

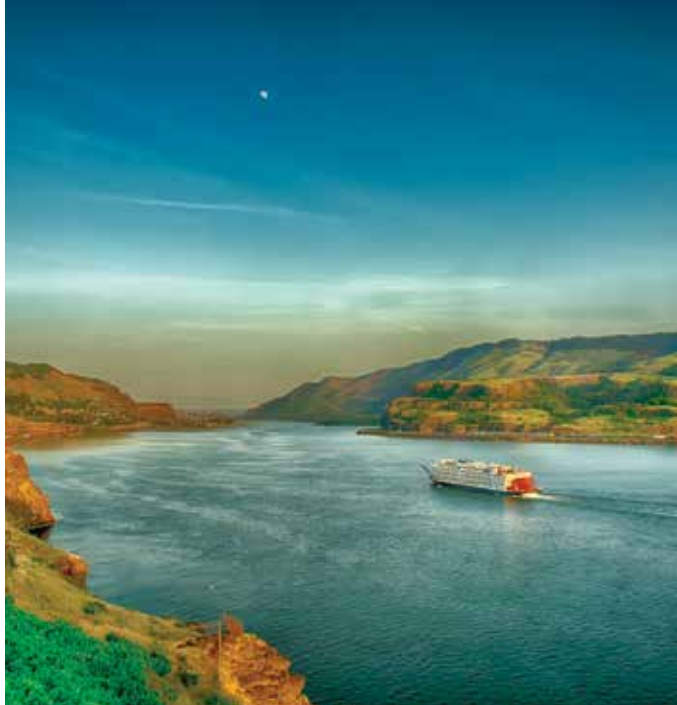
AMERICAN QUEEN® STEAMBOAT COMPANY

Uniquely American River Cruises®

ESSENTIAL TRAVEL GUIDE

What to know before your cruise





WELCOME

It is our pleasure to welcome you to the distinctive and inspiring world of riverboat travel with the 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 the American Queen Steamboat Company. We look forward to welcoming you aboard.

Bon Voyage!

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PACKING TIPS

Clothing Suggestions

We suggest you check a national weather source, such as the Weather Channel, www.weather.com or the national weather listings in your newspaper 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. Guests traveling aboard the *American Queen*® may want to bring a swimsuit to enjoy the pool or to lounge on the Sun Deck.

For evenings, we suggest country club casual attire: a dress, a dressy skirt and blouse or a pants suit 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 the 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 the delivery of your luggage to your stateroom 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 stateroom after it clears mandatory security screening at the landing.

Baggage taken onto the vessel is limited to two pieces at 50 pounds each per guest. 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 is available through the American Queen Steamboat Company or your preferred vendor.

Luggage Storage

To maximize your enjoyment of your room space, your stateroom has been designed so that your suitcases can be stored under your bed. Each stateroom has wardrobes for the hanging of garments and for the storage of shoes and smaller items.

Valuables/Security

We cannot be responsible for valuables left in staterooms. Your stateroom has a personal safe that will secure your valuables for your 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 the 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 for your specific voyage are contained in your final voyage documents. Upon check-in please 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 under the Port Information section or by contacting your cruise booking agent.

Departure Time

Departure times vary 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 be sure you are back onboard the vessel no later than 30 minutes prior to the posted departure time.

The sailing 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 room to put the gangways in place, we request that you remain in the public rooms or your stateroom until you are advised that you may proceed ashore.

Port Information

***ALTON, ILLINOIS**

Landing: Riverfront Park adjacent to Argosy Casino
#6 Henry Street, Alton, IL 62002

Time Zone: Central

Visitor's Info: (800) 258-6645

**This is an alternate port for St. Louis, Missouri*

CINCINNATI, OHIO

Landing: Cincinnati Public Landing
435 East Mehring Way, Cincinnati, OH 45202

Time Zone: Eastern

Visitor's Info: (800) 543-2613

***CLARKSVILLE, TENNESSEE**

Landing: McGregor Park Landing
640 North Riverside Drive (Tennessee Highway 12)
Clarksville, TN 37040

Time Zone: Central

Visitor's Info: (800) 530-2487

**This is an alternate port for Nashville, Tennessee*

MEMPHIS, TENNESSEE

Landing: Beale Street Landing
251 Riverside Drive, Memphis, TN 38103

Time Zone: Central

Visitor's Info: (800) 873-6282

NASHVILLE, TENNESSEE

Landing: Riverfront Park
100 1st Avenue North, Nashville, TN 37201

Time Zone: Central

Visitor's Info: (800) 657-6910

NEW ORLEANS, LOUISIANA

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

***RED WING, MINNESOTA**

Landing: Levee Park
420 Levee Street, Red Wing, MN 55066
Time Zone: Central
Visitor's Info: (651) 385-5934
**This is an alternate port for St. Paul, Minnesota*

ST. LOUIS, MISSOURI

Landing: South leg of the Gateway Arch
1000 Lenore K. Sullivan Blvd
St Louis, MO 63101
Time Zone: Central
Visitor's Info: (800) 325-7962

ST. PAUL, MINNESOTA

Landing: Lambert's Landing
Near the intersection of Warner Road
and Jackson Street, St Paul, MN
Time Zone: Central
Visitor's Info: (800) 627-6101

CLARKSTON, WASHINGTON

Port of Clarkston
847 Port Way, Clarkston, WA 99403
Time Zone: Pacific
Visitor's Info: (877) 774-7248

VANCOUVER, WASHINGTON

Port of Vancouver
110 Columbia Street, 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

Your stateroom includes 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 stateroom 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

Each stateroom is 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 stateroom outlets. *American Empress*[®] staterooms also feature a mini refrigerator and coffee maker for additional comfort and convenience. Please check with the crew before using any other appliance.

