

## Instructions for Disembarkation in St. Petersburg

**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 in hands 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.

- Late guests: Your guide will wait for any late departing guests for 15 minutes after the meeting time shown on your tour ticket. Our manager will wait for late guests for another 15 minutes (30 minutes total from tour starting time) and will be happy to help you arrange for transportation (taxi) for you to join your group. However, no refund will be provided for the missed part of the tour and transportation will be at your expense. If clients are even later than 30 minutes after the appointed meeting time we suggest going to ANY port staff/immigration officer and ask them to give a call to ALLA tours company. We will come up and take you to the city to join the tour (taxi transportation will be at the expense of the late guests and no refund will be provided for the missed part of the tour).
- Early guests: In the event that you disembark your ship earlier than the meeting time shown on your tickets, please look for our manager (holding the Alla Tours sign) who will be available in the port terminal 30 minutes prior to the agreed meeting time and wait for the arrival of your guide and driver into the port.

**Payment terms:** Payment for St Petersburg and package tours will be collected on the day of arrival in St. Petersburg. We kindly ask you to have your printed invoice ready for the payment. We accept two types of credit cards: Visa and MasterCard. We do not charge any extra fees for using credit cards.

### Cancellation 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 note: Regarding ballet, folklore and other theater tickets: There are no refunds for the Ballet, Russian Folkloric, or any other theatre performances once your ticket has been purchased by Alla Tours.

**Urgent contact info:** Alla, Alla Tours director, St Petersburg, Russia: +7 965 074 96 00

### **Tips:**

\***Headsets:** Headsets are included with this tour on groups of 7 or more.

\***Water:** 1 bottle of water (per person) is provided on this tour each day. Please feel free to purchase additional bottled water on your ship to bring along with you on your tour in order to meet individual hydration needs.

\***Credit Cards:** 1) If you plan on paying by credit card (Visa or MasterCard only), please inform your

bank of your intent to use your card in Russia (otherwise, your charges will be declined by your bank). It is a good idea to inform your Credit Card bank of each city you will be visiting so that you may use your card in all your ports of call.

- Please note that Alla does not charge ANY fees associated with your credit card usage. However, your bank may charge a foreign transaction fee and/or a currency conversion charge. Your invoice from Alla Tours will be charged in Russian Rubles and your bank will convert the amount to the equivalent amount of the currency you use at your bank. Please check with your bank to see which charges may apply to your card.

\*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).

\*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).

\*Dietary Restrictions: If you require special meals, please inform us well in advance of your visit. Your meals are preset on our group tours and they cannot be changed upon arrival at the restaurant. If you require a vegetarian meal, please inform us if you are a vegetarian (no flesh of any animal) or semi-vegetarian (you can eat fish). Providing us with this information will help us in delivering an appropriate meal at lunch time.

\*Gratuity: 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.