



Uniquely American River Cruises

TRAVEL AGENT GUIDE

2019-2020



UNIQUELY AMERICAN RIVER CRUISES®

REGIONALLY INSPIRED FINE DINING



BROADWAY-CALIBER ENTERTAINMENT AND ENRICHMENT



COMPREHENSIVE, GUIDED SHORE EXCURSIONS



AUTHENTIC PADDLEWHEEL RIVERBOATS



AMERICAN DUCHESS



AMERICAN QUEEN



AMERICAN EMPRESS



AMERICAN COUNTESS



AMERICAN QUEEN®
CRUISES
FEBRUARY - DECEMBER
RIVERS
LOWER MISSISSIPPI
UPPER MISSISSIPPI
OHIO, TENNESSEE AND
CUMBERLAND



AMERICAN DUCHESS™
CRUISES
JANUARY - DECEMBER
RIVERS
LOWER MISSISSIPPI
UPPER MISSISSIPPI
OHIO, TENNESSEE AND
CUMBERLAND



AMERICAN COUNTESS™
2020 CRUISES
APRIL - DECEMBER
RIVERS
LOWER MISSISSIPPI
UPPER MISSISSIPPI
OHIO, TENNESSEE AND
CUMBERLAND



AMERICAN EMPRESS®
CRUISES
MARCH - DECEMBER
RIVERS
COLUMBIA
SNAKE

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OUR DISTINCTIONS



AMERICAN QUEEN STEAMBOAT COMPANY SETS THE STANDARD FOR CRUISING ON AMERICAN RIVERS. VOYAGES ON OUR AUTHENTIC PADDLEWHEELERS INCLUDE A PRE-CRUISE HOTEL NIGHT, ALL MEALS, WINE AND BEER WITH DINNER, SHORE EXCURSIONS IN EACH PORT OF CALL AND MORE.

- ★ U.S.-built, -flagged and -crewed
- ★ Authentic paddlewheel boats
- ★ Gracious hospitality
- ★ A pre-cruise hotel stay with 2019 voyages
(excludes *American Countess* in 2020)
- ★ Complimentary Wi-Fi and Internet service onboard
- ★ ADA and single-traveler accommodations



REGIONALLY INSPIRED FINE DINING

- ★ Complimentary wine and beer served with dinner
(excludes *American Countess* in 2020)
- ★ Optional Unlimited Beverage Package
(*American Duchess* will be all-inclusive in 2020)
- ★ Complimentary coffee, tea, cappuccino, espresso, filtered water and soft drinks
- ★ Alternative dining restaurants with no additional charge
- ★ 24-hour room service



BROADWAY-CALIBER ENTERTAINMENT AND ENRICHMENT

- ★ An impressive variety of nightly entertainment from our exclusive American Queen Steamboat Company cast of performers
- ★ Piano bar and lounge acts
- ★ The Riverlorian, our onboard historian, provides daily lectures and information
- ★ Step-on entertainers



COMPREHENSIVE, GUIDED SHORE EXCURSIONS

- ★ Included daily Hop-On Hop-Off guided shore excursions in each port of call
- ★ Optional premium shore excursions available for purchase
- ★ City Stay packages available pre- and post-cruise at select destinations



 **AMERICAN QUEEN®**

Suites: OS, LS, AAA (DS)

Services offered:

- ★ Pre-boarding privileges (*one hour earlier than standard*)
- ★ A fruit basket and a bottle of wine in your suite upon arrival
- ★ Preferred dining arrangements
- ★ Reserved balcony seating in the Grand Saloon
- ★ A private reception with senior officers
- ★ River Butler services (*LS and OS cabins*)

 **AMERICAN DUCHESS™**

Suites: OS, LFS

Services offered:

- ★ Pre-boarding privileges (*one hour earlier than standard*)
- ★ A fruit basket and a bottle of wine in your suite upon arrival
- ★ Preferred dining arrangements
- ★ Reserved seating in The Show Lounge
- ★ Dinner with senior officers
- ★ River Butler services

 **AMERICAN EMPRESS®**

Suite: LS

Services offered:

- ★ A fruit basket and a bottle of wine in your suite upon arrival
- ★ Preferred dining arrangements
- ★ Reserved seating in The Show Lounge
- ★ Dinner with senior officers
- ★ River Butler services

RIVER BUTLER SERVICES

- A TOUR OF YOUR SUITE UPON ARRIVAL
- UNPACKING OF LUGGAGE AND HANGING OF CLOTHES
- PREPARATION AND PACKING OF LUGGAGE
- LAUNDRY AND PRESSING SERVICE
- SHOE SHINE AND CONDITIONING
- AFTERNOON TEA SERVED IN YOUR SUITE
- BREAKFAST AND DINNER SERVED ON BALCONY/ VERANDA (UPON REQUEST)
- IN-SUITE PRE-DINNER CANAPÉS
- IN-SUITE POST-DINNER SWEETS
- A PERSONAL ESCORT TO RESERVED THEATER SEATING

WHERE WE CRUISE



LOWER MISSISSIPPI RIVER

From carefree New Orleans to vibrant Memphis, this is the river of legends – the river of centuries-old shaded oak trees, elegant antebellum plantations, cobblestone streets and Victorian-style mansions. Hear the river’s music in rock and roll, blues, jazz and zydeco, and savor its distinctive Southern, Creole and Cajun delights.

