



# **GANGES VOYAGER & GANGES VOYAGER II**

## **CRUISE GUIDE**





..the Ganga has been to me a symbol and a memory of the past of India, running into the present, and flowing on to the great ocean of the future.

JAWAHARLAL NEHRU  
FIRST PRIME MINISTER OF INDIA



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# BEFORE YOU GO

## PERSONAL TRAVEL DOCUMENTS

### PASSPORT

Heritage River Journeys requires that each guest be in possession of a passport that is valid for at least six (6) months after your return date. India requires that each visitor be in possession of a passport that is valid for the full duration of your visit to the country, and that it has at least one blank page. You are fully responsible for ensuring that you have a valid passport.

### VISAS

India requires citizens of most countries to be in possession of a valid visa in order to be allowed entry. Applications for Indian visas have recently been streamlined, but can still be confusing, and it is recommended that you begin the application process well in advance of your travel dates. Regular tourist visas are valid for visits up to 30 days and are available through an on-line application. You need to apply for long term and multiple entry visas directly at the Indian consulate or embassy in your country.

At this time, citizens of the US, Canada and many European countries who are visiting India as tourists for a single visit of 30 days or less may apply for an electronic entry authorization online. While the official processing time is four business days, we highly recommend starting this process at least a week prior to travel.

Should your passport or visa be lost or stolen during your trip, there is a waiting period of two to three days to receive an exit visa. Keeping a copy of your passport and visa separate from the originals of these documents will help expedite this process.

Indian visa regulations and procedures change frequently, sometimes without notice, and these changes are often not widely advertised. We highly encourage guests to check the Indian embassy's website within your home country, or use a local visa service with experience obtaining visas for residents of your home country.

Citizens of countries for which Indian e-visas are not issued are advised to contact the local consulate (or local visa service provider) to determine the rules and regulations of obtaining the necessary visas in your country of residence.

It is the responsibility of the guest to obtain all documentation necessary for your trip. Heritage River Journeys is not responsible for missed portions of any trip due to incorrect or non-existent government documentation.

## **TRAVEL PROTECTION**

While travel insurance is not required in order to participate in this program, Heritage River Journeys strongly recommends that each guest purchase a travel protection plan, as unforeseen circumstances can occur both prior to and during travel. Please be sure to carry all policy information with you during your program.

Passenger Information Form: Included in your confirmation materials is a Heritage River Journeys Passenger Information Form. Please fully complete this form C (one per guest) and return to Heritage River Journeys Pvt. Ltd., as directed. This information is needed in order to be fully compliant with Indian government regulations. This information must be received before final documents will be released.

## **HEALTH AND MOBILITY**

## VACCINATIONS

Guests who may be arriving from, or who have transited through, Sub-Saharan Africa or any other areas where a yellow fever outbreak is active, proof that you have received a yellow fever vaccine is required, and if one cannot be produced, you can be quarantined or deported. Additionally, if you have recently traveled to a country where polio has not been eliminated (Afghanistan, Cameroon, Equatorial Guinea, Ethiopia, Iraq, Madagascar, Nigeria, Pakistan, Somalia, South Sudan, and Syria), proof of an up-to-date polio vaccination may also be required.

Guests who are arriving from, or who have transited through areas reportedly affected by the Zika virus and/or suffering from febrile illness should carry a health certificate and report to the immigration authorities. Countries/territories from where Zika virus disease has been reported by WHO so far are: Brazil, Barbados, Bolivia, Columbia, Dominican Republic, Ecuador, El Salvador, French Guyana, Guadeloupe, Guatemala, Guyana, Haiti, Honduras, Martinique, Mexico, Panama, Paraguay, Puerto Rico, St Martin, Suriname, Virgin Island and Venezuela. It may be noted that this list is likely to change with time. Hence, updated information should be checked periodically.

No additional vaccinations are required for entering India, but it is recommended that vaccines be up-to-date and that you discuss available vaccinations and any other health concerns you may have with your personal physician or a travel medicine specialist.

The consulates of the countries to be visited will also provide information on vaccination requirements and/or suggestions.

## PHYSICAL LIMITATIONS

The Ganges River cruise program is active. While there will be plenty of time to relax, there is much to see and do. Many included excursions require an extensive amount of walking over uneven terrain, and many sites

have numerous steps that may be steeper and more narrow than is common in Western countries. For your safety and enjoyment, we recommend that all guests be in good physical condition.

### **MEDICAL**

While Heritage River Journeys staff is trained in basic first aid, Heritage River Journeys does not employ staff nurses or doctors on board our ships. While international medical facilities are available in Kolkata, and we have a list of physicians who can be contacted during the cruise, medical facilities are not easily accessible at all stops. Any medical expenses incurred during the trip are the guest's own responsibility, and Heritage River Journeys is not responsible for costs of medical service or the quality of medical care received. Guests should bring their medications with them. A travel insurance policy that covers medical expenses while traveling internationally is highly recommended.

### **DIETARY PREFERENCES**

Please advise us of any special dietary restrictions at least 60 days prior to your departure. This information will be provided to the proper personnel for both your cruise and any land extensions you may have booked through Heritage River Journeys. It is the guest's responsibility to provide us with as much detail as possible concerning any medically related dietary concerns. Due to local conditions and limitations, however, not all dietary requests can be accommodated, and we appreciate your understanding in this matter. Please note it is not possible to prepare kosher meals on board any of our vessels. Please review the Amenities and Services section of this booklet for specific information on your itinerary.

### **LUGGAGE RESTRICTIONS**

While there are no restrictions on the number of bags each guest may bring on board our ships, storage space is limited, and it is suggested that each guest bring only one



checked bag. Additionally, all airlines impose restrictions on both size and weight, and many airlines restrict the number of bags per person. Each guest must check with his or her selected air carrier for limitations prior to departure, as luggage restrictions are subject to change. Guests who exceed an airline's luggage restrictions may be asked by the airline to pay the airline's overweight/oversized luggage fees. Within India, the checked luggage standard is typically 15 kg (33 lbs.) per person (not per bag). One carry-on is allowed per person, in addition to one personal item (purse, camera bag, laptop bag, etc.). Your carry-on should not exceed 22" x 16" x 8" (55 cm x 40 cm x 20 cm) and should not weigh more than 8 kg (17.6 lbs.).

