



Refined Waterway Voyages

VIETNAM CAMBODIA MYANMAR LAOS

EMBARKATION GUIDE



WELCOME TO OUR WORLD OF HERITAGE LINE

Refined Waterway Voyages in Southeast Asia

Please find detailed embarkation and disembarkation information to our cruise itineraries below. Click on the links to jump to a specific cruise destination.

Lower Mekong [Vietnam & Cambodia]

[7-Nights | Saigon – Siem Reap vice versa](#)

[4-Nights | Siem Reap – Saigon vice versa](#)

[3-Nights | Saigon – Phnom Penh vice versa](#)

Upper Mekong [Laos]

[3-Nights | Huay Xai – Luang Prabang](#)

[3-Nights | Luang Prabang – Huay Xai](#)

[7-Nights | Huay Xai – Vientiane](#)

[9-Nights | Vientiane – Huay Xai](#)

Central Ayeyarwady [Myanmar]

[4- 3- or 2-Nights | Mandalay – Bagan vice versa](#)

Upper Ayeyarwady [Myanmar]

[7-Nights | Mandalay – 2nd Defile – Mandalay](#)

Chindwin [Myanmar]

[11-Nights | Mandalay – Homalin – Bagan](#)

Lan Ha Bay [Vietnam]

[1- or 2-Nights | Circuit](#)

Halong Bay [Vietnam]

[1- or 2-Nights | Circuit](#)

Contact

For any questions, please contact us by E-mail or phone:

Customer Service ¹

Emergency (24hrs) ²

Reservation ¹

Landline: +84 (0) 287 770 1088

Mobile Phone: +84 (0) 91 339 7076

reservation@heritage-line.com | Phone: +84 (0) 28 777 010 80

¹ Only during office hours: 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**



EMBARKATION INFORMATION

LOWER MEKONG [VIETNAM & CAMBODIA]

7 NIGHTS | SAIGON - SIEM REAP [VICE VERSA]

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.

WELCOME LOUNGE SAIGON

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

ALL CRUISES

UPSTREAM (SGN-REP) MEETING TIME: FROM 11:00 O'CLOCK (BUS DEPARTS APPROX. 12:00 O'CLOCK)
DOWNSTREAM (REP-SGN) DROP-OFF TIME: APPROX. 10:00 O'CLOCK

WELCOME LOUNGE SIEM REAP

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

LOW WATER PERIOD

DOWNSTREAM (REP-SGN) MEETING TIME: 07:30 O'CLOCK (BUS DEPARTS AT 08:30 O'CLOCK)
UPSTREAM (SGN-REP) DROP-OFF TIME: APPROX. 13:00 O'CLOCK

HIGH WATER PERIOD

DOWNSTREAM (REP-SGN) MEETING TIME: 09:00 O'CLOCK (BUS DEPARTS AT 10:00 O'CLOCK)
UPSTREAM (SGN-REP) 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.

MY THO PIER

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

ALL CRUISES

UPSTREAM (SGN-REP) EMBARKATION TIME: 13:30 O'CLOCK
DOWNSTREAM (REP-SGN) 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 PERIOD

DOWNSTREAM (REP-SGN) EMBARKATION TIME: 13:30 O'CLOCK
UPSTREAM (SGN-REP) 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 PERIOD

DOWNSTREAM (REP-SGN) EMBARKATION TIME: 11:00 O'CLOCK
UPSTREAM (SGN-REP) 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 should arrive at the pier by 08:30 o'clock.

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.

HIGH WATER PERIOD: APPROX. LATE AUGUST – MID NOVEMBER | LOW WATER PERIOD: APPROX. MID NOVEMBER – LATE AUGUST

SHIP CONTACTS

Heritage Line *The Jahan*

Mobile Phone (Vietnam): +84 (0) 986 55 44 11
Mobile Phone (Cambodia): +855 (0) 178 447 33

Heritage Line *Jayavarman*

Mobile Phone (Vietnam): +84 (0) 989 544 834
Mobile Phone (Cambodia): +855 (0) 124 949 91



EMBARKATION INFORMATION

LOWER MEKONG [VIETNAM & CAMBODIA]

4- & 3* NIGHTS | SIEM REAP – PHNOM PENH [VICE VERSA]

*The 4-night program is offered in 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.