Vessels: *American Queen*, *American Duchess* and *American Countess*



UPPER MISSISSIPPI RIVER

Cruise through the legendary world of Mark Twain on the storied rivers of the upper reaches of the region. Set among picturesque geography and abundant wildlife, hidden gems around each bend fuel your sense of discovery as the very best of America’s heartland unfolds before you.

Vessels: *American Queen*, *American Duchess* and *American Countess*



WHERE WE CRUISE



OHIO, TENNESSEE AND CUMBERLAND RIVERS

Discover America's cultural quilt in the cities and towns of the nation's heartland. From Civil War battlefields, forts and homesteads to quaint main streets and friendly smiles, this region will welcome you with open arms, and enrich you with its storied history and legends of famous frontiersmen.

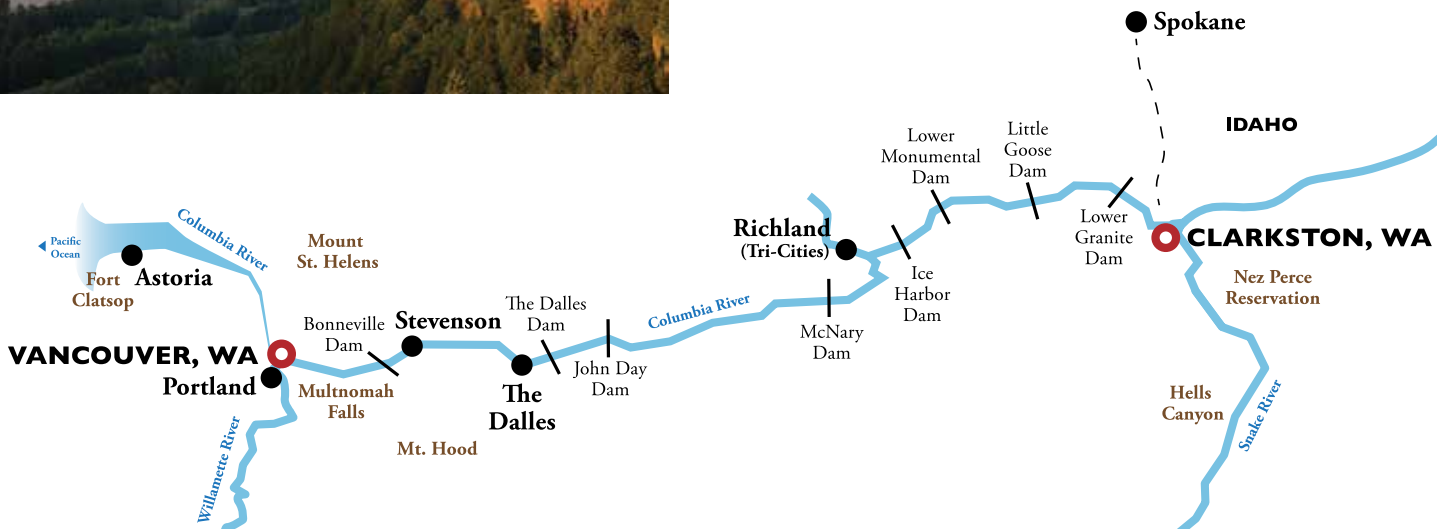
Vessels: American Queen, American Duchess and American Countess



