

EMBARKATION TIMELINE

PRE-VOYAGE HOTEL AND CHECK-IN LOCATION

Hilton New Orleans Riverside

2 Poydras Street, New Orleans, LA 70130

Hotel Check-In: 4:00 p.m.

Hotel Check-Out: 11:00 a.m.

Phone: (504)561-0500

AMERICAN DUCHESS DOCKING LOCATION

Behind The Outlet Collection at Riverside

500 Port of New Orleans Pl, New Orleans, LA 70130

Vessel will depart at 5:00 p.m.

Please ensure that you are on board no later than
45 minutes before departure (4:15 p.m.)

Welcome, VACAYA and American Duchess™ Guest!

Your guide from check-in at the pre-voyage hotel through boarding the *American Duchess*

SUNDAY, NOVEMBER 14TH

4:00 p.m. - 8:00 p.m. | Hospitality Desk

Located in Churchill A on the 2nd floor of the main building to answer general questions, hand out pre-voyage premium experience tickets, reserve premium experiences, and shuttle tickets.

4:00 p.m. - 8:00 p.m. | Voyage Check-In

Located in Churchill A on the 2nd floor of the main building.

4:00 p.m. - 7:30 p.m. | Mandatory COVID Testing

Located in Churchill B on the 2nd floor. Guests should pre-register for an appointment at www.impacthealth.com/aqvoyages. Failure to comply with this requirement may result in denied boarding.

Make the most of your time in New Orleans

Consider booking our pre-voyage premium experience to explore New Orleans before boarding the *American Duchess* on Monday.

MONDAY, NOVEMBER 15TH

7:00 a.m. - 11:00 a.m. | Breakfast & Boarding Card Pick Up

After receiving confirmation of your negative COVID test result from the evening prior, Guests are invited to join us in the Le Croissant Restaurant on the 1st Floor of the main building for breakfast.

8:00 a.m. | Luggage Pick Up

Attach the enclosed American Queen Voyages luggage tags and place your luggage inside of your hotel room near the door for pick-up. Store carry-on items away from the door as they will be coming with you. Please do not place your Do Not Disturb sign on the outside of your hotel room door handle on the day of departure.

9:00 a.m. - 3:00 p.m. | Hospitality Desk & Boarding Card Pick Up

Located in Churchill A on the 2nd floor of the main building to answer general questions.

MONDAY, NOVEMBER 15TH (CONTINUED)

9:00 a.m. - 12:00 p.m. | Additional Voyage Check-In

Located in Churchill A on the 2nd floor of the main building.

10:00 a.m. | Pre-Voyage Premium Experience

"WWII Hidden History" Tour Departs

If you have purchased the optional pre-voyage premium experience, "WWII Hidden History Tour," it will depart from the Second Side Driveway of the Hilton New Orleans Riverside Hotel at 10:00 a.m. You will arrive at the *American Duchess* by 3:30 p.m. to begin your voyage.

3:15 p.m. | General Boarding Begins

Deluxe motorcoach transfers will begin to depart from the Second Side Driveway of the Hilton New Orleans Riverside Hotel at 3:15 p.m. Timed transfer tickets will be distributed at the Hospitality Desk. Please observe this time when departing.

4:15 p.m. | All Aboard

ALL GUESTS are required to be onboard *American Duchess* by 4:15 p.m.

4:30 p.m. | Safety Drill

Participation in this Safety Drill is mandatory.

5:00 p.m. | Bon Voyage!

The *American Duchess* will depart promptly at 5:00 p.m.

Please ensure you are on board no later than 45 minutes before departure (4:15 p.m.).

Please note: For the health and safety of our guests, you will be required to complete a health screening at voyage check-in.

Additional health screenings and face coverings may be required to enter some venues and attractions.

GUESTS MUST CHECK-IN AT THE PRE-VOYAGE HOTEL NO ONBOARD CHECK-INS WILL BE PERMITTED.

GUESTS WHO HAVE NOT CHECKED IN WILL BE DIVERTED BACK TO THE DESIGNATED LOCATION.



AMERICAN QUEEN VOYAGES™

FREQUENTLY ASKED QUESTIONS

HOW DO I GET FROM THE AIRPORT TO THE PRE-VOYAGE HOTEL?

Uber or Lyft

Let Uber pick you up from New Orleans International Airport and take you to the The Hilton New Orleans Riverside Hotel. Uber is more convenient and economical than a taxi. A taxi ride is estimated around \$30, and the airport is less than 12 miles from the hotel.

Guests are responsible for their own transportation to the hotel.

WHERE DO I PARK?

