.
- **Are excursions included in the cruise fare?** The cruise has three categories of excursions: Featured, Premium, and Signature. Featured excursions are included in your cruise fare and there is at least one included in each port of call on cruises on the Mississippi River, Columbia & Snake Rivers, and in Alaska. Premium excursions typically cost between \$10 and \$99 per person, and Signature excursions are exclusive experiences for only very small groups of guests. These can be fishing charters, flight-seeing tours, and kayaking excursions, or farm-to-table culinary experiences, and are \$100 or more.
- **What should I pack for my cruise?** It is recommended that you wear casual sportswear during the day including comfortable walking shoes, windbreaker, hat, sunscreen, rainwear and umbrella, and a jacket or sweater for cool evenings. Casual country club attire is recommended in the evenings and for dinner. Staterooms are 110-volt household current and offer USB ports. Please remember to bring your own phone charger and photo identification.
- **Is there a dress code requirement?** Casual resort attire is recommended both on the ship and ashore. For dinner, men's clothing might include a sports shirt and slacks, with a sports coat or sweater. Women can wear dress, or a top and slacks. We ask that you dress appropriately as if you were going out for a nice dinner.
- **Is there a luggage limit?** There is no restriction placed on luggage. However, it is recommended that you bring as few bags as necessary. Suitcases less than 10 inches high may be stowed under your bed.
- **When should I plan to arrive for boarding?** Cruises depart at 2:00 p.m. or earlier if all guests have arrived. Guests may board between 11:30 a.m. and 12:30 p.m. Guests are recommended to arrive no later than 12:30 p.m. Crew members will carry your luggage to your stateroom.
- **How early can I disembark the ship?** On most cruises, the ship arrives at the port of disembarkation the evening before the last day of the cruise. The morning of disembarkation, breakfast is provided, and guests may stay on board until 8:30 a.m.
- **What amenities are available in the staterooms?** Your cruise staterooms, most at more than 300 square feet, are by far the largest in their class. The majority of staterooms have spacious private balconies and feature a roomy private hotel-like bath and a large, opening picture window, allowing you spectacular up-close views of landscape, ports, river and sea. Each stateroom is tastefully designed with your comfort and convenience in mind and includes the following amenities: Twin or King-sized bed, twice-daily stateroom

service, individual climate control system, spacious closet and four-drawer dresser, dual night tables, alarm clock, writing desk & stationery, remote-controlled satellite TV, USB ports and mini-refrigerator, in-room single serve coffee brewer (with coffee and tea pods), shampoo, conditioner, body wash, hand soap and hair dryer (with grab rails in every bathroom).

- **Is there cellular service on board?** Cell phones can be utilized on board, but service is not always available and can be spotty depending on weather and location and can also vary depending on your service provider.
- **Is there TV and Internet on board?** All ships are equipped with satellite TV. TV service can be intermittent, particularly in remote areas. Internet Wi-Fi service on all ships is powered by Star link.
- **Are the ships accessible for those with disabilities?** The cruise company is committed to providing guests with a safe, secure, and comfortable cruising experience. Please see Vessel Accessibility under General Information for more information.
- **Is there an elevator on board?** The ships are also equipped with an elevator for ease of movement between passenger decks.
- **Can you smoke aboard the ship?** Smoking is only allowed in designated areas on the ships. Please note that smoking is strictly prohibited in staterooms and on private balconies.
- **What is dining like aboard the ships?** Your cruise offers open seating at every meal in the spacious dining room, a great time to share your experiences with companions and build new friendships. Carefully selected fresh seafood, meats, and produce are often purchased in the regions we visit, allowing your chef to highlight the cuisine with local flavor.

You are also provided with complimentary wine and beer during lunch and dinner service. A complimentary cocktail hour with full bar is hosted each evening before dinner. Soft drinks, coffee/tea, water, and snacks are available 24 hours a day.

- **Can you accommodate special dietary requests?** The cruise company will work to cater to any special dietary needs you may have. Submit your special dietary requirements within the Guest Information Form found in your personalized online cruise portal. Refrigeration is available to store insulin or other medications requiring protection.
- **What common spaces are on board?** Your cruise features various oversized lounges aboard each of its ships, including internet stations and a well-stocked library. Many decks are available to guests, including a lounge deck and observation deck. Binoculars, guides, and additional reading materials are available throughout the ships.
- **Is there fitness equipment on board?** Yes, your cruise features new state-of-the-art fitness equipment in a designated exercise area aboard every ship. For exact details on the equipment available on your ship, please call your Cruise Specialist.
- **What onshore excursions are offered and how do I sign up?** Each of our small ships provides a genuine and customized exploration of areas inaccessible to large ships and crowds, allowing us to explore small towns in the most meaningful way possible. There are typically two to four excursion options at each cruise port that cater to a range of different interests and activity levels. Excursions range from educational experiences in partnership with local museums to active adventures that include ATV rides and kayaking. Every excursion is led by a local guide and accompanied by professional team member who is always available to assist.