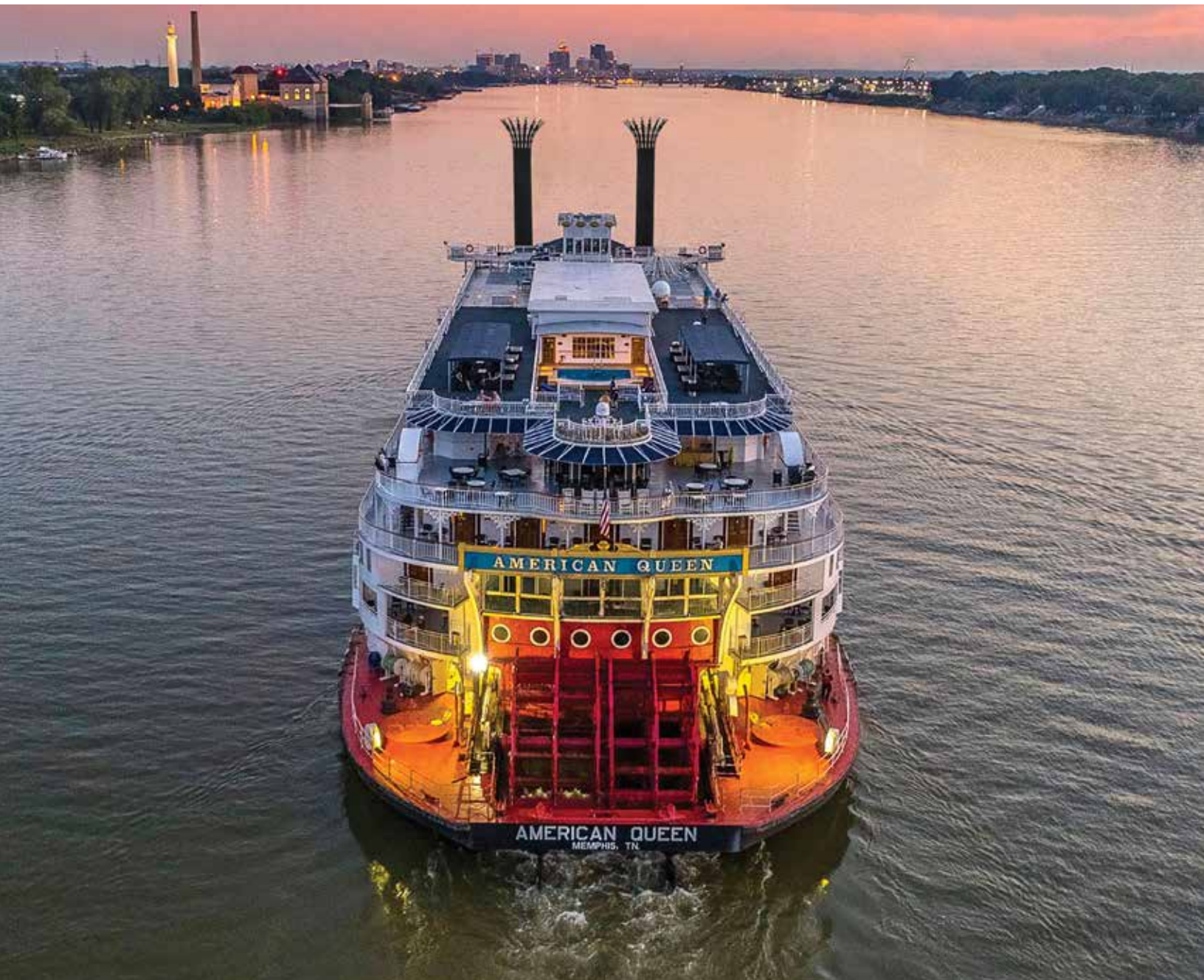
COLUMBIA AND SNAKE RIVERS

Discover a wealth of awe-inspiring beauty and iconic destinations that will leave you breathless. From the raw, natural power of Mount St. Helens to cascading waterfalls and the acclaimed wineries of the area, the timelessness and deep-rooted history of the region are evident at each and every port.

Vessel: American Empress



VESSEL INFORMATION



AMERICAN QUEEN®

SPECIFICATIONS

YEAR BUILT/REFURBISHED: 1995/2017 **LENGTH:** 418 FT. **PASSENGER DECKS:** 6
SUITES AND STATEROOMS: 218 **2019 PASSENGERS:** 428 **2020 PASSENGERS:** 417 **CREW:** 172

See Pages 10-13



AMERICAN DUCHESS™

SPECIFICATIONS

YEAR BUILT: HULL (1995)
SUPERSTRUCTURE (2017)

LENGTH: 320 FT.

PASSENGER DECKS: 4

SUITES AND STATEROOMS: 83

PASSENGERS: 166

CREW: 82

See Pages 14 and 15



AMERICAN EMPRESS®

SPECIFICATIONS

YEAR BUILT/REFURBISHED: 2003/2014

LENGTH: 360 FT.

PASSENGER DECKS: 4

SUITES AND STATEROOMS: 112

PASSENGERS: 221

CREW: 88

See Pages 16 and 17



AMERICAN COUNTESS™

SPECIFICATIONS

YEAR BUILT: HULL (1995)
SUPERSTRUCTURE (2020)

LENGTH: 361 FT.

