

 AMERICAN QUEEN®
STEAMBOAT COMPANY

Uniquely American River Cruises

ESSENTIAL TRAVEL GUIDE

What to know about your cruise





WELCOME

It is our pleasure to welcome you to the distinctive and inspiring world of riverboat travel with American Queen Steamboat Company®. Your documentation folder includes your itinerary, tickets and important information regarding your upcoming voyage.

Please be sure to read your enclosed documents thoroughly. They contain important information regarding our check-in procedures and other pertinent information.

This Essential Travel Guide provides valuable information about onboard features and activities. If you have any questions along the way, please do not hesitate to contact our reservations department at (888) 749-5280.

Thank you once again for choosing to travel with American Queen Steamboat Company. We look forward to welcoming you aboard.

Bon Voyage!

CONTENTS

PACKING TIPS

Clothing Suggestions	4
Luggage	4
Luggage Storage	5
Valuables/Security	5

EMBARKATION

Airport Transfers	5
Check-in/Boarding	5
Parking	5
Departure Time	6
Port Information	6-7

AMENITIES

Television	8
Air Conditioning/Heating	8
Electrical Appliances	8
Room Key/Security	8
Telephone Communications	8

DINING

Breakfast, Lunch, Dinner	9
Between Meals	9
Room Service	9
Meal Seating	9
Special Dietary Requests	9

SHORE EXCURSIONS

General Information	10
Ports of Call/Shore Excursions	10
Premium Shore Excursions	10

SPECIAL NEEDS

Accessibility	10
Medications/Emergencies	11

ENTERTAINMENT & ACTIVITIES

Activities Onboard	11
Daily Program	11

STAFF

Accommodation(s) Assistance	12
Crew Members	12
Purser's Office	12
Gratuities/Beverage Service Charges	12

SERVICES

Daily News	12
Gift Shop	13
Lost and Found	13
Mail	13
Medical Services	13
Special Requests	13
Purchase of Goods and Services Onboard	13
Laundry Service	13

SAFETY

Alarm System	14
Bow Ramps/Gangways	14
Crew Emergency Drills	14
Fire Doors and Bulkheads	14
Fire Drills	14
Fire Prevention	14
Life Preservers	14
Muster Stations	15
Guest Safety Briefing	15
Safety Information	15
Safety and Security	15
Smoking	15

ENVIRONMENT

Environmental Standards	16
Environmental Friendliness	16
Keeping the Waters Clean	16
Noise	16
Ashore	17
Water Conservation	17

DISEMBARKATION

Disembarkation	17
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PACKING TIPS

Clothing Suggestions

We suggest that you check a national weather source to plan what to pack for your voyage. Daytime dress is casual, and be sure to bring comfortable, non-slip walking shoes for ports of call and shore excursions. Slacks and shorts are acceptable in all public areas of the vessel and ashore.

For evenings, we suggest country-club-casual attire: a dress, a dressy skirt and blouse or a pantsuit for ladies. Gentlemen may wish to wear a sport coat, but it is not required. We kindly request that guests do not wear shorts to dinner in the main dining room.

Our vessels are climate-controlled, but we recommend that you pack a sweater or jacket in case it is cooler than you prefer onboard. Remember to pack warmer or cooler clothes according to the weather forecast, and always bring rain gear just in case.

Luggage

It is imperative that your luggage be clearly identified with American Queen Steamboat Company luggage tags. Please ensure that the enclosed luggage tags are correctly filled out and attached to your luggage prior to pre-cruise hotel check-in or arrival at the vessel. This will expedite delivery of luggage to your room aboard the vessel. If you have not received luggage tags or you have misplaced them, there will be an American Queen Steamboat Company representative at your pre-cruise hotel or dockside to assist you. Your luggage will be transported to your room after it clears mandatory security screening at the landing.

Baggage taken onto the vessel is limited to two pieces per guest at a maximum weight of 50 pounds each. Airlines and other transportation providers have their own rules and limitations; be sure you are in compliance with your airline or other transportation provider's requirements.