An airline's limitations on the weight and size of checked and carry-on baggage are usually found on their website, or may be obtained by calling the airline directly. Please remember that international and domestic restrictions may not be the same.

Your luggage and all personal belongings are solely your responsibility throughout the trip. Heritage River Journeys is not responsible for lost, stolen, or damaged luggage or personal belongings. Selecting a travel insurance plan that will cover lost or stolen luggage and/or personal items is highly recommended.

Please use luggage tags on the outside of all your bags, and include a copy of your contact information during the trip on the inside of your checked bags. Valuables and medication should only be packed in your carry-on bags (unless required to be placed in checked bags by your airline).

## **PRE-DEPARTURE INFORMATION**

Heritage River Journeys mails all final documents between 30 and 14 days prior to the cruise departure, provided that full payment has been made and the Passenger Information Forms have been fully completed.



### FINAL DOCUMENTATION INCLUDES:

- Cruise Ticket
- Contract of Passage (which is legally binding between Heritage River Journeys and each guest)
- Passenger Information **FORM C** (mandatory for all visiting foreign national entering India by the Government of India)
- Transfer Information
- Optional Extension Information (if applicable)
- Additional Services Information (if applicable)

# GETTING THERE

## AIRPORT SECURITY AND CHECK-IN

Please be sure to contact your airline prior to departure and verify there have been no changes to the flight number or schedule. If you have an airport transfer confirmed with Heritage River Journeys, please advise of any schedule change affecting your airport pick up time.

Please be sure you are familiar with current airport security procedures, and arrive at the airport at least two and a half (2.5) hours prior to your scheduled departure. During peak travel times, you may want to arrive three (3) hours prior to your scheduled departure time.

## CUSTOMS

Entry documents will be required at all border crossings, so please carry proper identification with you all times, and never place it in checked luggage. While border crossings are typically not a problem, you must be prepared to open your luggage on request of immigrations and customs officials.

When arriving by airplane, it is not unusual for a border guard to ask you questions such as “where are you from,” “where are you going,” “how long will you be there,” or “what is the purpose of your trip.” Always answer honestly and politely.

If you are bringing laptops, cameras, or other electrical equipment with you on your trip, you may be required to register these items with the local customs authority in order to ensure you are not charged duty on these items when you return home. It is also not uncommon for authorities to request that jewelry, currency, or items made of ivory be registered. Satellite phones are prohibited in India.

Most items you purchase internationally can be brought back to your home country. We do recommend, however, that you check with both your home country's customs office for current restrictions, as well as with the embassies of the countries you are visiting for any restrictions on items that may be unlawful to take outside their borders.

When you return to your home country, you should be prepared to declare everything you purchased or acquired while traveling. Many countries will ask you to complete a customs form, which will require descriptions and values of the items. These forms are easier to complete if you keep your sales receipts easily accessible. Most countries have set customs duty exemptions for both quantity and value of certain items.

We suggest that you familiarize yourself with these allowances and limits prior to your travel.

## **SHIP TRANSFERS**

Ship Embarkation: Guests confirmed for the cruise only should make their way to the jetty for embarkation between 12:00 noon and 12:30pm. If you plan to arrive in Kolkata on embarkation day, we suggest scheduling a flight that arrives no later than 11:00am.

Botanical Garden Jetty,  
Botanical Garden Gate №. 1,  
Shibpur Engineering College Road,  
Land Mark - 55 Bus Stand, Howrah - 711102

Please note that due to water levels, religious festivals,

and other situations beyond our control, it is occasionally necessary to change our embarkation jetty. Please be sure to review the jetty that is listed on the Transfer Sheet in your final documents.

Guests who have confirmed a pre-cruise extension program through Heritage River Journeys will be transferred to the ship, and will receive instructions on meeting place and departure time from the extension manager.

### **SHIP DISEMBARKATION**

After an early breakfast, guests will disembark the ship at 8:00 AM. Guests may make their way to the airport or to their independently arranged hotel from the ship. Guests who plan to fly out of Kolkata on disembarkation day should schedule domestic flights no earlier than 10:30am, and international flights should be scheduled no earlier than 11:30am.

Botanical Garden Jetty,  
Botanical Garden Gate №. 1,  
Shibpur Engineering College Road,  
Land Mark - 55 Bus Stand, Howrah - 711102

Please note that due to water levels, religious festivals, and other situations beyond our control, it is occasionally necessary to change our disembarkation jetty. When scheduling your transfer, please be sure to review the jetty that is listed on the Transfer Sheet in your final documents.

Guests who have confirmed a post-cruise extension program through Heritage River Journeys will be met by a representative of the company.

### **AIRPORT TRANSFERS**

Guests who have confirmed an airport transfer or pre-cruise extension program through Heritage River Journeys will be greeted at the airport by a Company representative and accompanied to the hotel or ship. Upon arrival at your destination airport, proceed through



immigration, collect your baggage, and exit the secure area through customs, into the arrivals area, where you will find the Heritage River Journeys representative. There may be a waiting period of up to one hour for scheduled airport transfers, depending on grouping of flight arrivals.

Please remain in the arrivals area until the representative comes to you.

Guests who have purchased an airport departure transfer or post-cruise extension program through Heritage River Journeys will be transferred to the airport for their flight home. Transfer instructions will be provided by the Ship Manager.

Flight information for all guests confirmed for airport transfers must be provided to Heritage River Journeys no later than 45 days prior to the start of the trip.

Flight changes do occur, and guests are responsible for checking with the airlines and providing Heritage River Journeys with the most up-to-date flight details.

### **BAGGAGE DELAYS**

Baggage delays unfortunately occur from time to time, especially during peak travel periods. If you discover any bag did not make it to your destination, do not leave the airport baggage area without completing a Lost Baggage Report with your air carrier. This report is essential to the tracking of your claim. If you have arranged airport transfers through Heritage River Journeys, and are traveling with a companion, we recommend that one person exit the baggage claim area and locate the Heritage River Journeys representative to inform him or her of the situation. This will allow the representative to ensure that the transfer is properly provided. Give the air carrier a copy of your travel itinerary, along with the hotel and ship contact information. Report your lost baggage to the Heritage River Journeys representative, and provide him or her with a copy of your Lost Baggage Report. This will assist our staff in helping to locate your

baggage as quickly as possible. Heritage River Journeys is not responsible for lost, stolen, or damaged baggage and/or personal belongings. Selecting a travel insurance plan that will cover lost or stolen luggage and/or personal items is highly recommended.