PASSENGER DECKS: 4

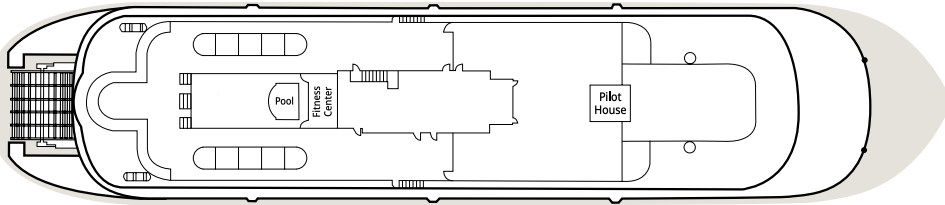
STATEROOMS: 123

PASSENGERS: 245

CREW: 98

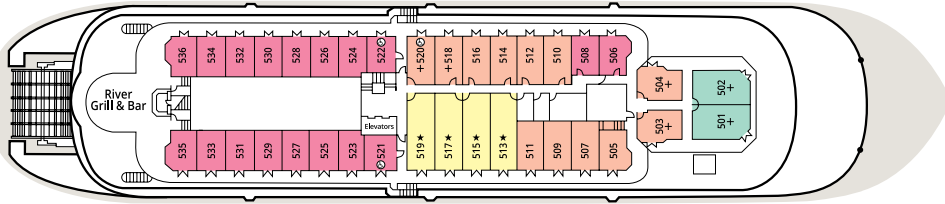
See Pages 18 and 19

2019 DECK PLANS - AMERICAN QUEEN



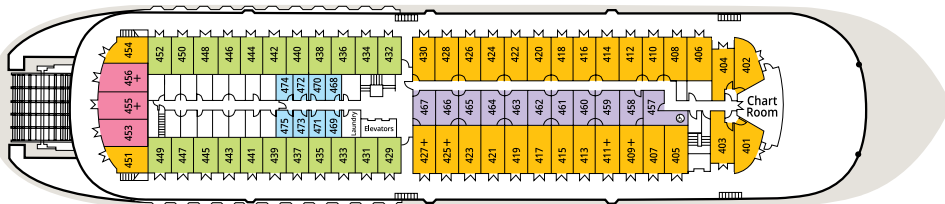
DECK 6 - SUN DECK

PILOT HOUSE ★ FITNESS CENTER ★ POOL ★ SMOKING AREA



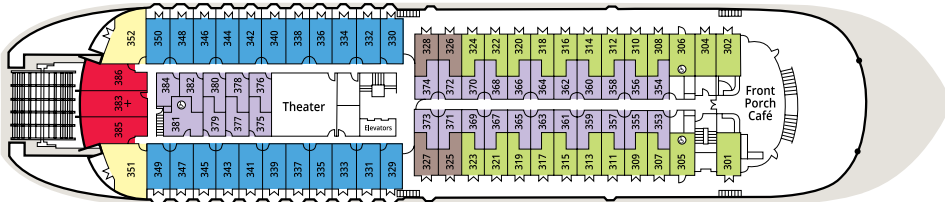
DECK 5 - PROMENADE DECK

RIVER GRILL & BAR ★ CALLIOPE



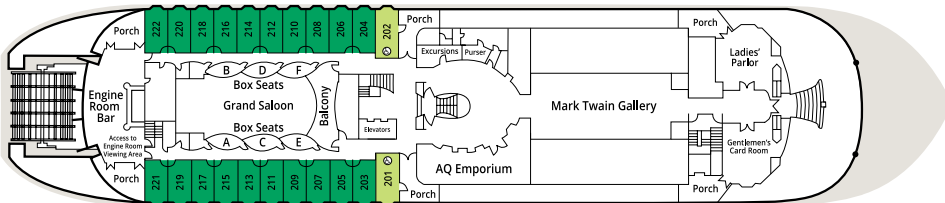
DECK 4 - OBSERVATION DECK

CHART ROOM ★ GUEST LAUNDRY (MID-SHIP) ★ ICE MACHINE



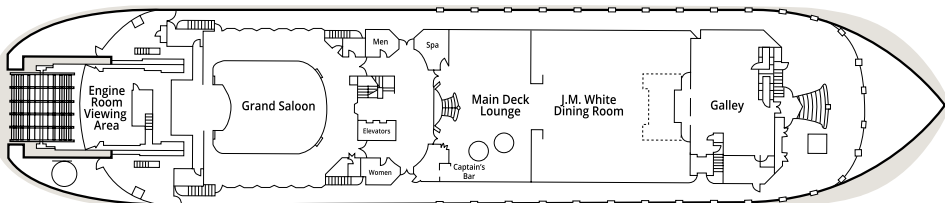
DECK 3 - TEXAS DECK

FRONT PORCH CAFÉ ★ THEATER



DECK 2 - CABIN DECK

LADIES' PARLOR ★ GENTLEMEN'S CARD ROOM ★ MARK TWAIN GALLERY
PURSER'S OFFICE ★ SHORE EXCURSIONS DESK
AQ EMPORIUM - GIFT SHOP ★ ENGINE ROOM BAR ★ SMOKING AREA (AFT)



DECK 1 - MAIN DECK

GRAND SALOON ★ MAIN DECK LOUNGE
CAPTAIN'S BAR ★ J.M. WHITE DINING ROOM

SUITE AND STATEROOM CATEGORIES

- OS** OWNER'S SUITES WITH EXCLUSIVE VERANDA
- LS** LUXURY SUITES WITH PRIVATE OR OPEN VERANDA
- AAA** SUITES WITH OPEN VERANDA
- AA** SUPERIOR OUTSIDE STATEROOMS WITH OPEN VERANDA
- PS** PADDLEWHEEL STATEROOMS
- A** DELUXE OUTSIDE STATEROOMS WITH PRIVATE VERANDA
- B** OUTSIDE STATEROOMS WITH OPEN VERANDA
- C** OUTSIDE STATEROOMS WITH OPEN VERANDA
- D** DELUXE OUTSIDE STATEROOMS WITH BAY WINDOW
- E** INSIDE STATEROOMS
- SO** SINGLE OUTSIDE STATEROOMS WITH OPEN VERANDA
- SI** SINGLE INSIDE STATEROOMS