Your luggage may be searched or X-rayed during airport or vessel check-in. We recommend placing all film in your carry-on luggage, which typically passes through less powerful screening machines.

Guests are urged to obtain travel protection to cover their baggage against possible en-route loss or damage. Travel Protection that will cover baggage through your cruise only is available through American Queen Steamboat Company, or you may purchase protection through your preferred vendor.

Luggage Storage

To maximize enjoyment of your room space, vessel accommodations have been designed so that your suitcases can be stored under your bed. Each room has wardrobe(s) for the hanging of garments and storage of shoes and smaller items.

Valuables/Security

We cannot be responsible for valuables left in your room. Each vessel accommodation has a personal safe that will secure your valuables, to give you peace of mind during the cruise.

EMBARKATION

Airport Transfers

You are responsible for your transportation to and from the airport at your embarkation and debarkation unless you have made specific arrangements with American Queen Steamboat Company. Transfers to the airport from the vessel on disembarkation day may be purchased onboard.

Check-In/Boarding

Guests may embark starting at 3:00 pm. All guests are required to be onboard no later than 30 minutes prior to departure. Check-in times and location for your specific voyage are contained in your final voyage documents. Upon check-in, please be prepared to show your photo ID and register a credit card to activate your onboard account.

Parking

For security reasons and the physical arrangement of riverfront facilities, we regret that we cannot guarantee parking at our docking locations, but parking facilities are generally available at the airport or a local parking garage. If you drive to meet the vessel, drop your luggage at the docking location, then move your car to a nearby parking lot or garage. Arrange for a taxi to take you back to the dock after you park.

The visitors' centers and chambers of commerce for each of our ports can recommend parking facilities in the vicinity of our landings. Contact information can be found in the Port Information section or by contacting your cruise booking agent.

Departure Time

Departure time varies by port and itinerary. Your boarding documents will note the exact time. If you arrive early and wish to explore your port of embarkation, please ensure that you are back onboard the vessel no later than 30 minutes prior to the posted departure time.

The departure time will be posted at the vessel's boarding area while in port. Please consult it each time before leaving the vessel. For your comfort and convenience, and to allow the deck crew adequate space to put the gangways in place, we request that you remain in the public areas or your room until advised that you may proceed ashore.

Port Information

ALTON, ILLINOIS

Landing: Riverfront Park
1 Riverfront Drive, Alton, IL 62002
Time Zone: Central
Visitor's Info: (800) 258-6645

CHATTAHOOGA, TENNESSEE

Landing: Ross's Landing Park
101 Riverfront Parkway, Chattanooga, TN 37402
Time Zone: Eastern
Visitor's Info: (800) 322-3344

CINCINNATI, OHIO

Landing: Cincinnati Public Landing
435 East Mehring Way, Cincinnati, OH 45202
Time Zone: Eastern
Visitor's Info: (800) 543-2613

LOUISVILLE, KENTUCKY

Landing: Next to Joe's Crab Shack
131 West River Road, Louisville, KY 40202
Time Zone: Eastern
Visitor's Info: (800) 626-5646

MEMPHIS, TENNESSEE

Landing: Beale Street Landing
251 Riverside Drive, Memphis, TN 38103
Time Zone: Central
Visitor's Info: (800) 873-6282

CLARKSVILLE, TENNESSEE

Landing: McGregor Park Riverwalk
640 N. Riverside Drive, Clarksville, TN 37040
Time Zone: Central
Visitor's Info: (800) 530-2487

NEW ORLEANS, LOUISIANA

Landing: Hilton Riverside Hotel
2 Poydras St., New Orleans, LA 70130
Time Zone: Central
Visitor's Info: (800) 672-6124

PITTSBURGH, PENNSYLVANIA

Landing: North Shore Riverfront Park
375 North Shore Drive, Pittsburgh, PA 15203
Time Zone: Eastern
Visitor's Info: (412) 281-7711

RED WING, MINNESOTA

Landing: Levee Park
418 Levee Road, Red Wing, MN 55066
Time Zone: Central
Visitor's Info: (651) 385-5934