## TRAVEL DELAYS

If you experience a travel delay while still in your home country, after working with your air carrier to revise your flight schedule, please contact Heritage River Journeys' Delhi-based operations office at **+91-9599785917** and **+91-9818288415** to advise us of your revised arrival date and time. The office is on Indian Standard Time (GMT + 4.5 hours).

If you have already departed your home country, please contact our local staff at the numbers provided on the Cruise Ticket that will be included with your final documents.

Due to the rural nature of the Ganges River, it may not be possible to join the ship at each of the scheduled ports of call. Heritage River Journeys is not responsible for missed transfers or additional costs incurred in getting to the next destination due to missed or delayed flight arrangements.

**Flight changes do occur, and guests are responsible for checking with the airlines and providing Heritage River Journeys with the most up-to-date flight details. Heritage River Journeys is not responsible for late arrivals or missed transfers due to delayed, changed, canceled, or missed flights; for missed trip days; or for extra costs resulting from delayed, changed, canceled, or missed flights.**

# CRUISE INFORMATION

## CALLING HOME

The ability to stay in touch with friends and family is an important part of travel, and many guests choose to bring cellular phones on the trip. International roaming charges can be expensive, and it is advisable to contact your local carrier to determine the charges and plans available for India, then select the best available plan for your expected usage. In some countries, SIM cards are available for purchase that can be used in an unlocked phone (call your carrier to determine if your phone is, or can be, unlocked), providing a local number that can be used both locally and internationally, usually at a significantly lower rate. Satellite phones are officially prohibited in India and we advise leaving them at home.

Making international calls from hotels is possible, but costly. Connection fees are usually applied, in addition to other charges.

Each suite on board the *Ganges Voyager* and *Ganges Voyager II* is equipped with a phone for internal calls only and cannot be used for calls off ship. The Ship Manager will be able to assist you in case of an emergency, but should not be relied upon to assist with personal calls, as it is impossible to be familiar with all the phones and calling plans on the market. A phone is available on

board the *Ganges Voyager* and *Ganges Voyager II* for emergency calls only.

Along the Ganges River, there will be times when no cell phone service is available. Should you choose to bring your cell phone, please refrain from conducting conversations during the guides' excursion commentary, lectures, and movies.

## **CHILDREN**

Due to the rural nature of the places we visit, Heritage River Journeys is unable to accommodate children under age 12.

Many countries have instituted regulations to impede the international abduction of children. Should a child between the ages of 12 and 18 not be traveling with both custodial parents, we recommend you secure a "Child Travel Consent Form" prior to departure in order to demonstrate to foreign authorities that the child has permission to travel internationally. If a traveling parent has sole custody, authorities may require notarized copies of a court order (or equivalent) proving custody, as well as government-issued certificates proving your relationship to the child.

We also encourage you to contact your chosen airlines and embassies/ consulates to determine if any additional documentation will be requested.

## **CONVERSION TABLES**

Below is some information that may be helpful to you during your international travels.

### **TEMPERATURES**

Celsius to Fahrenheit  $F = C \times 9/5 + 32$

Fahrenheit to Celsius  $C = (F - 32) \times 5/9$

## TIME

0100	=	1:00 AM	1300	=	1:00 PM
0200	=	2:00 AM	1400	=	2:00 PM
0300	=	3:00 AM	1500	=	3:00 PM
0400	=	4:00 AM	1600	=	4:00 PM
0500	=	5:00 AM	1700	=	5:00 PM
0600	=	6:00 AM	1800	=	6:00 PM
0700	=	7:00 AM	1900	=	7:00 PM
0800	=	8:00 AM	2000	=	8:00 PM
0900	=	9:00 AM	2100	=	9:00 PM
1000	=	10:00 AM	2200	=	10:00 PM
1100	=	11:00 AM	2300	=	11:00 PM
1200	=	12:00 Noon	0000	=	12:00 AM

## OTHER MEASUREMENTS

1 pound (lb)	=	0.45 kilograms (kg)
1 kilogram (kg)	=	2.2 pounds (lbs)
1 ounce (oz)	=	28.3 grams (g)
1 US pint (pt)	=	0.47 liters (lt)
1 inch (in)	=	2.54 centimeters (cm)
10 inches (in)	=	25.4 centimeters (cm)
1 foot (ft)	=	30.5 centimeters (cm)
3.3 feet (ft)	=	1 meter (m)
1 mile (mi)	=	1.6093 kilometers (km)
100 miles (mi)	=	160.93 kilometers (km)
2.5 acres	=	1 hectare
100 acres	=	40 hectares

## ROMAN NUMERALS

1 = I	6 = VI	50 = L	125 = CXXV
2 = II	7 = VII	100 = C	590 = DXC
3 = III	8 = VIII	500 = D	2014 = MMXIV
4 = IV	9 = IX	1000 = M	
5 = V	10 = X		



# CURRENCY

The official currency of India is the Indian rupee. Indian law stipulates that official transactions should be made only in rupees obtained at official exchange bureaus (found in airports, banks, and hotels). It is also unlawful to bring Indian rupees into the country or take them out. Currency exchanges at the airports are able to exchange a wide variety of currencies, including US dollars, Canadian dollars, British pound sterling, Euros, and Australian dollars. It is advisable to keep small rupee notes on hand, as it is sometimes difficult to get change. ATMs in India only provide Indian rupees.

Visa and MasterCard are widely accepted in the major cities of India, by all but the smallest merchants. You may still find, however, that some are reluctant to take credit cards because of the fees associated with the cards. Therefore, we suggest that you always carry some rupees, especially for small purchases. Aside from a few of the international hotel chains, American Express is not widely accepted in this part of the world though it is accepted on the *Ganges Voyager* and *Ganges Voyager II*. Credit cards are rarely accepted in the rural towns on the river.

Please contact your bank and/or credit card companies to let them know that you will be leaving the country to avoid any problems using your credit and/or ATM card(s) overseas.