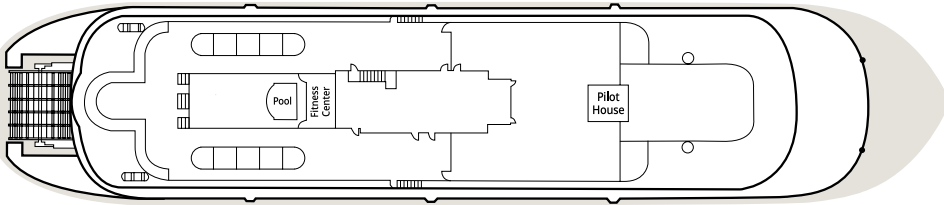
⊕ TRIPLE OCCUPANCY

★ QUADRUPLE OCCUPANCY

♿ ACCESSIBLE SUITES AND STATEROOMS

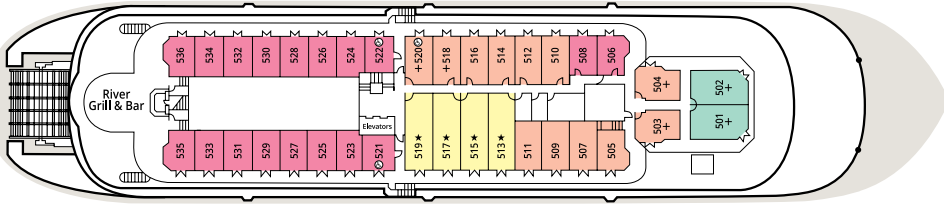
Some rooms have two twin beds that cannot be converted to queen beds, and others have queen beds that cannot be converted into two twin beds. Be sure to ask our reservation agents about bedding configurations when booking.

2020 DECK PLANS – AMERICAN QUEEN



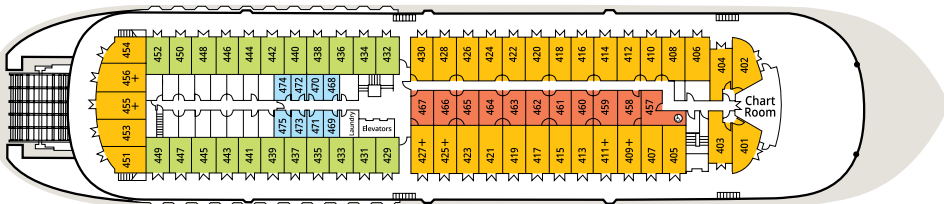
DECK 6 – SUN DECK

PILOT HOUSE ★ FITNESS CENTER ★ POOL ★ SMOKING AREA



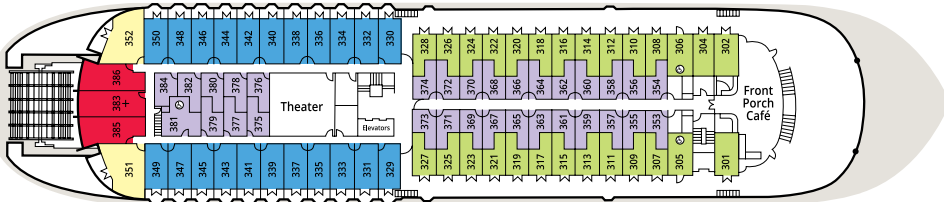
DECK 5 – PROMENADE DECK

RIVER GRILL & BAR ★ CALLIOPE



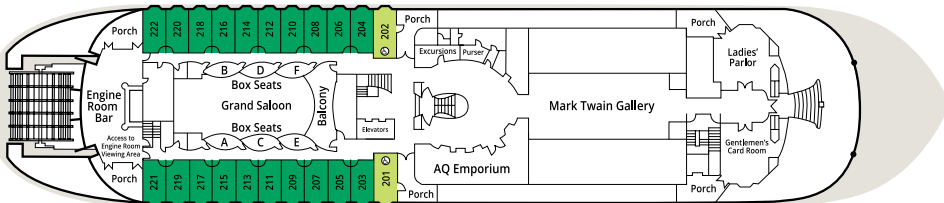
DECK 4 – OBSERVATION DECK

CHART ROOM ★ GUEST LAUNDRY (MID-SHIP) ★ ICE MACHINE



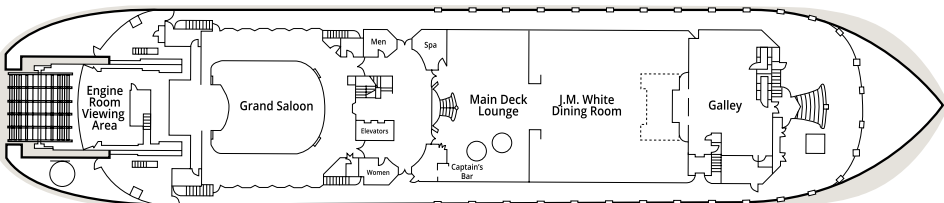
DECK 3 – TEXAS DECK

FRONT PORCH CAFÉ ★ THEATER



DECK 2 – CABIN DECK

LADIES' PARLOR ★ GENTLEMEN'S CARD ROOM ★ MARK TWAIN GALLERY
PURSER'S OFFICE ★ SHORE EXCURSIONS DESK
AQ EMPORIUM – GIFT SHOP ★ ENGINE ROOM BAR ★ SMOKING AREA (AFT)



