



1 Arriving to pier Rheinuferpromenade

... to our main pier in the Old Town
 („Pegeluhr“ water level clock on the Rheinuferpromenade)
 ... to our lounge boat and charter service MS Allegra
 ... to our ticket service sales pavilion „Rheinuferpromenade)
 ... to our open air gastronomy Kasematten
 „meeting point at the Pegeluhr“

2 Arriving by public transportation

From all directions: underground station „Heinrich-Heine-Allee“ in the Old Town. Walking distance approx. 10 minutes.

3 Arriving by own car

Parking option: Old Town parking garage, access via Rheinufer-tunnel. Walking distance to Rheinufer approx. 5 minutes.

4 Arriving by coach

Parking option: Rheinterrassen underneath Tonhalle (at cost), walking distance approx. 15 minutes or bus parking spot at Fritz-Roeber-Straße (free of charge), walking distance approx. 10 minutes.

5 Arriving to pier „Kaiser „Kaiserswerther Markt“ by public transportation

Underground station „Klemensplatz“ from/to Duisburg, Düsseldorf Old Town, Düsseldorf main station, walking distance to Rhine promenade approx. 15 minutes.

6 All inclusive*

On all „ALL-INCLUSIVE*“ trips drinks are free of charge (softdrinks, Uerige Altbeer and other kinds of beer, red and white wine, tea and coffee). This applies to classic sightseeing tours, daily ship cruises to Kaiserswerth, day trips to Zons and Duisburg and other event cruises).

7 Handicapped accessible

The ships and piers only offer limited access for wheelchairs or other devices. A wheelchair user needs a least 2 accompanying persons to be able to get on the boat. Access to the open deck is only possible via stairs. There is enough space in the inner room for a wheel chair. Please inform us in advance if a wheel chair user will be on board. Two of our boats have a handicapped accessible restroom (MS Düsseldorf and MS Jan Wellem). Unfortunately, it is not possible to inform you in advance which ship will be used.

8 Bicycles

On single cruise journeys to Kaiserswerth you can take your bicycle free of charge. The captain decides, depending on the volume of passengers, how many bikes can be taken on board. A reservation is recommended.

9 Dogs

Small dogs are allowed to be on board (free of charge). On longer trips, such as day trips to Cologne, Zons or Duisburg, the owner has to be aware of the fact that there are no stops for the dog during the journey. During winter, it is not recommended to take the dog with you as other guests in the inner room could be disturbed.

10 Discount for single journeys route Cologne/Zons/Duisburg

The indicated prices apply only for round trips.

11 Price reduction

There is only a price reduction within the week for school groups for cruises to Kaiserswerth and classic sightseeing tours. Please follow this link for further information:
 www.w-flotte.de/images/Sonderpreise%20Schulen.pdf

12 Ticket sales „Promenade“

Tickets can be bought only in cash at the ticket office on the „Rheinuferpromenade“. You can purchase tickets in our tourist information offices or online on our website.

13 Redemptions

According to the Civil Code (BGB) §312 b section 3 n°6, your tickets are generally excluded from return. We are not obliged to provide any payment or change of booking, for example due to illness or other reasons. In the individual case, it will be decided as a gesture of goodwill. Cancellation of booking due to too little number of passengers or bad weather/high tide: In case of cancellation you will be informed in time by mail or telephone. We will offer you a change of booking to another date or a refund.

? Do you have any further questions?

Please contact us from Monday – Friday
 from 9:00 am until 5:00 pm!
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