We have taken steps to make the sign-up process as simple as possible. Guests receive a link to a personalized online cruise portal 90 days prior to embarkation date. There, guests can access valuable

documents and information about their cruise. 60 days prior to embarkation, guests may pre-reserve their shore excursions in their personalized online cruise portal.

- **What entertainment options are on board?** To further enhance your cruising experience, your cruise has various forms of entertainment from onboard entertainers to local experts and historians with knowledge of American history, ecology, and the local culture. There are activities, lectures, presentations, and discussions that bring each region to life. Depending on the itinerary, onboard activities include Art Classes, App-titude Classes (Tech Made Easy), Cooking Demonstrations, Fitness, Trivia and more.
- **If a medical emergency or incident happens, how quickly can we get ER care and to a local medical facility?** The cruise company has relationships with law enforcement agencies, local transportation companies, and medical service providers that put emergency services within close reach of our ships, whether underway or in port. Our health and safety protocols combined with our state and local partnerships enable us to provide safe travel experiences in more than 35 states across America. Our fleet of domestic ships travel U.S. waterways and only visit U.S. ports with ready access to medical and emergency services. We do not leave sight of land and do not clear customs or immigrate into the U.S. to dock our ships.
- **What medical care does the Cruise Line have on board?** Each ship carries a first responder and has defibrillators and oxygen. These individuals can identify and stabilize a situation for transport ashore. If medical treatment beyond the capability of the crew is required, shipboard personnel will arrange transportation and remain in contact with the patient.
- **Is there a ship cleaning policy?** The cruise company cleans staterooms daily and has regular sanitation schedules for all common spaces, with particular emphasis on high-touch areas. Hand sanitizer is available in multiple areas throughout the ship and at the gangway. Cleaning and sanitation policies are designed to limit the spread of germs. Masks and gloves are available to guests and crew upon request.
- **Is there Vessel Accessibility?** The Cruise Lines small vessels are designed to accommodate all guests while meeting United States Coast Guard construction standards. We strongly encourage guests to inform their Cruise Specialist of specific travel requirements and if they may require an accessible stateroom or other accommodation. Specific accessibility requests must be made at time of booking. Guests may inform their Cruise Specialist at the time of booking if they are traveling with any mobility equipment to ensure we can provide a stateroom that best accommodates their specific need. Advance notification allows for the crew to prepare for guests' arrival.

All vessels in the Cruise Lines fleet have designated accessible staterooms available. These rooms are based on need and are booked on a "first come, first served" basis. American Riverboats, Patriot Class, Coastal Cats, and Constellation Class vessels are equipped with two modern elevators that can accommodate mobility devices. The Cruise Lines vessels are designed to operate on shallow waters and dock at small facilities. The crew is trained in the use of boarding transfer chairs and guests are transferred from the dock to the vessel in the transfer chair.

Passengers must bring and be solely responsible for any necessary items related to all medical conditions or mobility challenges. Guests who are unable to care for their basic needs (e.g. dressing, eating, moving from wheelchair to seating and/or from seating to wheelchair or standing and attending safety drills) must have a capable traveling companion.

Note:

The Cruise Line does not guarantee departure point, termination point or any intermediate stop. Itineraries, schedules, routes, ships, and staterooms are always subject to change at any time without notice due to weather conditions, availability of docks, shoaling, river conditions, operation of locks, mechanicals, or any other reason. The times and dates of departure and arrival are also subject to change. Some Intracoastal Waterway cruises may travel coastwise at times. The Mississippi River between St. Paul and St. Louis has particularly fickle river conditions which may require itinerary modification.

- **What is the policy in case your client's flight gets cancelled or delayed, or if they are unable to travel and join the tour for other reasons?** – DMCi Inc., our service providers, employees, contractors & sub-contractors etc. are responsible only for services booked through us. Therefore, your client's inability to travel or join the tour on time due any reasons including but not limited to delayed/cancelled flights, denied boarding, delayed/cancelled visas, refused admission into the country at the point of entry, health conditions, death in the family, etc. are not reasons for a refund or a substitution tour. If your client/s are unable to join the tour or fail to join the tour on time, no refund/substitution tour will be provided. DMCi Inc. is not responsible for any disruptions caused because of weather, traffic, road conditions, etc. All such circumstances should be covered by their Travel Insurance.

For More Information on this Tour Package, Operating Dates & Tariffs,

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