ST. LOUIS, MISSOURI

Landing: South leg of the Gateway Arch
78 N. Lenore K. Sullivan Blvd.
St Louis, MO 63102
Time Zone: Central
Visitor's Info: (800) 325-7962

CLARKSTON, WASHINGTON

Landing: Port of Clarkston
100 14th St., Clarkston, WA 99403
Time Zone: Pacific
Visitor's Info: (877) 774-7248

VANCOUVER, WASHINGTON

Landing: Port of Vancouver
110 Columbia Blvd., Vancouver, WA 98660
Time Zone: Pacific
Visitor's Info: (877) 600-0800

Note: Port information is current as of time of printing.
Berthing locations are subject to change. Check with
your booking agent for details.

AMENITIES

Television

Vessel accommodations include a flat-screen television with satellite programming available, depending on satellite signal reception.

Air Conditioning/Heating

Our vessels are fully air conditioned or heated, as appropriate. In addition, each vessel accommodation is individually equipped with a thermostat, allowing you to control the temperature in your room. If you need assistance, please contact the onboard Purser's Office.

Electrical Appliances

Vessel accommodations are equipped with 110-volt, 60-cycle alternating current (AC) outlets. Electric razors and toothbrushes will operate from bathroom outlets. Each bathroom includes a hairdryer. Irons and ironing boards are available upon request. Other small appliances not exceeding 1500 watts (110 volts) may be used in room outlets. Please check with the crew before using any other appliance.

Room Key/Security

A key will be in your room or provided during your onboard registration. Your boarding card will identify you as a guest when you are re-boarding, and functions as a charge card that will keep track of your onboard purchases to be billed to your room account. You will want to carry this multipurpose card with you at all times. You will need your boarding card to embark or disembark the vessel.

Telephone Communications

Your room is equipped with a telephone that you may use to call throughout the vessel. Follow the directions on your in-room telephone to make calls or to program a wakeup call.

Depending on your service provider's network coverage area, your cellular phone may operate during your river cruise. Check with your provider for its network coverage information and the possibility of incurring any roaming charges.

If you are having trouble making a call, contact the Purser's Office or any crew member for assistance.

DINING

Country-Club-Casual Attire

Country-club-casual or elegant resort wear is appropriate dress for all evenings; shorts are not appropriate for dinner in our main dining rooms.

Breakfast

Each morning, Early Riser's Coffee and a breakfast buffet is available in the alternative dining venue. Traditional breakfast service is available in the main dining room. Room service is also available; check your in-room Guest Services Directory.

Lunch

Please refer to the *River Times* onboard daily planner for lunch times and applicable venues.

Dinner

Traditional dinner service is offered in the main dining room. An alternative dining venue is also available. Our alternative dining venues are complimentary, but may have certain restrictions depending upon the vessel on which you travel. Refer to the *River Times* for details.

Between Meals

A tantalizing array of items, including fresh fruits, popcorn, ice cream and freshly baked cookies, may be available in the vessel's alternative dining venue.

Room Service

Our vessels offer 24-hour room service for your enjoyment, comfort and convenience.

Meal Seating

The seating times for dinner vary among our vessels. Please refer to the *River Times* for details.

Special Dietary Requests

With adequate advance notice, special diet requests can usually be accommodated. Please inform your travel agent, group leader, or our Reservations Department at (888) 749-5280 of any special dietary restrictions as soon as possible, but no later than three weeks before your departure date. Please be sure to reconfirm your requests with the maître d' and your server.

SHORE EXCURSIONS

General Information

For general information about our excursions, please visit www.ReserveMyExcursions.com online before your voyage. Once onboard, you may consult the *River Times* or speak with the shore excursions staff. The *River Times* is delivered to your room each evening, and provides details on the following day's activities.

Ports of Call/Shore Excursions

At each port, you will have the chance to learn firsthand about its culture – past and present. Included excursions generally consist of a guided Hop-On Hop-Off motorcoach tour of the town, allowing you freedom to explore the sites at your leisure. Some ports offer a more structured guided tour of one or more points of interest.