The official currency on board the *Ganges Voyager* and *Ganges Voyager II* is the Indian rupee. During the cruise, we operate on a cashless system, with all purchases billed to your onboard account. At the end of the cruise, bills may be settled in cash with Indian rupees or by credit card with Visa, MasterCard and American Express.

The *Ganges Voyager* and *Ganges Voyager II* does not provide a currency exchange service, nor is there an ATM on board. In Kolkata you will find multiple options for obtaining rupees at both Indian and international banks and ATMs.

## ETIQUETTE

Many of the local customs in India differ greatly from

Western culture. In Hindu temples, it is required that you cover your knees and shoulders when entering the grounds, and remove your shoes. Socks may be worn in Hindu temples, and we recommend bringing a few extra pairs of “temple socks” that can be discarded at the end of your cruise.

Dress restrictions for specific excursions will be listed on the Daily Program placed in your suites each evening.

Our itinerary takes us into areas where locals are simply living their daily lives. Should you wish to take a photo of locals, please request their permission first (simply pointing to your camera and allowing them to nod is sufficient). Guides will inform you when entering places where photos are not allowed.

## **EXCURSIONS**

Excursions on land and during the cruise are scheduled based on sailing times and opening/closing times at various sites. A Daily Program will be provided that gives details on each day’s excursion(s) and timing. Should guests be concerned about any aspect of an excursion, please inform your Ship Manager.

A local excursion boat is used to ferry guests from the ship to the riverbank on most excursions. Because of the varying nature of the riverbank, methods of getting ashore may differ from time to time and, on occasion, access may be difficult. Our crew will ensure that access to the local boat and the riverbank is safe, and will assist you on each disembarkation and embarkation. Crewmembers will ask you to remove your shoes upon your return to the ship. They will be cleaned and returned to your suite shortly thereafter. Slippers are provided for your comfort on board the vessel.

## **FACILITIES FOR THE DISABLED**

The ship does not have elevators, and is not handicapped- or wheelchair-accessible. Embarkation/disembarkation

to/from the local boat and the riverbank is impossible to navigate with wheelchairs, scooters, walkers, or any other mechanical device, and guests must be able to navigate stairs, with minimal assistance.

Many of the places we visit along the Ganges River itinerary are not handicapped accessible. Most excursions involve walking over uneven ground. Additionally, many excursions are walking tours only, and some places will require the removal of shoes before entering. For your safety and enjoyment, we recommend that all guests be in good physical condition.

At its sole discretion, Heritage River Journeys reserves the right to refuse passage, or to require a current passenger to end his or her trip if the passenger's state of health or physical condition may affect his or her own health, safety, and enjoyment, or that of other passengers.

## GRATUITIES

Gratuities are customary expressions of appreciation for a job well done. It is our goal to ensure that the service you receive is as wonderful as the sites you visit.

Gratuities are not included in your cruise price. To assist you in determining the amount of gratuities, the following guideline is provided:

- **Ship's staff & crew**  
US\$ 7 per guest, per night (given at the end of the cruise)
- **Cruise Director/Onboard Guide**  
US\$ 20-25 per person for full cruise duration
- **Local guides**  
US\$ 5 per person, per night (given at the end of service)
- **Local transportation (drivers/assistants)**  
US\$ 2 per person, per service

The above is solely a guideline. The amount you give should be based upon your personal experience and level

of satisfaction. Gratuities to the ship's staff and crew may be billed to your onboard account and charged to your credit card. A gratuity line item will appear on your draft invoice given near the end of the cruise. Please inform the Ship Manager if you would like to provide cash gratuities or modify the amount.

## **INSECT PRECAUTIONS**

While you can expect to encounter insects during your trip, most are relatively harmless. Switching off lights when exiting your suite, and ensuring that glass or screen doors or windows are closed at all times will minimize the number of insects allowed into your room.

On the fast-moving river, mosquitoes are rarely seen while sailing. If planning to be outside in the early morning or evening hours, applying an insect repellent to exposed skin is recommended.

## **ONBOARD STAFF**

Our experienced, knowledgeable Ship Manager and Local Guides will be with you during your cruise to handle all the details, leaving you to relax and enjoy your vacation. Your Ship Manager will provide pre-dinner briefings of the next day's activities, and Daily Programs will be left in your suite each evening. Your Ship Manager will also be available daily to help with any questions you may have.

## **SHOPPING**

We make every effort to ensure time is available for shopping during excursions where this is feasible. On excursions where shopping is possible, the actual amount of time available may be limited due to tour constraints and the actual range of available products is limited. Shopping suggestions can be made by your guides or your Ship Manager. There is a boutique on board each of our ships and they sell Indian textiles, clothing, crafts, bath products and teas.



Larger stores may accept Visa or MasterCard, while market vendors and small stores in India usually accept only rupees. It is a good idea to take a small amount of cash in local currency to use for on-the-spot gratuities and purchasing of souvenirs or sundries in your free time.

## WEATHER

Weather forecasts are widely available on the Internet, and some of the favorites for large, international cities are [www.weather.com](http://www.weather.com) and [www.cnn.com/weather](http://www.cnn.com/weather). Up-to-the-minute weather in the rural areas we visit can be found on the Weather Underground, which may be found at [www.wunderground.com](http://www.wunderground.com).

### Average High/Low (F)

	Agra	Delhi	Jaipur	Kolkata
Jan	72/46	79/46	82/60	79/58
Feb	78/51	75/51	86/65	83/63
Mar	89/60	85/60	93/72	92/72
Apr	100/71	97/71	97/77	97/78
May	107/80	104/80	99/80	97/80
Jun	105/84	103/83	95/80	93/80
Jul	96/80	95/81	89/78	90/80
Aug	92/79	93/79	89/77	89/79
Sep	93/76	93/77	90/77	89/78
Oct	93/66	91/67	90/74	88/75
Nov	85/55	82/55	86/66	84/66
Dec	75/47	73/47	82/60	79/58

## WHAT TO BRING

Depending on the season in which you will travel, it is advisable to prepare for a variety of weather. Layering clothing is recommended, as cool mornings may give way to hot, humid afternoons, and all the buses, restaurants, suites, and public areas are air-conditioned.