DECK 1 – MAIN DECK

GRAND SALOON ★ MAIN DECK LOUNGE
CAPTAIN'S BAR ★ J.M. WHITE DINING ROOM

SUITE AND STATEROOM CATEGORIES

- OS** OWNER'S SUITES WITH EXCLUSIVE VERANDA
- LS** LUXURY SUITES WITH PRIVATE OR OPEN VERANDA
- DS** DELUXE SUITES WITH OPEN VERANDA
- JS** JUNIOR SUITES WITH OPEN VERANDA
- PS** PADDLEWHEEL STATEROOMS
- A** DELUXE OUTSIDE STATEROOMS WITH PRIVATE VERANDA
- B** OUTSIDE STATEROOMS WITH OPEN VERANDA
- C** OUTSIDE STATEROOMS WITH OPEN VERANDA
- D** DELUXE OUTSIDE STATEROOMS WITH BAY WINDOW
- E** INSIDE STATEROOMS
- SD** SINGLE DELUXE STATEROOMS
- SI** SINGLE INSIDE STATEROOMS

⊕ TRIPLE OCCUPANCY

★ QUADRUPLE OCCUPANCY

♿ ACCESSIBLE SUITES AND STATEROOMS

Some rooms have two twin beds that cannot be converted to queen beds, and others have queen beds that cannot be converted into two twin beds. Be sure to ask our reservation agents about bedding configurations when booking.

SUITES AND STATEROOMS



OS OWNER'S SUITES WITH EXCLUSIVE VERANDA

- 348 sq. ft. with 690-sq.-ft. exclusive veranda
- Queen bed
- Tub/shower combination
- Lounging area with sofa-bed
- Dressing area with granite vanity, mirror and desk
- Flat-screen TV
- Keurig coffee maker and mini refrigerator
- French doors open to exclusive veranda
- Furnished patio with sofa, two chairs and a coffee table
- Promenade Deck
- *Commodore Services*, including a River Butler (see Page 5)



LS LUXURY SUITES WITH PRIVATE OR OPEN VERANDA

- 353-363 sq. ft. with private or open veranda
- Queen bed or two single beds
- Tub/shower combination
- Sitting area with sofa-bed
- Vanity mirror and desk
- Flat-screen TV
- Keurig coffee maker and mini refrigerator
- French doors open to deck or veranda
- Promenade and Texas Decks
- Interior and exterior access
- *Commodore Services*, including a River Butler (see page 5)



AAA SUITES WITH OPEN VERANDA

Will be category DS in 2020; Deluxe Suites with Open Veranda

- 230 sq. ft. with open veranda
- Queen bed or two single beds
- Tub/shower combination
- Sitting area with sofa-bed
- Vanity mirror and desk
- Flat-screen TV
- French doors open to deck
- Promenade Deck
- Interior and exterior access
- *Commodore Services*, excludes a River Butler (see Page 5)



AA SUPERIOR OUTSIDE STATEROOMS WITH OPEN VERANDA

Will be category JS in 2020; Junior Suites with Open Veranda

- 210 sq. ft. with open veranda
- Queen bed or two single beds
- Tub/shower combination
- Flat-screen TV
- Sitting area
- Vanity mirror and desk
- French doors open to deck
- Interior and exterior access
- Promenade and Observation Decks



PS PADDLEWHEEL STATEROOMS

- **New for 2019**
- Stateroom 383 (342 sq. ft.)
- Staterooms 385 and 386 (302 sq. ft.)
- Authentic paddlewheel experience
- Queen bed or two single beds
- Tub/shower combination
- Flat-screen TV
- Sitting area with sofa-bed
- 6-foot-square picture window overlooking the paddlewheel
- Vanity mirror and desk
- Writing desk
- Interior access
- Texas Deck



A DELUXE OUTSIDE STATEROOMS WITH PRIVATE VERANDA

- 190 sq. ft. with 40-sq.-ft. private veranda
- Queen bed or two single beds
- Tub/shower combination
- Flat-screen TV
- French doors open to private veranda
- Interior access
- Texas Deck



B OUTSIDE STATEROOMS WITH OPEN VERANDA

- 190-205 sq. ft. with open veranda
- Queen bed or two single beds
- Tub/shower combination
- Flat-screen TV
- French doors open to deck
- Interior and exterior access
- Observation Deck