WELCOME LOUNGE SIEM REAP

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

LOW WATER PERIOD

DOWNSTREAM (REP-PNH) MEETING TIME: FROM 07:30 O'CLOCK (BUS DEPARTS AT 08:30 O'CLOCK)

UPSTREAM (PNH-REP) DROP-OFF TIME: APPROX. 13:00 O'CLOCK

HIGH WATER PERIOD

DOWNSTREAM (REP-PNH) MEETING TIME: FROM 09:00 O'CLOCK (BUS DEPARTS AT 10:00 O'CLOCK)

UPSTREAM (PNH-REP) 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 PERIOD

DOWNSTREAM (REP-PNH) EMBARKATION TIME: 13:30 O'CLOCK

UPSTREAM (PNH-REP) DISEMBARKATION TIME: 08.30 O'CLOCK

HIGH WATER PERIOD

DOWNSTREAM (REP-PNH) EMBARKATION TIME: 11:00 O'CLOCK

UPSTREAM (PNH-REP) 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.

PHNOM KROM PIER

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

PHNOM PENH PIER

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

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.

5 DAYS - 4 NIGHTS ITINERARY

DOWNSTREAM (REP-PNH) DISEMBARKATION TIME: 08:00 O'CLOCK (WEDNESDAYS)

UPSTREAM (PNH-REP) EMBARKATION TIME: 07:30 (TUESDAYS)

4 DAYS - 3 NIGHTS ITINERARY

DOWNSTREAM (REP-PNH) DISEMBARKATION TIME: 09:00 O'CLOCK (TUESDAYS)

High and low water period does not affect (dis)embarkation times in Phnom Penh.

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.

HIGH WATER PERIOD: APPROX. LATE AUGUST – MID NOVEMBER | **LOW WATER PERIOD:** APPROX. MID NOVEMBER – LATE AUGUST

SHIP CONTACTS

Heritage Line *The Jahan*

Mobile Phone (Vietnam): +84 (0) 986 55 44 11

Mobile Phone (Cambodia): +855 (0) 178 447 33

Heritage Line *Jayavarman*

Mobile Phone (Vietnam): +84 (0) 989 544 834

Mobile Phone (Cambodia): +855 (0) 124 949 91



EMBARKATION INFORMATION
LOWER MEKONG [VIETNAM & CAMBODIA]

3 NIGHTS | SAIGON – PHNOM PENH [VICE VERSA]

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.

WELCOME LOUNGE SAIGON

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

ALL CRUISES

UPSTREAM (SGN-REP) MEETING TIME: FROM 11:00 O'CLOCK (BUS DEPARTS APPROX. 12:00 O'CLOCK)
DOWNSTREAM (REP-SGN) DROP-OFF TIME: APPROX. 10:00 O'CLOCK

EMBARKATION & DISEMBARKATION

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

MY THO PIER

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

ALL CRUISES

UPSTREAM (SGN-REP) EMBARKATION TIME: 13:30 O'CLOCK
DOWNSTREAM (REP-SGN) DISEMBARKATION TIME: 08:30 O'CLOCK

PHNOM PENH PIER

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

*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.*

ALL CRUISES

DOWNSTREAM (PNH-SGN) EMBARKATION TIME: 08:00 O'CLOCK (WEDNESDAYS)
UPSTREAM (SGN-PNH) DISEMBARKATION TIME: 09:00 (TUESDAY)

No high and low water period applies.

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.

SHIP CONTACTS

Heritage Line *The Jahan*

Mobile Phone (Vietnam): +84 (0) 986 55 44 11
Mobile Phone (Cambodia): +855 (0) 178 447 33

Heritage Line *Jayavarman*

Mobile Phone (Vietnam): +84 (0) 989 544 834
Mobile Phone (Cambodia): +855 (0) 124 949 91



EMBARKATION INFORMATION
UPPER MEKONG [LAOS]

3 NIGHTS | HUAY XAI - LUANG PRABANG (DOWNSTREAM)

WELCOME – THAI IMMIGRATION

We welcome our guests at our welcome desk inside the Thai immigration building. Our Heritage Line staff assists with immigration formalities and takes care of passengers' luggage. Guests are transferred to the vessel after completion of the process.