## TRAVEL ESSENTIALS

The following items are suggested for any locality: sunglasses, sunscreen, insect repellent, and outerwear garments appropriate to seasonal weather conditions. Please note local transport such as cycle rickshaws and horse carts are not air conditioned. It is recommended that you bring duplicates of prescription eyewear, copies of prescriptions for any medications (generic equivalents are usually easier to obtain), copies of credit card

information, and copies of your passport information pages and visas.

### **CLOTHING**

Comfortable, sporty, casual clothing is appropriate during yourcruise. We suggest layering natural and/or moisture-wicking fabrics in light colors, such as a mix of lightweight shirts, everyday khakis, slacks, skirts/dresses, and walking shorts, along with sweaters for early mornings, late evenings, and air-conditioned spaces.

We also recommend bringing a lightweight rain jacket or umbrella. Shorts, capris or lightweight pants, good walking shoes, and sun hats during the day are highly recommended. For evenings, we recommend casual and cool attire: however, we kindly request that guests not wear shorts at dinner, and we require shirts and footwear to be worn at all times in the dining room. Sport coats and cocktail dresses are not needed at any time during this program.

Please note that many places on this itinerary require that knees and shoulders are covered, and that shoes be removed, although Hindu temples do allow socks to be worn during visits. Reminders of these instances will be noted in your evening briefings and in the Daily Programs.

### **FOOTWEAR**

You will engage in a significant amount of walking overuneven terrain during your time ashore. We recommend comfortable walking shoes, with good ankle support, that are easy to remove when required at certain sites. Guests should wear comfortable but safe walking shoes when going on tour. Guests will be asked to remove their shoes in specific venues during excursions, which will be noted in the

Daily Programs, and you may prefer to wear shoes that are easily removed during these excursions. The paths used on our excursions can be quite dusty, or muddy and slippery.

# AMENITIES AND SERVICES

## ABOARD THE GANGES VOYAGER AND GANGES VOYAGER II

### DINING

The *Ganges Voyager* and *Ganges Voyager II* dining room offer an innovative fusion of traditional Indian cuisine and European gastronomy. Using locally sourced, fresh herbs, fruits, and vegetables, some of which are rarely seen elsewhere, our culinary team will ensure each meal is an experience to delight all of your senses.

Buffet-style breakfasts and lunches offer a variety of Indian and Western dishes featuring the freshest local ingredients. Casually elegant, multi-course dinners offer a selection of delicious traditional dishes as well as Western favorites.

Vegetarian options are always available at each meal. Please notify Heritage River Journeys at least 60 days in advance if you have any special dietary concerns or considerations that need to be taken into account while traveling with us. We will do our best to ensure that your request is accommodated, but cannot guarantee all diet needs and preferences can be met. Please note that while it is possible to accommodate most requests for gluten free diets, naan bread and rice are currently the only substitutes available. It is not possible to prepare kosher or halal meals on the *Ganges Voyager* and *Ganges Voyager II*.

Complimentary, coffee, tea, water, and soft drinks are available throughout the day. Local and premium spirits, local and imported beer, house and premium wines are available for purchase.

### **ELECTRICAL CURRENT**

The voltage in India is officially 220/50Hz. To use any electrical product from the US that is not dual voltage, you will need an electrical converter. Our ships have multi-configuration outlets, which accommodate most Western plugs.

### **FITNESS CENTER AND SPA**

The fitness center is located on the Sun Deck, and offers modern fitness equipment in a light and airy environment, with floor-to-ceiling windows overlooking the river. The fitness center is open from 6:00am to 8:00pm daily. The Voyager Spa offers Indian ayurvedic, as well as Western spa treatments, in our private spa rooms on the Sun Deck; contact the spa to make your appointments.

### **INTERNET ACCESS**

Internet service is available in the public areas. Internet service may not be available at all times in some locations the ship sails through. There may be times when reception is not possible and/or when the connection is quite slow due to heavy usage. To prevent exhaustion of the bandwidth, each passenger is allotted 150 MB per day, after which usage becomes unavailable for the day. 150 MB allows unlimited emails and approximately 30 images for upload and download. Connections can be affected by weather and the ship's location and may also affect TV programming as well as mobile phone service.

For those who prefer to leave the electronic age behind, a selection of books from many authors enchanted by India is available to borrow in the Lounge.

### **LAUNDRY**

Laundry service is available on board the ship.

Instructions and prices are listed in your Guest Services Directory in your suite. Self-service laundry facilities are not available.

## **MOVING ABOUT THE SHIP**

As the ship is often in motion, and the decks are sometimes slippery, please take care when moving about the decks.

Stairs may be steeper than you are used to, and it is best to always use the handrails. Guests are requested to wear shoes in all public areas of the ship.

## **SAFETY ON BOARD**

### **MUSTER STATIONS**

There will be a safety demonstration during your welcome briefing, and you will be informed of the location of your muster station. In the event of an emergency, the ship's whistle will blast repeatedly and the alarm bells will ring. If you hear these sounds when you are either in or near your suite, put on the life jacket located in the closet in your suite, immediately proceed to your muster station, and await instructions. In your suite, there is a plan of the ship that shows the position of your suite in relation to the muster stations. Signs directing you to the muster stations are also located throughout the ship. If you are not in your suite when you hear the alarm, please do NOT return to it, but proceed at once to your muster station to await instructions. In the event that a muster station is not safe, the crew will direct you to an alternate muster station.

### **SAFETY EQUIPMENT**

We have lifeboats onboard which are approved by the Inland Water Transport, Government of West Bengal, India.

The ship is outfitted with modern smoke detectors, fire alarms, extinguishers, and hoses. Alarms are situated at regular intervals along all decks. Fire extinguishers are

located at regular intervals around the ship, and outside all public rooms.

### **RESTRICTED AREAS**

Some areas are clearly indicated as “Crew Only.” We ask you to respect these areas, as the crew may be working, and your safety cannot be guaranteed. These areas include the galley, engine rooms, crew accommodation, and gangways aft of the Sun Deck. Crew members have been instructed to escort any unauthorized persons from these areas and make a report to the Captain.

### **PERSONAL SAFE**

Each suite on board is equipped with an electronic safe for your use. Please use a number that will be easy to remember. If you forget your number, please notify the office immediately, as repeatedly trying to unlock the safe with an incorrect code will result in the safe being disabled. Heritage River Journeys is not responsible for any valuables left in your suite, and urges you to leave valuables at home. Any charges incurred in returning lost property will be at the owner’s expense.