All excursions and tour times are dependent upon navigational conditions of the river, over which we have no control, and therefore are subject to occasional change with short notice.

Premium Shore Excursions

Premium shore excursions on your voyage provide a more immersive experience to satisfy your specific interests, and are offered at an additional cost. Information on available tours is included in your river cruise documents package. Excursions are sold on a first-come, first-served basis, and space may be limited for some tours. Activity levels vary.

SPECIAL NEEDS

Accessibility

Our vessels are equipped with several conveniences for guests requiring special assistance. Elevators provide access to most decks, and handicapped-accessible staterooms are available (see brochure for details). Should you require the use of a wheelchair onboard the vessel, we encourage you to bring your own. The wheelchairs carried onboard the vessel are not available for general guest use. The crew will provide any needed assistance to move guests to and from the motorcoaches; however, staff are not available to assist guests simply moving about the vessel or while on excursions. Guests requiring assistance for general mobility should have a travel companion to assist them during the voyage and excursions.

Medications/Emergencies

If you are taking any medications, or require the use of oxygen, please be sure to bring an adequate supply for the entire cruise, as it may not be possible to refill your prescriptions at ports of call.

Several of our crew members are trained in providing emergency first aid for injuries or sudden illness requiring immediate attention or CPR. Because the vessel is never far from shore, we are always within relatively close proximity to emergency medical facilities.

If you have a specific medical or physical limitation, please advise our reservations personnel by calling the toll-free number below so that we may better anticipate your needs.

If you have any questions, please call your travel agent, group leader, or our Reservations Department at (888) 749-5280.

ENTERTAINMENT & ACTIVITIES

Activities Onboard

American Queen Steamboat Company provides a wide array of onboard activities. You may do as much or as little as you desire. You can attend one of the Riverlorian's programs, watch a video, or recruit fellow guests for a card game. Perhaps complete serenity is more tempting. Stroll with friends, relax with a book and binoculars on deck, or enjoy a cocktail in one of the vessel's unique bars.

Daily Program

River Times, the vessel's daily program, will be delivered to your room each evening. It will provide a comprehensive schedule of the next day's activities, including meal times, shore excursion departure times, port arrival time, special activities planned by our cruise staff, lectures, movies and entertainment features.

STAFF

Accommodation(s) Assistance

Housekeeping attendants are on duty each morning and evening. Apart from cleaning your room, they will assist you with items such as extra towels and special requests to ensure your comfort.

Crew Members

While on duty, all crew members wear distinctive uniforms and nametags. Our cruise staff has been trained to help you in any way possible. If you have any questions or need help, please do not hesitate to ask. They are eager to assist you.

Purser's Office

Here, you may obtain answers to any questions and settle your onboard account. The purser's hours of operation will be published onboard. If you need information, please do not hesitate to contact the Purser's Office by using your in-room phone.

Gratuities and Beverage Service Charges

Our crew works very hard to ensure that every aspect of your voyage meets the highest standards. This includes crew members who serve you directly, such as wait staff, beverage servers, housekeepers, and many others who support their efforts, whom you may never meet. To ensure that the efforts of all our crew members are recognized and rewarded, gratuities of \$18.50 per guest will be automatically added to your onboard account on a daily basis. If our service exceeds or fails to meet your expectations, you are free to adjust this amount at the end of the cruise.

A 15% Beverage Service Charge is automatically added to bar charges and dining room purchases of spirits, premium beers and premium wines. These charges are paid entirely to American Queen Steamboat Company crew members.

In ports of call and on shore excursions, we suggest that you extend gratuities consistent with customary local practices.

SERVICES

Daily News

Newspapers will be provided whenever possible.

Gift Shop

Our gift shops offer quality logo apparel for men and women, as well as jewelry, souvenirs, handbags, home décor, gifts, books and toiletries. Please refer to the *River Times* for operating hours.

Lost and Found

Please notify the Purser's Office immediately of any items lost or found, and then submit a lost-and-found form online at www.aqsc.com/contact-us/lost-and-found.