HERITAGE LINE WELCOME DESK

119, 3 Tambon Wiang, Amphoe Chiang Khong, Chang Wat Chiang Rai 57140, Thailand

Desk Opening Time: 9:00 o'clock

Desk Closing Time: 9:30 o'clock

Please arrive on time!



EMBARKATION - HUAY XAI PIER

The vessel docks at the local pier of the Laotian city of Huay Xai. A Heritage Line flag indicates its location. Guests may arrive by own arrangements directly to the vessel for embarkation.

HERITAGE LINE PIER LOCATION

Pier Huay Xai Riverside, Ban Khonekeo Street, Huay Xai, Laos. (close to Huay Xai Riverside Hotel)

Embarkation Time: 10:30 o'clock

Departure Time: 11:00 o'clock



DISEMBARKATION – LUANG PRABANG

The vessel docks along the riverside in Luang Prabang. A Heritage Line flag indicates its location.

HERITAGE LINE PIER LOCATION

Pier Luang Prabang Riverside, Khem Khong Street, Luang Prabang, Laos.

Check-out Time: 10:30 o'clock



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.



EMBARKATION INFORMATION
UPPER MEKONG [LAOS]

3 NIGHTS | LUANG PRABANG - HUAY XAI (UPSTREAM)

WELCOME & EMBARKATION –
LUANG PRABANG

We welcome our guests directly on board the vessel docked along the riverside in Luang Prabang. A Heritage Line flag indicates its location.

HERITAGE LINE PIER LOCATION

Pier Luang Prabang Riverside, Khem Khong Street, Luang Prabang, Laos.

Embarkation Time: 8:30 o'clock

Departure Time: 9:00 o'clock

Please arrive on time!



DISSEMBARKATION - HUAY XAI PIER

The vessel docks at the local pier at Huay Xai. A Heritage Line flag indicates its location. Guests may depart by own arrangements after disembarkation directly from the pier. Heritage Line includes transfer to the Lao-Thai immigration for sending-off.

HERITAGE LINE PIER LOCATION

Pier Huay Xai Riverside, Ban Khoneko Street, Huay Xai, Laos. (close to Huay Xai Riverside Hotel)

Disembarkation Time: 15:00 o'clock



SEND OFF – THAI IMMIGRATION

We transfer our guests from the pier to the Lao immigration and assist with immigration formalities. We say good-bye to our guests at the exit of the Thai immigration office in Chiang Khong.

Send-Off Time: 16:00 o'clock



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.



EMBARKATION INFORMATION
UPPER MEKONG [LAOS]

7 NIGHTS | HUAY XAI – VIENTIANE (DOWNSTREAM)

WELCOME – THAI IMMIGRATION

We welcome our guests at our welcome desk inside the Thai immigration building. Our Heritage Line staff assists with immigration formalities and takes care of passengers' luggage. Guests are transferred to the vessel after completion of the process.

HERITAGE LINE WELCOME DESK

119, 3 Tambon Wiang, Amphoe Chiang Khong, Chang Wat Chiang Rai 57140, Thailand

Desk Opening Time: 9:00 o'clock

Desk Closing Time: 9:30 o'clock

Please arrive on time!



EMBARKATION - HUAY XAI PIER

The vessel docks at the local pier of the Laotian city of Huay Xai. A Heritage Line flag indicates its location. Guests may arrive by own arrangements directly to the vessel for embarkation.

HERITAGE LINE PIER LOCATION

Pier Huay Xai Riverside, Ban Khonekeo Street, Huay Xai, Laos. (close to Huay Xai Riverside Hotel)

Embarkation Time: 10:30 o'clock

Departure Time: 11:00 o'clock



DISEMBARKATION – VIENTIANE

The vessel docks at the pier along the riverside in Vientiane. A Heritage Line flag indicates its location. Guests may depart via their own arrangements after disembarkation.

HERITAGE LINE PIER LOCATION

Pier Vientiane Mekong Riverside, Ban Sikhay, Quai Fa Ngum Street, Vientiane, Laos (Near Wat Sibounheuang)

Disembarkation Time: 11:30 o'clock



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.