### **SECURITY**

In the countries in which we operate, pickpockets are not uncommon, and caution is encouraged. We recommend wearing purses and cameras across your body when walking, and holding them securely when entering and exiting taxis and buses. We also recommend leaving jewelry and other valuables at home.

When sailing, many passengers do not lock their doors, creating the opportunity for theft. A 24-hour watch is kept on board to control access to the ship, but we suggest keeping your door locked when your suite is not in use and at night.

Personal, in-room safes are provided in each hotel and on board the ship. Heritage River Journeys cannot be held liable for loss of money, jewelry, or other valuable items from the ship, or while on an excursion. Most



travel insurance policies will cover incidents of loss or theft.

### SHIP'S OFFICE

The Ship's Office is located on the Main Deck. The Ship Manager and other key team members are available to assist you at designated times.

### SMOKING

The ship is a non-smoking environment in all public areas and suites, including balconies. Smoking is allowed only on aft section of the Sun Deck. We ask everyone to refrain from smoking while on excursions.

### SUITE AMENITIES

We want you to be as comfortable as possible during your voyage with us. Our onboard team will do their best to ensure the highest possible standards of cleanliness and comfort in your room.

Please let us know if you have questions or if you are not satisfied with any aspect of our service. All suites are equipped with a minibar, television with on-demand service, alarm clock, and phones connected to onboard staff. Each suite also has individually controlled air conditioning; a personal safe; a generous closet and under-bed luggage storage; a hair dryer; spa quality robes, slippers, and spa bath amenities; as well as premium mattresses, linens and pillows. All *Ganges Voyager* and *Ganges Voyager II* suites offer French balconies.

### WATER

Please do not drink the tap water while on board or on shore. This water is suitable for showers, baths, and hand washing, but should not be consumed. Complimentary bottled water for drinking and brushing teeth is provided, and additional bottled water is complimentary on excursions. Ice on board the ship is made from bottled water. To save water and reduce detergent use, towels will be changed when they are placed on the floor.

# FREQUENTLY ASKED QUESTIONS

## WHAT ABOUT THE WEATHER?

Prepare for a variety of weather conditions depending on your travel season and the river on which you will be cruising. Layering clothing items is always your best bet, as this allows each person to adjust to any temperature, including artificially maintained temperature, by removing or adding items throughout the day.

## WHAT SHOULD I WEAR ASHORE?

Comfortable, sporty, smart-casual daywear is appropriate both onshore and on board. You will find a significant amount of walking over uneven terrain during your time ashore. We recommend comfortable walking shoes with good ankle support, as well as head covering to protect from the sun. At some sites, you may also be required to have knees and shoulders covered, and/or remove your shoes. You may bring socks to wear in the Hindu temples where shoes are not allowed. Don't forget to pack a waterproof jacket (preferably hooded) for unpredictable rain and colder temperatures.

## I HAVE CONCERNS ABOUT MY PHYSICAL ABILITY. WHAT DO I DO?

Guests with mobility issues need to discuss their concerns with Heritage River Journeys staff at the time



of booking. Guests requiring the use of a mobility device, such as a wheelchair, motorized scooter, or walker, may not be able to participate in many shore excursions or use them on board the ships. Also, guests who are limited in their ability to walk long distances may also have difficulties, as there is often uneven terrain on many shore excursions. Please discuss any concerns or questions with your physician.

### **HOW ACCURATE ARE THE SHORE EXCURSION/ TOUR DESCRIPTIONS?**

Heritage River Journeys makes every effort to ensure that shore excursions are performed as promoted and outlined. In certain circumstances beyond our control, it may not be possible or practical for an excursion to be performed exactly as written. The decision to cancel or alter excursions, and/or otherwise adjust or modify any element of an advertised excursion is at the sole discretion of Heritage River Journeys, always taking into account the safety and best interests of the guests, and the intent of the overall product delivery. Any modifications deemed necessary to any excursion will not result in eligibility for a refund.

### **CAN THE ITINERARY CHANGE? WHAT HAPPENS IF IT DOES CHANGE?**

You can count on the value of Heritage River Journeys's experience and regional knowledge to make sure you



enjoy your travel program, even when conditions beyond our control occur. The very nature of a river, its sources, and the bridges allowing land crossings, together present conditions that may require Heritage River Journeys to modify the published itinerary. Although every effort is made to keep itineraries as advertised, Heritage River Journeys reserves the right to make changes and substitutions, as necessary, to ensure the safety of our guests and our vessels. Every effort will be made to alert guests of known changes, in advance of boarding. When this is not possible, all guests will be informed on board of any change or amendment.

Changes to itineraries, including the addition of extensive motor coach touring needed to arrive at the intended excursions, will not result in eligibility for a refund.

### **WHAT TIME WILL EXCURSIONS DEPART?**

All excursions are carefully coordinated into the daily schedule. Your Ship Manager will conduct briefings prior to dinner each evening, informing all guests of the upcoming schedule. This briefing will include departure times, specifics about shore excursions/tours, suggested shopping and restaurant recommendations, where applicable, and other important information about upcoming activities. Guests are strongly encouraged to attend the briefings, as information will be presented that may not be included elsewhere, and guests are given the opportunity to ask questions about previous or future activities or events. A daily program will be distributed to each guest's room/suite during turndown service each evening on board. Programs provide a written overview of excursions, activities, and other events taking place the next day.

### **HOW CAN I BOOK THE OPTIONAL EXCURSIONS?**

Reservations for optional excursions, where offered, during your cruise can be made directly with your Ship Manager, and paid by credit card (Visa, MasterCard and American Express). A briefing will be held the day prior to an optional excursion to review the schedule for that excursion. Operation of optional excursions is subject to a minimum number of participants. No refunds are available for optional excursions once they have been purchased.

### **DOES EACH MOTOR COACH OR WALKING GROUP HAVE ITS OWN TOUR GUIDE?**

Yes. Each motor coach or walking group has its own English-speaking local guide. Heritage River Journeys endeavors to select the highest quality guides, who are well versed in the destination and will ensure that you have the best possible time ashore.

### **WHAT ABOUT TIPPING?**

Gratuities should always be in accordance with each guest's personal satisfaction. Please refer to

the “Gratuities” section of this Cruise Guide for recommendations and guidelines.