Mail

Please drop your mail at the collection point located near the Purser's Office.

Medical Services

Because of the proximity to cities along the river, we are never far from professional medical care. A medical officer is onboard and trained in basic emergency first aid, and the captain will contact the appropriate authorities for immediate professional care.

Guests requiring special medication should bring an ample supply with them, as it may not be possible to get the medication while in port.

Special Requests

Our cruise director, pursers and other crew are here to help you. If you have any questions or need assistance, please do not hesitate to ask.

Purchase of Goods and Services Onboard

Our vessels operate on a cashless basis for your convenience. Your boarding card doubles as your onboard charge card. Each time you make a purchase, your card will be swiped and the charge added to your room account.

All of your onboard purchases – including gift shop purchases, gratuities, premium shore excursions and bar and wine tabs – will be handled in this way.

Your account must be settled with the purser prior to disembarking the vessel. MasterCard, Visa, Discover, Diners Club and cash are all welcomed.

Laundry Service

With the exception of the *American Queen*, which offers self-service laundry facilities, dry cleaning, laundry and ironing services are generally not available onboard, but may be offered on select voyages as a complimentary service.

SAFETY

General Alarm

In an emergency, you will hear the general alarm wherever you are onboard. The crew will then direct you to your muster station in accordance with the instructions provided during the safety briefing session on your first day aboard.

Bow Ramps/Gangways

The gangway will be put in place and its location announced as soon as possible after docking. For security purposes, and to assist you, a uniformed crew member will be on gangway duty at all times to swipe your boarding card as you embark and disembark.

Crew Emergency Drills

Crew members undergo full emergency drills and recurrent training. All life preservation equipment is thoroughly checked on those occasions.

Fire Doors and Bulkheads

Our vessels have been designed and built to meet the highest fire safety requirements. The engine room, galley and storage areas are enclosed by special fire bulkheads. Each main compartment and the stairwells also have fire bulkheads. In the event of a fire, those bulkheads will confine the fire for more than enough time for safe vessel egress, if that is required.

Fire Drills

Fire drills will be conducted regularly by the vessel's crew when all or most guests are ashore. The drills train the vessel's personnel on the use of the fire equipment, and instruct them on the safe and proper methods of assembling and caring for guests.

Fire Prevention

Smoking is prohibited onboard, except in specified outdoor locations. Please dispose of smoking materials responsibly. The most common cause of fire is a hot or smoldering cigarette and thrown into a wastebasket. You should never throw any cigarette stub, lighted or unlighted, overboard because it may fall onto the decks below or harm the environment. Use only ashtrays to dispose of smoking materials.

Life Preservers

Your room has been outfitted with adult PFDs (Personal Flotation Devices). Please make a note of their location.

Instruction cards have been mounted on the back of your room door showing how they are to be worn. If you are traveling with a child, please notify the Purser's Office so a child's life vest can be placed in your room.

In the event of an emergency or upon hearing the general alarm, proceed immediately to your room and don your life vest. Wait there for further instructions from the captain. The muster stations are listed on the inside of your room door or inside of the closet door.

Muster Stations

The location of your muster station will be identified on the emergency card in your room. The vessel is often near land at any given time. Should it become necessary for the safety of the vessel and our guests, the captain would likely maneuver the vessel to shore if feasible.

Guest Safety Briefing

On the day of departure, a mandatory safety briefing will be held by the captain. All guests are required to participate. The briefing will acquaint all guests with life vest donning instructions, muster station and emergency procedures.

It is very important that all guests participate in the safety briefing and that all instructions are followed carefully.

Safety Information

Our officers and crew are trained in key areas related to the safety of the vessel and our guests, and they conduct ongoing safety drills and inspections. The captain and crew are pleased to answer any questions that you may have on this subject.

Safety and Security

Our river ports are regulated by the federal government. For your protection, Homeland Security regulations require us to randomly screen baggage brought aboard the vessel. As part of that process, some bags are opened and physically inspected. Please unlock your bags before they are taken to the vessel. To board, you must present a government-issued photo ID. In addition, you may be asked to participate in random screenings during your river voyage.

