

Instructions for Disembarkation in Moscow

Meeting: In the port terminal, right after you pass through the immigration check. Please look for the Alla Tours representative who will be holding the ALLA TOURS sign.

You will require the following documents to be on hand for disembarkation:

1. Your valid passport
2. Alla Tours ticket

Meeting time: Meeting time is shown in your tour tickets. An Alla tours representative will be in the port waiting for the arriving guests 30 minutes prior to the start of your tour.

We kindly request that you be punctual in consideration of your fellow cruise mates who will be joining you on your group tour. Your tour will depart no later than 15 min after the appointed meeting time, as it is essential that we deliver you to the train station in time for the departure of the speed train.

Payment terms: This tour is to be paid for in full at least a month in advance. No payment is due for this particular tour in Russia.

Cancelation Policy:

- 100% refund if the ship does not call into a port;
- 100% refund provided that you cancel your reservation in writing at least 7 days before the start of your tour;
- No refund will be made if the cancellation is received within less than 7 days before the start of the tour or in the case of a "no-show" ("no-show" is a guest who never cancelled, and never reported to our waiting guide/manager at the port after their ship's arrival). Private tour deposits will be 100% refunded provided that you cancel your reservation in writing at least 7 days before the start of the tour. There are no refunds of private tour deposits if the cancellation is received in less than 7 days. Please also note that we might be unable to return your speed train tickets and therefore do not guarantee refunds of any kind for this particular service

Urgent contact info: Alla, Alla Tours director, St Petersburg, Russia: +7 911 932 66 33

Tips:

***Please separate/cut your tour tickets** the night before you arrive in St. Petersburg if you are touring with us for more than 1 day (i.e., have your 1st day tour ticket ready to give to your guide on day 1). Please feel free to discard the St. Petersburg ticket that overlaps with your Moscow ticket (f.e., if your ship stays in Russia from June 24th to June 26th and you are going to Moscow on the 25th, you will not need the St. Petersburg ticket for the 25th, only the Moscow one).

***Sapsan Train Tickets are 2nd class tickets.** If you wish to upgrade your ticket class, please contact your booking manager for prices.

***Water:** bottled water is not provided on this tour. Please feel free to purchase bottled water on your ship or on the train to bring along with you on your tour in order to meet individual hydration needs.

***Headsets:** Headsets are not included with this tour.

***Pickpockets:** As in all European cities, pickpockets frequent the busy tourist sites. For the safety of your valuables, we recommend wearing a money belt or passport wallet inside your clothing (for passport, money and credit cards).

***Gratuities:** Gratuity to guide and driver are not included in the tour price. Suggested amount is 10% to your guide and 5% to your driver (given separately). As always, gratuities are at your discretion.