### **WHAT IS THE TRANSPORTATION LIKE ON EXCURSIONS?**

Heritage River Journeys works with the best possible transportation companies, all of which are chosen with exact standards in mind. To ensure your maximum enjoyment of each excursion, all motor coaches are air-conditioned and have a minimum of 35 seats. There are a few destinations where the equipment may not be of a similar standard and, in such cases, the best possible transportation will be arranged. Rest stops are provided throughout the course of the excursion, as motor coaches in India do not have lavatories

### **IS SMOKING ALLOWED ON SHORE EXCURSIONS/ TOURS?**

Smoking is not allowed while on the motor coach, and many historical venues now request that visitors not smoke anywhere on site. We ask all our guests to refrain from smoking while on excursions/tours.

# **OMISSIONS & RESPONSIBILITY WAIVER**

## **OMISSIONS**

Heritage River Journeys is not responsible for omissions, printing and/or presentation errors in brochures, on Internet sites, or in any other media where such information may be presented. We reserve the right to make corrections as required.

## **RESPONSIBILITY WAIVER**

The Passenger accepts the terms and conditions of the Contract of Passage when participating in any Heritage River Journeys cruise/excursion/tour/land extension. Participation in some shore excursions or tours may also be subject to an independent operator's own Terms and Conditions.



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## GANGES DISCOVERY VOYAGE

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Experience the rich history and diverse culture of the Ganga between Kolkata and Varanasi as per your program. This amazing itinerary will transport you to world famous destinations such as the ghats of Varanasi and the colonial monuments of Kolkata as well as rarely visited sites such as the medieval Buddhist university at Nalanda, the extravagant Neoclassical palace of a local ruler at Murshidabad and the muslin and silk weaving center of Kalna.

When paired with our optional pre- and post-cruise extension programs, the Ganges Discovery itinerary creates a wonderful in-depth perspective of one of the most culturally significant parts of India and the world.





# SAMPLE ITINERARY

## KOLKATA ROUNDTRIP 7 NIGHTS/ 8 DAYS



### DAY 1: KOLKATA/ EMBARKATION

Upon arrival into Kolkata you will transfer to the ship, receive a safety briefing and enjoy lunch on board. This afternoon we will visit the Missionaries of Charity in Kolkata, Mother Teresa's Kolkata home from the early 1950s until her death in 1997, and which now houses her tomb. The visit includes the permanent exhibition on her life story and work in Kolkata, her tomb, and her



personal room upstairs, preserved, as it was when she lived here.

Still an active charity, the administrative offices remain within the home, managing 600 missions, schools, and shelters in 120 countries. You continue by foot a short distance to the SishuBhaban orphanage founded by Mother Teresa in 1955, and still in operation, where you will be joined by one of the sisters for a tour of the facilities, before returning to the ship for our welcome reception, dinner and cultural performance. Overnight on board. (L/Welcome Reception/D/Cultural Performance)

## DAY 2: KOLKATA/BANDEL

An early morning panoramic city tour allows you to view some of the key buildings that make up the well-preserved, British colonial area of Kolkata, including the Writer's Building, General Post Office, High Court, Raj Bhawan (Governor's House), Town Hall, Council House, Treasury Building, Reserve Bank of India, and Dalhousie Square. St. John's Church, the oldest Anglican Church in Kolkata, is your next stop. Built in 1756 by Lt. Colonel James Agg, St. John's contains the oldest functioning pipe organ in India, and German artist Johann Zoffany's Last Supper.



A walk around the lush ground takes you past the tombs of several British Generals who lost their lives during Nawab Siraj-Ud-Daulah's seize of Kolkata. Your final stop before returning to the Ganges Voyager and Ganges Voyager II for lunch is the impressive Victoria Memorial. Recently renovated, the museum contains the largest collection of British colonial history in India.

As you set sail on the mighty Ganges, your journey takes you through areas where various European settlers established their respective East Indian Companies between the 17th and 19th centuries, leaving impressive reminders of their presence along the river.

This afternoon, board your excursion boats for a short visit to the Hoogly Imambara, one of the most famous Shiya pilgrimage centers in West Bengal. Built by Haji Mohammad Mahasin, construction began in 1841, and was completed two decades later. The two-story building includes small rooms along the perimeter that provide pilgrim housing, as well as classrooms use for teaching the Koran. The structure contains a Victorian-era clock with a winding key that weighs approximately 20kg, as well as several large, Persian chandeliers and smaller lamps that serve to light the Imambara's gorgeous halls and passages. Overnight on board. (B/L/D)





### DAY 3: KALNA

This morning you enjoy a trishaw ride through the city center of Kalna, en route to the enchanting Rajbari complex, which has the highest concentration of temples in the region.

During your first visit, enter the walled complex with a unique mixture of Bengali temple architecture, visiting the Pratapeshwar Temple, which was built in 1849, and decorated with terra cotta panels depicting Hindu epic themes, mythical life of Sri Chaitanya, images of Durga and Ravana, and day-to-day life in the region. Short visits are also made to the complex's oldest temple, LalajiMandir, built in 1739, and the Krishnachandra temple built between 1751 and 1755, before walking across the road to the Nabakailas Temples. Built in 1809 by the Bardhaman Maharaja, the complex contains 108 aat-chala ("eight sloped roofed"), Shiva temples, arranged in two concentric circles. Seventy-four temples of alternating black and white lingas make up the outer circle, while the inner circle contains 34 all white lingas. Overnight on board. (B/L/D)



#### DAY 4: MATIARI

This morning you will enjoy an early morning, pre-breakfast, shore-side bazaar. Known as the site where Mahatma Gandhi began his Satyagraha (nonviolent resistance) against British rule in India, Matiyari is home to traditional brass craftsmen, committed to preserving traditional methods, and using recycled copper, to create beautiful pots, platters, vases, statues, and many other items in their village workshops.