Room Key/Security

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

Telephone Communications

Each suite or stateroom 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 their 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

Breakfast

Each morning, Early Riser's Coffee 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 for details.

Lunch

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

Dinner

Traditional dinner service is offered in the main dining room. An alternative dining venue is also complimentary. Refer to the *River Times* for details.

Between Meals

Sandwiches, ice cream and freshly baked cookies are available throughout the day, at the alternative dining venue. Room service is offered 24-hours-a-day.

Meal Seating

There are two seating times for dinner aboard both vessels. Dining times are indicated on your boarding documents, and table assignments are placed in your stateroom. Please reconfirm your dining arrangements with the Maître d' once onboard.

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. Confirm your requests with the Maître d' and your server.

SHORE EXCURSIONS

General Information

For general information about our excursions, 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 stateroom 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 will usually include a guided hop-on hop-off bus tour of the town, allowing you to explore the sites at your leisure. Some ports offer a more structured guided tour of one or more points of interest.

All tours 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. These are available at an additional cost. Tour information is included in your river cruise documents package. Tours 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. Two elevators provide access to all cabin decks, and handicap 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 coaches; however, staff are not available to assist guests simply moving about the vessel nor 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 reservation 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

The American Queen Steamboat Company provides a wide array of onboard activities. You can do as much or as little as you want. You can attend one of the Riverlorian's programs, watch a video, or join fellow guests for a card game. Perhaps complete serenity is more tempting? Stroll with friends, relax with a drink or a book on deck, or enjoy a beverage in one of the vessel's unique bars. Each cruise features a casual welcome reception and Captain's Gala Dinner.

Daily Program

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

STAFF

Stateroom Assistance

Housekeeping attendants are on duty each morning and evening. Apart from cleaning your stateroom, they will assist you with such items 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 stateroom phone.

Gratuities and Beverage Service Charges

Our crew works very hard to make sure that every aspect of your voyage meets the highest standards. This includes those 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, such as galley and laundry staff. To ensure that the efforts of all our crew members are recognized and rewarded, gratuities of \$16.50 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 wine purchases. 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 shop offers quality logo apparel for men and women, as well as jewelry, souvenirs, handbags, home decor, 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.

Mail

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

Medical Services

Because of the proximity to shore 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, Purser's 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 Aboard

The vessel operates 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 stateroom 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 stateroom account must be settled with the Purser prior to disembarking the vessel. MasterCard, Visa, Discover, Diner's Club and American Express are all welcomed.

Valet Service

Due to the size of the vessel, dry cleaning, laundry and ironing services are not available onboard. Irons and ironing boards are available in your stateroom upon request.

SAFETY

Alarm System

In an emergency, you will hear the loud alarm wherever you are. The crew will then direct you to an assembly point in accordance with the instructions given at the safety briefing session on your first day onboard.

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 disembark and embark.

Crew Emergency Drills

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

Fire Doors and Bulkheads

The vessel has 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, these bulkheads will confine the fire for more than enough time to launch and board the life rafts if that is required.

Fire Drills

Fire drills will be conducted regularly by the vessel's crew when all or most guests are ashore. These 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 still burning and thrown into a wastebasket. You should never throw any cigarette stub, lighted or unlighted, overboard as it may fall onto the decks below or harm the environment. Only use ashtrays to dispose of smoking materials.

Life Preservers

Your stateroom has been outfitted with adult PFD's (Personal Floatation Devices). Please make a note of their location.

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

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

Muster Stations

The location of your muster station will be identified on the emergency card in your stateroom. The vessel is often near land along the water's edge at any given time. Should it become necessary for the safety of the vessel and 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. This briefing will acquaint all guests with life vest donning instructions, life boat locations, 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 you may have on this subject.

Safety and Security

Our river ports are considered regulated facilities by the federal government. For your protection, Homeland Security regulations require us to randomly screen baggage brought aboard the vessel. As part of this process, some bags are opened and physically inspected. Please unlock your bags upon arrival to the landing. 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 staterooms, suites, public areas and on verandas. Smoking is only permitted in certain outdoor designated areas.

ENVIRONMENT

Environmental Standards

The vessel has been built to achieve the very highest standards of compliance with environmental concerns. It is the policy of the 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 boat has 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 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, as 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 or any 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 any napkins, reading materials, disposable cups or 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 stateroom.

On Shore

While enjoying the unique, pristine attractions, 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 pristine 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 aboard. 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, and will provide you with further details on check-out, luggage handling, ground transportation and other matters. Please consult the *River Times* for the location and time.

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.

PERSONAL NOTES & REMINDERS

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 **AMERICAN QUEEN[®]
STEAMBOAT COMPANY**

Uniquely American River Cruises[®]

**ONE COMMERCE SQUARE
40 SOUTH MAIN STREET, 21ST FLOOR
MEMPHIS, TN 38103**



**TOLL FREE (888) 749-5280
FAX (901) 654-2639**



WWW.AQSC.COM

The *American Queen*[®] and *American Empress*[®] are owned and operated by the American Queen Steamboat Company, are regularly inspected by the U.S. Coast Guard, are American-flagged and employ American officers, crew and staff. 120715