EMBARKATION INFORMATION
UPPER MEKONG [LAOS]

9 NIGHTS | VIENTIANE - HUAY XAI (UPSTREAM)

WELCOME & EMBARKATION – VIENTIANE

We welcome our guests directly on board the vessel docked along the riverside in Vientiane. A Heritage Line flag indicates its location.

HERITAGE LINE PIER LOCATION

Pier Vientiane Mekong Riverside, Ban Sikhay, Quai Fa Ngum Street, Vientiane, Laos (Near Wat Sibounheuang)

Embarkation Time: 11:30 o'clock

Please arrive on time!



DISEMBARKATION - HUAY XAI PIER

The vessel docks at the local pier at Huay Xai. A Heritage Line flag indicates its location. Guests may depart by own arrangements after disembarkation directly from the pier. Heritage Line includes transfer to the Lao-Thai immigration for sending-off.

HERITAGE LINE PIER LOCATION

Pier Huay Xai Riverside, Ban Khoneko Street, Huay Xai, Laos. (close to Huay Xai Riverside Hotel)

Disembarkation Time: 15:00 o'clock



SEND OFF – THAI IMMIGRATION

We transfer our guests from the pier to the Lao immigration and assist with immigration formalities. We say good-bye to our guests at the exit of the Thai immigration office in Chiang Khong.

Send-Off Time: 16:00 o'clock



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.



EMBARKATION INFORMATION

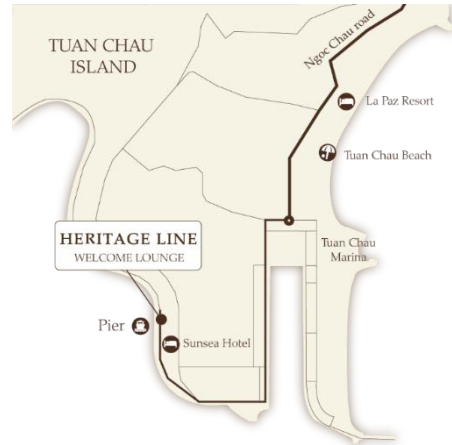
HALONG BAY & LAN HA BAY CRUISES [VIETNAM]

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



HALONG BAY CRUISES

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

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 itineraries (1-Night "Hidden Worlds" & 2-Nights "Senses of Lan Ha"):

1-Night Itinerary (Heritage Line *Ginger*)

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

2-Night Itinerary (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.

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.

SHIP CONTACT

Ground Operation
Halong Bay & Lan Ha Bay (all ships)

Mobile Phone: +84 (0) 369 104 956

EMBARKATION INFORMATION
CENTRAL AYEYARWADY -



AYEYARWADY - CHINDWIN

UPPER

SHIP LOCATIONS FOR ALL ITINERARIES

MANDALAY "GAW WEIN JETTY"

Near Mandalay Karaweik Mobile Hotel
7 km from Mandalay City Center (20 min. transfer time)
GPS coordinates: 21.9726, 96.0567 (latitude, longitude)

BAGAN "AYE YAR JETTY"

Near Aye Yar River View Resort, Old Bagan
10 km from New Bagan (approx. 15 min. transfer time)
GPS coordinates: 21.1787, 94.8599 (latitude, longitude)



Passengers are requested to arrive directly at the ship's docking location for embarkation.

EMBARKATION & DISEMBARKATION

4-, 3- OR 2-NIGHTS | MANDALAY – BAGAN [VICE VERSA]

Embarkation: 11:00 o'clock (all itineraries)

Disembarkation: 09:00 o'clock (4- & 3-Night itineraries) | 15:00 o'clock (2-Night itinerary)

7-NIGHTS | MANDALAY – KATHA - MANDALAY

Embarkation: 09:00 o'clock

Disembarkation: 09:00 o'clock

7-NIGHTS | MANDALAY – HOMALIN – BAGAN

Embarkation: 09:00 o'clock

Disembarkation: 09:00 o'clock

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.

SHIP CONTACTS

Heritage Line *Anawrahta*

Mobile Phone: +95 (0) 997 072 9702