Smoking

Smoking, including e-cigarettes or vaping, is expressly forbidden in all vessel accommodations and public areas, as well as on balconies and verandas. Smoking is permitted only in certain outdoor designated areas.

ENVIRONMENT

Environmental Standards

Our vessels have been built to achieve the highest standards of compliance with environmental concerns. It is the policy of American Queen Steamboat Company to operate a responsible and environmentally sensitive cruise operation. We seek to protect and preserve the integrity of the land, the air, the waters, the cultures we have the privilege of sharing, and the habitat of the birds, wildlife and marine life we view. To accomplish our goal, we need your help and participation!

Environmental Friendliness

We are cruising in pristine waters, and our vessels have an outstanding onboard marine sanitation sewage treatment plant that exceeds U.S. Coast Guard standards and preserves the quality of the waters. However, to ensure that it can properly do its job, we need your full cooperation. Please use only the biodegradable toilet tissue provided. Please do not flush facial tissue, feminine hygiene products, cigarettes, or any other items, because they will affect the vessel's entire system, and may cause an embarrassing backup of black water in your bathroom. Please do not flush anything except body waste and the tissue provided down the toilet.

Keeping the Waters Clean

Please do not throw anything overboard, including matches, cigarettes and food waste. Use the ashtrays and garbage receptacles provided. Be very careful, however, to be certain that a lighted cigarette or smoldering match is not put into the garbage containers.

When on deck, please be sure that napkins, reading materials, disposable cups and plates are not left unattended or set down where they can be blown overboard. When you have finished with such items, please dispose of them in the receptacles provided.

Noise

For your own viewing enjoyment and that of your fellow guests, please try to talk softly when the vessel is near marine life or wildlife. When we are in small ports, or when we are docked close to other vessels, please be considerate of noise levels.

We kindly ask evening occupants of the lounges to keep the noise levels at a moderate level. Also, please be considerate

concerning volume levels when you use the television and music systems in your room.

Ashore

While enjoying the unique, pristine attractions ashore, please be thoughtful and kind to the fragile environment. Do not discard any refuse that may spoil the quality of the experience for others. Please do not collect or destroy anything. That way, the next visitor can enjoy it as well. Please be responsible. Leave only your footprints. Come away with only cherished memories and your photographs. We want to ensure that the magical environment we share with you today is the same for the next visitor and for future generations.

Water Conservation

Although there are many advantages to a smaller vessel, there are a few limitations, including the amount of fresh water that is stowed onboard. Therefore, it is necessary to be thoughtful and conservative when using water. When you have finished showering, please make sure the water tap is completely turned off.

DISEMBARKATION

Disembarkation

The exact time of arrival in port on the final day of your river cruise depends on navigational conditions of the river; expected time of arrival and disembarkation will be printed in the *River Times*. A full breakfast will be available in the dining room on the morning of disembarkation.

An informative disembarkation talk will be held toward the end of your river cruise to provide you with further details regarding checkout, luggage handling, ground transportation and other matters. Please consult the *River Times* for the location and time of that important discussion.

Because your bags must be placed outside your room the night before disembarkation, you may wish to have a small carry-on bag available. We ask that all passengers settle onboard accounts and disembark by 9 a.m. Our porters will assist you with your luggage, and taxi service is readily available in most cities of disembarkation.

NOTES & REMINDERS

NOTES & REMINDERS



Memphis, Tennessee

 **AMERICAN QUEEN®
STEAMBOAT COMPANY**

Uniquely American River Cruises

**222 PEARL STREET
NEW ALBANY, IN 47150**



TOLL FREE (888) 749-5280



WWW.AQSC.COM

The *American Queen*®, *American Empress*® and *American Duchess*™ are operated by American Queen Steamboat Operating Company, LLC, are regularly inspected by the U.S. Coast Guard, are American-flagged, and employ American officers, crew and staff.

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