C SO OUTSIDE STATEROOMS WITH OPEN VERANDA

All category SO cabins will become category C cabins in 2020

- 140-160 sq. ft. (C); 140 sq. ft. (SO) with open verandas
- Queen bed or two single beds
- Shower or tub/shower combination
- Flat-screen TV
- French doors open to deck
- Exterior access
- Observation, Texas and Cabin Decks



D DELUXE OUTSIDE STATEROOMS WITH BAY WINDOW

- 190 sq. ft. with bay window
- Queen bed or two single beds
- Tub/shower combination
- Flat-screen TV
- Interior access
- Cabin Deck



E SI* INSIDE STATEROOMS

SD *All category E cabins on the Observation Deck become category SD in 2020; Single Deluxe Staterooms*

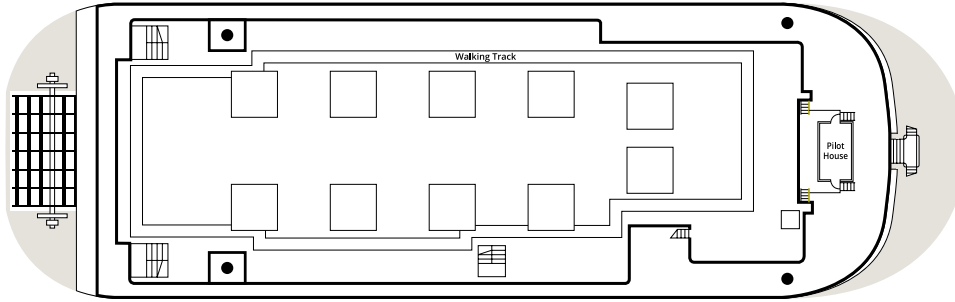
- 132-140 sq. ft. (E); 80 sq. ft. (SI)
 - Queen bed or two single beds
 - Shower or extra-large shower
 - Flat-screen TV
 - Promenade, Observation and Texas Decks
- *SI cabins are slightly scaled down to accommodate the independent traveler, and feature one single bed.

Note: Stateroom information provided here is a general representation of the stateroom categories. Actual room configurations, features and amenities vary slightly among and within stateroom categories.

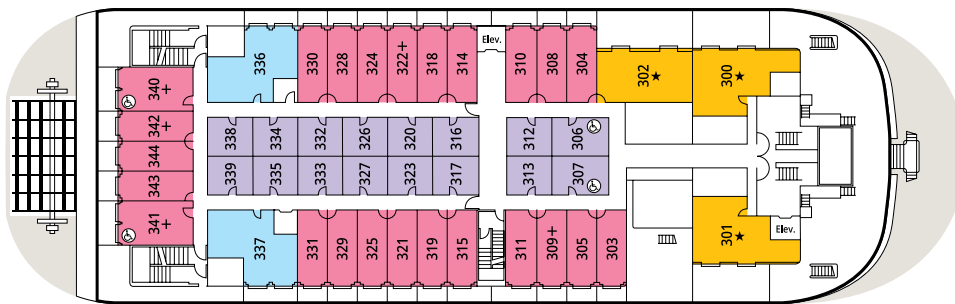
DECK PLANS – AMERICAN DUCHESS

SUITE AND STATEROOM CATEGORIES

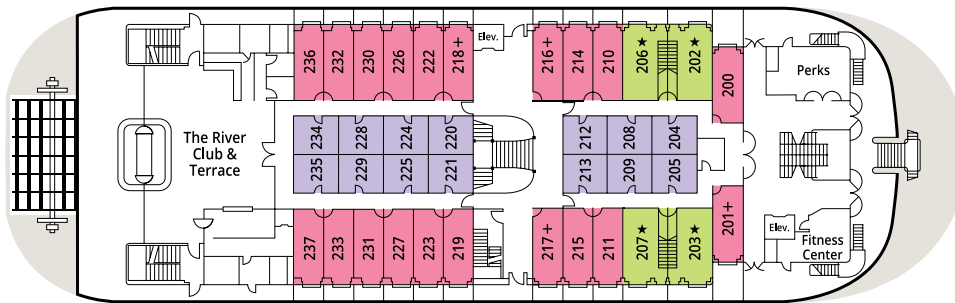
- OS** OWNER'S SUITES WITH PRIVATE BALCONY
- LFS** LOFT SUITES WITH PRIVATE BALCONY
- DS** DELUXE SUITES WITH PRIVATE BALCONY
- VS** VERANDA SUITES WITH PRIVATE BALCONY
- IS** INTERIOR STATEROOMS



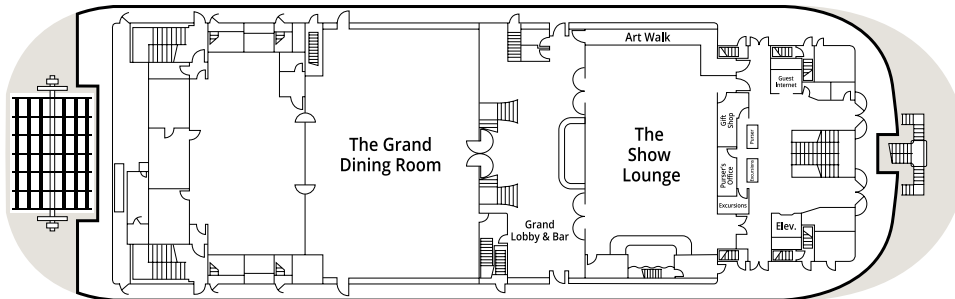
DECK 4 – SUN DECK
PILOT HOUSE ★ WALKING PATH



