



Refined Waterway Voyages

LOWER MEKONG
VIETNAM & CAMBODIA

EMBARKATION GUIDE

LOWER MEKONG CRUISES



THE LOST CIVILIZATION
SAIGON - SIEM REAP [VICE VERSA]
7 NIGHTS

Please note that this itinerary is subject to low and high water season with various (dis)embarkation times.

MEETING POINT & DROP-OFF POINT

Passengers gather at Heritage Line's meeting point (welcome lounges in Saigon or Siem Reap) prior to ship embarkation. Passengers will be also dropped off at the drop-off point after disembarkation. A shuttle bus transfer to/from our meeting point from/to the ship are offered by Heritage Line and included in the cruise.

HO CHI MINH CITY (SAIGON)

Renaissance Riverside Hotel
15 Ton Duc Thang Street, District 1
Ho Chi Minh City, Vietnam

ALL CRUISES

Upstream Meeting Time: From 11:00 o'clock (bus departs approx. 12:00 o'clock)
Downstream Drop-off Time: approx. 10:00 o'clock

SIEM REAP

Victoria Angkor Hotel & Spa
Central Park P.O Box 93145,
Siem Reap, Kingdom of Cambodia

LOW WATER CRUISES

Downstream Meeting Time: From 07:30 o'clock (bus departs at 08:30 o'clock)
Upstream Drop-off Time: approx. 13:00 o'clock

HIGH WATER CRUISES

Downstream Meeting Time: From 09:00 o'clock (bus departs at 10:00 o'clock)
Upstream Drop-off Time: approx. 09:30 o'clock

EMBARKATION & DISEMBARKATION

The ship docks at stated pier locations. Passengers using private transfer are requested to arrange accordingly to arrive at the pier on time.

MYTHO PIER

Binh Duc Commune, Chau Thanh District,
Tien Giang Province
(70 km away from Saigon, approx. transfer
time 1.5hrs)

ALL CRUISES

Upstream Embarkation Time: 13:30 o'clock
Downstream Disembarkation Time: 08:30 o'clock

KAMPONG CHAM PIER

Kampong Cham, Cambodia
Nearby Kyzuna Bridge
(240 km to Siem Reap, approx. transfer
time 4.5hrs)

LOW WATER CRUISES

Downstream Embarkation Time: 13:30 o'clock
Upstream Disembarkation Time: 08.30 o'clock

PHNOM KROM PIER

Siem Reap, Cambodia
Tonle Lake
(15 km outside Siem Reap, approx. transfer
time 0.5hr)

HIGH WATER CRUISES

Downstream Embarkation Time: 11:00 o'clock
Upstream Disembarkation Time: 08.30 o'clock

Note: Ships moor offshore at the Tonle Lake. A short tender boat transfer is required. Passengers arriving by **private transfer** have to be at the pier at 10:30 o'clock. Disembarking passengers with private transfer connection arrive at the pier by 08:30 o'clock.



SERENITY CRUISE

SIEM REAP – PHNOM PENH [VICE VERSA]

4 NIGHTS | 3 NIGHTS*

The 4-night program is offered in both cruise directions: downstream and upstream. The 3-night program is **only offered downstream from Siem Reap to Phnom Penh**. Please note that these itineraries are subject to low and high water season with various (dis)embarkation times.

MEETING POINT & DROP-OFF POINT

Passengers gather at Heritage Line's meeting point (welcome lounge in Siem Reap) prior to ship embarkation. Passengers are dropped off at the drop-off point after disembarkation. A shuttle bus transfer to/from our meeting point from/to the ship are offered by Heritage Line and included in the cruise.

SIEM REAP

Victoria Angkor Hotel & Spa
Central Park P.O Box 93145,
Siem Reap Town, Kingdom of Cambodia

LOW WATER CRUISES

Downstream Meeting Time: From 07:30 o'clock (bus departs at 08:30 o'clock)
Upstream Drop-off Time: approx. 13:00 o'clock

HIGH WATER CRUISES

Downstream Meeting Time: From 09:00 o'clock (bus departs at 10:00 o'clock)
Upstream Drop-off Time: approx. 09:30 o'clock

EMBARKATION & DISEMBARKATION

The ship moors at Kampong Cham pier (low water) or in the Tonle Lake (high water at the Phnom Krom Pier). Passengers using private transfer are requested to arrange accordingly to arrive at the pier on time.

