



Refined Waterway Voyages

HALONG BAY & LAN HA BAY

VIETNAM

EMBARKATION GUIDE

HALONG BAY CRUISES & LAN HA BAY CRUISES



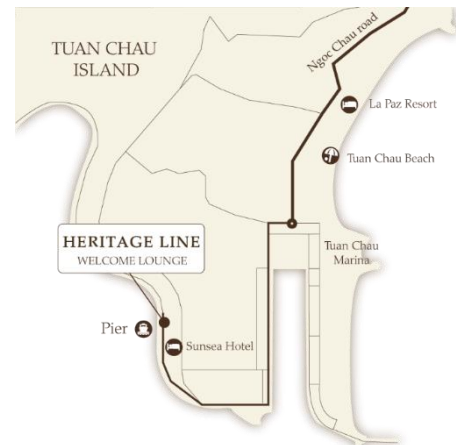
WELCOME LOUNGE

Our guests meet at Heritage Line's Welcome Lounge located at the **Tuan Chau Marina** (near Halong City) prior to boarding. Guests are also brought to the lounge after disembarkation for "see-off". Transportation to the lounge can be arranged by private car transfer or our shuttle bus (Hanoi – Tuan Chau Marina, roundtrip or one-way).

HERITAGE LINE - WELCOME LOUNGE

Tuan Chau Marina
Kiosk Number 06
Tuan Chau Marina, Tuan Chau Island
Halong City, Quang Ninh, Vietnam

Opening Time: 11:00 o'clock



EMBARKATION & DISEMBARKATION

HALONG BAY CRUISES

Embarkation and disembarkation times for all Halong Bay cruises (1-Night Cruise "The Dragon Passage" & 2-Night Cruise "Jewels of Halong Bay") aboard both our vessels Heritage Line *Violet* and Heritage Line *Jasmine* are:

Embarkation: 12:30 o'clock

Disembarkation: 11:00 o'clock

Passengers are requested to arrive 20 minutes prior to embarkation time. Ships are moored directly at the pier. Guests' luggage is delivered to the room prior to boarding and to the lounge upon disembarkation.

LAN HA BAY CRUISES

Embarkation and disembarkation times for all Lan Ha Bay cruises (1-Night Cruise "Hidden Worlds" & 2-Night Cruise "Senses of Lan Ha" are:

1-Night Cruise (Heritage Line *Ginger*)

Embarkation: 12:00 o'clock
Disembarkation: 11:00 o'clock (at Marina)

2-Night Cruise (Heritage Line *Ylang*)

Embarkation: 12:00 o'clock
Disembarkation: 11:00 o'clock (at Marina)

Passengers are requested to arrive 20 minutes prior to embarkation time. Ships are moored in the bay and **guests have a short speed boat transfer between pier and vessel (approx. 15 min)**. Guests' luggage is delivered to the room prior to boarding and to the lounge upon disembarkation from the speed boat.

IMPORTANT NOTES

All indicated times are approximate. Passengers are requested to arrive 20 minutes prior to embarkation time. Heritage Line cannot be held accountable for late arrivals of passengers. Please note that cruise itineraries may be changed without prior notice if necessary.

CONTACTS

Customer Service ¹	Landline: +84 (0) 287 770 1088
Emergency (24hrs) ²	Mobile Phone: +84 (0) 91 339 7076
Contact Ground Operation (all ships)	Mobile Phone: +84 (0) 369 104 956
Reservation ¹	reservation@heritage-line.com Phone: +84 (0) 28 777 010 80

¹ Available during office hours only: Mon-Fri: 8:30 – 17:30 | Sat: 8:30 – 12:30 (all times are local time zone Vietnam)

² Our emergency line is available 24hrs. Please only call this number when you are travelling in the destination **in emergency cases only**