After spending time with these artisans, reboard the *Ganges Voyager* and *Ganges Voyager II* for breakfast, and continue your journey upstream, sailing past the battlefield of Plassey, where Robert Clive of the British East India Company defeated Nawab Siraj-Ud-Daulah and his French allies, establishing British in India, which expanded over much of South Asia for almost two centuries. Overnight on board (B/L/D)



## **DAY 5: KHUSHBAGH/BARANAGAR/ MURSHIDABAD**

Early this morning visit the charming village of Khushbagh, where you enjoy an early morning walk, passing local farmer's fields, arriving at the family mosque built by Nawab Ali-Wardi-Khan, grandfather of Nawab Siraj-ud-daulah. All members of the Nawab's family are buried here.

After a short visit to the garden, you return to the ship for breakfast, and cast-off for Baranagar. Later this morning, you visit the village of Baranagar, an excellent example of life in rural India. The village is home to several temples built by Rani (Queen) Bhabani, the landlady of Natore, in the 18th century. These brick temples are considered to be some of the best examples of Bengali terra cotta art. Afterwards you return to the ship for lunch and sail downstream.

While enjoying lunch on board, pass by charming,



countryside villages filled with locals greeting you from the banks of the Ganges. As we approach the city of Murshidabad, you see that it is a hidden architectural gem on the Ganges, with dramatic, whitewashed colonial-era structures that warmly greet visitors to this historic city. After first visiting Hazarduari Palace, built by British architect McLeod Duncan during the reign of Nawab Nazim Humayun Jah (1824-1838), with more than a thousand real and false doors in the vast corridors, you travel by horse cart to the Katra Masjid. The oldest mosque still utilized for Friday prayers, Katra Masjid was built by the first Nawab of Murshidabad, MurshidQuli Khan in 1723-24, and is also the Nawab's burial site.

This evening you will enjoy a local cultural performance on board. Overnight on board (B/L/D/Cultural Performance)

### **DAY 6: MAYAPUR**

Relax on board this morning, enjoying the passing views of local life along the riverbanks, as you sail to the village of Mayapur. The 1486 birth of Sri Chaitanya Mahaprabhu,





considered to be an incarnation of Lord Krishna, has made Mayapur a holy location for a number of different Hindu traditions. It is the home of the ISCKON (International Society for Krishna Consciousness), which was founded in 1966 as a formalized practice of Gaudiya Vaishnava tradition, which has had adherents in India since the 16th century. Walking the ISCKON grounds, we will view the ornate and colorfully decorated statues of Krishna within the complex, and have the opportunity to experience some of their culture and rituals. From some of the Krishna followers leading the construction, you will learn about the new temple, which is projected to be larger than the Vatican, at more than 700,000 square feet. With more than 50% of the funding donated by American Alfred B. Ford, the great-grandson of Henry Ford, the planned completion of the temple is scheduled in 2016, ISCKON's jubilee year. Overnight on board (B/L/D)



### DAY 7: CHANDANNAGAR

Formerly known as Chandernagore, Chandannagar was initially established as a French trading post in 1673 on the banks of the Ganges, with permission from Nawab Ibrahim Khan, and it became a permanent French settlement in 1688. During our walk along the promenade, you will see well-preserved, French colonial buildings, stopping to visit the Sacred Heart Church. Your walk takes you to the former French Governor's residence, which was converted into a museum that exhibits items of daily life during this time. Your journey downstream to Kolkata ends this evening. Overnight on board. (B/L/Reception/Farewell Dinner)

### DAY 8: KOLKATA/DISEMBARKATION

Following breakfast you disembark the vessel and transfer to the Kolkata Airport. (B)



# ENHANCE YOUR JOURNEY

## OPTIONAL EXTENSIONS

In order to make the most of your journey to India, Heritage River Journeys would like to offer the following land program extensions:

### DELHI AND VARANASI

Enjoy 2 nights at a hotel, with a full day tour of the bustling city of Delhi, including the Jama Mosque, Raj Ghat, Humayun's Tomb, and Qutab Minar. Transfer to the holiest city in Hinduism, colorful Varanasi, where you spend two nights at a hotel. Experience an exciting Ganges boat ride, witnessing the rituals of both local Hindus and pilgrims, and enjoy a tour of Sarnath, one of the holiest sites in Buddhism.

### AGRA AND JAIPUR

Journey to Agra to visit the most famous monument to love in the world, and to the fabled pink city of Jaipur to see the world's largest sundial. Spend one night in the hotel, and one night at a hotel in Agra. Enjoy sunset and sunrise visits to the Taj Mahal in Agra, as well as Jantar Mantar and the City Palace in Jaipur. One night at a hotel in Delhi completes the three-night extension.

## **ADDITIONAL SERVICES**

### **AIRPORT TRANSFERS**

Heritage River Journeys will be happy to assist you with arrival and/or departure airport transfers in conjunction with your international flights. On arrival, a local,

English-speaking guide will greet you at the airport as you exit customs, and escort you to your hotel or the ship. On departure, a local, English-speaking guide will meet you at the ship or your hotel and escort you to the airport. In airports where entrance is not restricted to ticketed passengers, your guide will accompany you to the counter and assist with your luggage and check-in.

### **HOTEL ARRANGEMENTS**

Heritage River Journeys would be pleased to assist you with hotel arrangements before or after your cruise and optional extensions. In Kolkata and Delhi, we would be pleased to book the hotel before or after your cruise or land extensions. Should you require an airport hotel on arrival or just before departure, we can also book this in Delhi and elsewhere in India. Please contact Heritage River Journeys Passenger Services for pricing and additional information.

**Hotel Check-In/Hotel Check-Out:** Please be advised that most hotels do not allow check-in earlier than 2:00pm. If you arrive at the hotel before 2:00pm, you may need to wait until the room becomes available. Hotel check-out is usually no later than 12:00pm. If your arrival or departure schedule does not coincide with these times, you may ask the hotel to store your luggage while you explore independently. Please note that every effort is made to ensure that your hotel room is available and ready for occupancy upon your arrival at the hotel. A short wait for your room to become available may be unavoidable. Depending on your scheduled arrival or departure, you may want to purchase an early check-in or late check-out, or an additional hotel night, in order to guarantee availability of your room.



**THE SHIPS' MENUS HIGHLIGHT INDIAN CUISINE, AS WELL AS EUROPEAN FAVORITES THAT WILL BE REFLECTED IN SUMPTUOUS BUFFETS PREPARED WITH FRESH INGREDIENTS AND ARTFULLY PREPARED, MULTI-COURSE DINNERS.**





## **HERITAGE**

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