Hilton New Orleans Riverside

2 Poydras Street, New Orleans, LA 70130 | (504) 561-0500

The hotel offers preferred self-parking rates of \$44 per night during your hotel stay and \$20 per night during your voyage. The hotel offers preferred valet parking rates of \$49 per night during your hotel stay and \$30 per night during your voyage. Please request this rate upon check-in to the hotel.

There is no obligation to park at the facility designated above. American Queen Voyages and its affiliates are not responsible for theft or damage to vehicles, nor are we responsible for the operation or condition of the facility in general. This offer may be discontinued at any time, and is capacity-controlled.

WHAT ITEMS DO I NEED TO BRING TO CHECK-IN?

1. Enclosed Travel Documents
2. A valid, government-issued photo ID
3. Credit card for onboard incidental charges

Due to regulations set forth by the Department of Homeland Security, no one will be permitted to embark the vessel without a valid government-issued ID. Once your documents and ID have been verified, you will be issued an *American Duchess* boarding card. You must present this card to the *American Duchess* security officer each time you embark and disembark the vessel.

Every guest is required to present these items to a Voyage Check-In representative in person. For security reasons, we cannot accept these important documents from another individual.

A \$50 temporary authorization hold will be placed on your credit card. This pre-authorization does not transfer funds to American Queen Voyages. It is a bank authorization only and the pending charge will be removed within a few days of the end of the cruise.

WHAT ARE THE LUGGAGE REQUIREMENTS?

Luggage is limited to no more than two pieces per person, not to exceed fifty pounds each. After you arrive at the hotel, please attach the enclosed luggage tags to all luggage you wish to have transferred to the boat. Place luggage inside of your hotel room near the door by 8:00 a.m. for collection. Luggage collected from your hotel room will be waiting for you inside your cabin onboard the *American Duchess*. Please remember to keep your carry-on bags and any medication with you at all times.

Please do not place your Do Not Disturb sign on the outside of your hotel room door handle on the day of departure.

There is no obligation to use the third-party services or facilities suggested above. American Queen Voyages makes no warranties regarding any third-party services or facilities, and assumes no responsibility for any damages or other liability you may incur. Use of the listed providers is at the sole risk and discretion of each guest.

HOW CAN I SPEND MY FREE TIME ON EMBARKATION DAY?

There are several hours of “downtime” between *American Duchess* voyage check-in and boarding the vessel. Use this time to explore New Orleans on one of our pre-voyage premium experiences “WWII Hidden History Tour” where guests join us on experiences throughout the Big Easy. The tours will end at the dock of the *American Duchess*, where you can board and begin your voyage.

HOW CAN I RESERVE A SEAT ON THE COMPLIMENTARY TRANSFER FROM THE HOTEL TO THE AMERICAN DUCHESS?

Your transfer to the *American Duchess* is a timed ticket and will be assigned to you at the Hospitality Desk. Because we are saving a seat for you on the motorcoach, we recommend that you enjoy the city prior to your timed transfer to the vessel.

WILL THERE BE SPECIAL ASSISTANCE AT BOARDING?

Yes. If you require assistance (wheelchair, etc) for boarding, please let our check-in team know so we can make arrangements for you.

DO I HAVE TO PARTICIPATE IN THE SAFETY DRILL?

Yes. All guests onboard must participate in this important but brief safety drill. Please note that no guests will be permitted to board the vessel during the safety drill, scheduled for 4:30 p.m.

WHAT TIME IS DINNER ON EMBARKATION DAY?

Dinner on embarkation day is served from 6:00 pm to 8:00 pm. Seating is open.

WHERE CAN I RENT A CAR AT THE END OF MY VOYAGE?

Avis Car Rental located inside the Hilton New Orleans Riverside

2 Poydras Street, New Orleans, LA 70130

Phone: (504) 581-6901

Monday to Friday 8:00 a.m. to 6:00 p.m.

Saturday to Sunday 9:00 a.m. to 3:00 p.m.

Enterprise Rent-A-Car

1019 Baronne Street, New Orleans, LA 70130

Phone: (504) 593-9068

Monday to Friday 7:30 a.m. to 6:00 p.m.

Saturday 9:00 a.m. to 12:00 p.m. | Sunday 10:00 a.m. to 2:00 p.m.

REMEMBER TO RESERVE YOUR SHORE EXCURSIONS – HURRY, SPACES ARE LIMITED!

Go to www.reservemyexcursions.com to learn more and sign up.

Premium experience pre-bookings close online the Wednesday prior to the voyage at 11:00 a.m. EDT.

American Queen Voyages | info@AQVoyages.com | 888-749-5280