KAMPONG CHAM PIER

Kampong Cham, Cambodia
Nearby Kyzuna Bridge
(240 km to Siem Reap, approx. transfer
time 4.5hrs)

LOW WATER CRUISES

Downstream Embarkation Time: 13:30 o'clock
Upstream Disembarkation Time: 08.30 o'clock

PHNOM KROM PIER

Siem Reap, Cambodia
Tonle Lake (15 km outside Siem Reap, approx.
transfer time 0.5hr)

HIGH WATER CRUISES

Downstream Embarkation Time: 11:00 o'clock
Upstream Disembarkation Time: 08.30 o'clock

Note: Ships moor offshore at the Tonle Lake. A short tender boat transfer is required. Passengers arriving by **private transfer** have to be at the pier at 10:30 o'clock. Disembarking passengers with private transfer connection arrive at the pier by 08:30 o'clock.

In Phnom Penh the ship is moored at the pier in the city center. Passengers are requested to arrive directly at the ship's docking location for embarkation and also embark directly at the pier. No high and low water season schedule applies.

PHNOM PENH PIER

Phnom Penh International Pier
Eastern end of Preah Sisowath Quay
(near Bopha Titanic Restaurant)

5 DAYS - 4 NIGHTS CRUISES

Downstream Disembarkation Time: 08:00 o'clock (Wednesdays)
Upstream Embarkation Time: 07:30 (Tuesdays)

4 DAYS - 3 NIGHTS CRUISES

Downstream Disembarkation Time: 09:00 o'clock (Tuesdays)



PEARL OF THE ORIENT
SAIGON – PHNOM PENH [VICE VERSA]
3 NIGHTS

This itinerary is not affected by high and low water season.

MEETING POINT & DROP OFF POINT

Passengers gather at Heritage Line's meeting point (welcome lounge in Siem Reap) prior to ship embarkation. Passengers are dropped off at the drop-off point after disembarkation. A shuttle bus transfer to/from our meeting point from/to the ship are offered by Heritage Line and included in the cruise.

HO CHI MINH CITY (SAIGON)

Renaissance Riverside Hotel
15 Ton Duc Thang Street, District 1
Ho Chi Minh City, Vietnam

ALL CRUISES

Upstream Meeting Time: From 11:00 o'clock (bus departs approx. 12:00 o'clock)
Downstream Drop-off Time: approx. 10:00 o'clock

EMBARKATION & DISEMBARKATION

The ship docks at below stated pier location. Passengers using private transfer are requested to arrange their schedule with below stated times.

MYTHO PIER

Binh Duc Commune, Chau Thanh District,
Tien Giang Province
(70 km away from Saigon, approx. transfer
time 1.5hrs)

ALL CRUISES

Upstream Embarkation Time: 13:30 o'clock
Downstream Disembarkation Time: 08:30 o'clock

In Phnom Penh the ship is moored at the pier in the city center. Passengers are requested to arrive directly at the ship's docking location for embarkation and also embark directly at the pier. No high and low water season schedule applies.

PHNOM PENH PIER

Phnom Penh International Pier
Eastern end of Preah Sisowath Quay
(near Bopha Titanic Restaurant)

ALL CRUISES

Downstream Embarkation Time: 08:00 o'clock (Wednesdays)
Upstream Disembarkation Time: 09:00 o'clock (Tuesdays)



IMPORTANT NOTES

High water season: approximately Late August to Mid-November

Low water season: approximately Mid-November to Late August

All indicated times are approximate. Passengers are requested to arrive on-time as per noted times. Heritage Line cannot be held accountable for late arrivals of passengers. Water levels and river conditions are not predictable. Heritage Line cannot be held responsible for any ad-hoc changes due to unforeseen conditions. Heritage Line reserves the right to change cruise itineraries 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
Ship Contact Heritage Line <i>The Jahan</i>	Mobile Phone (Vietnam): +84 (0) 986 55 44 11 Mobile Phone (Cambodia): +855 (0) 178 447 33
Ship Contact Heritage Line <i>Jayavarman</i>	Mobile Phone (Vietnam): +84 (0) 989 544 834 Mobile Phone (Cambodia): +855 (0) 124 949 91
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**