DECK 3 – CABIN DECK

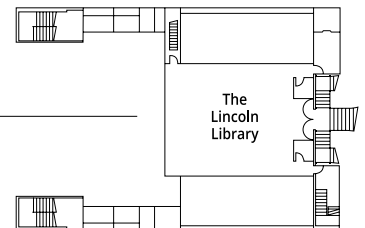


DECK 2 – OBSERVATION DECK
THE RIVER CLUB & TERRACE ★ PERKS ★ FITNESS CENTER



DECK 1 – MAIN DECK
THE GRAND DINING ROOM ★ GRAND LOBBY & BAR ★ THE SHOW LOUNGE
ART WALK ★ PURSER'S OFFICE ★ SHORE EXCURSIONS DESK ★ GIFT SHOP

LOWER MEZZANINE
(BETWEEN DECKS 1 AND 2)
THE LINCOLN LIBRARY



- +** TRIPLE OCCUPANCY
- ★** QUADRUPLE OCCUPANCY
- ACCESSIBLE SUITES AND STATEROOMS

SUITES AND STATEROOMS – AMERICAN DUCHESS



OS OWNER'S SUITES WITH PRIVATE BALCONY

- 550 sq. ft. with private balcony
- Queen bed or two single beds
- Full bathroom featuring floor-to-ceiling marble with tub/shower combination
- Half-bathroom
- Furnished lounge area with sofa-bed and desk
- Keurig coffee maker and mini refrigerator
- Two flat-screen TVs
- Sliding doors open to private balcony
- Cabin Deck
- *Commodore Services*, including a River Butler (see Page 5)



LFS LOFT SUITES WITH PRIVATE BALCONY

- 550 sq. ft. with private balcony
- Queen bed or two single beds
- Two full bathrooms featuring floor-to-ceiling marble with tub/shower combination
- Furnished lounge area with sofa-bed and desk
- Keurig coffee maker and mini refrigerator
- Two flat-screen TVs
- Sliding doors open to private balcony
- Observation Deck
- *Commodore Services*, including a River Butler (see Page 5)



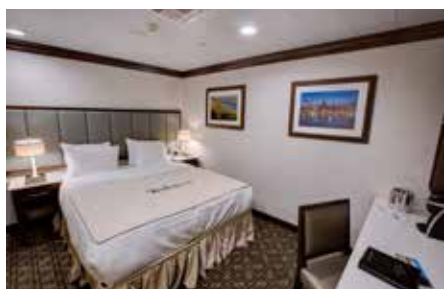
DS DELUXE SUITES WITH PRIVATE BALCONY

- 450 sq. ft. with private balcony
- Queen bed or two single beds
- Full bathroom featuring floor-to-ceiling marble with tub/shower combination
- Half-bathroom
- Two flat-screen TVs
- Furnished lounge area with sofa-bed and desk
- Keurig coffee maker and mini refrigerator
- Doors open to balcony
- Cabin and Observation Decks



VS VERANDA SUITES WITH PRIVATE BALCONY

- 240 sq. ft. with private balcony (*ADA suites are 330 sq.ft.*)
- Queen bed or two single beds
- Full bathroom with shower
- Furnished lounge area with sofa and desk
- Keurig coffee maker and mini refrigerator
- Flat-screen TV
- Doors open to veranda
- Cabin and Observation Decks



IS INTERIOR STATEROOMS

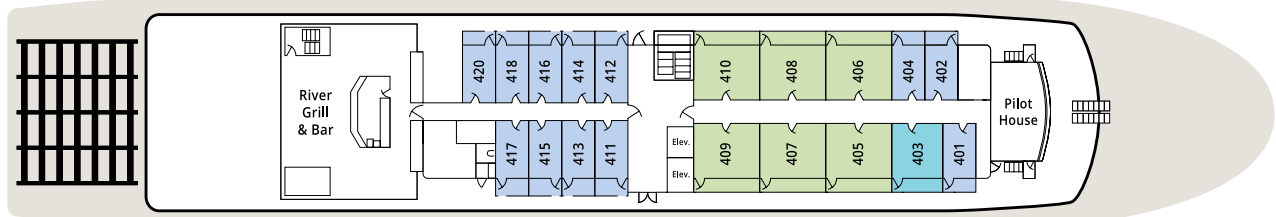
- 180 sq. ft. (*ADA suites are 200 sq. ft.*)
- Queen bed or two single beds
- Full bathroom with shower
- Writing desk with chair
- Keurig coffee maker and mini refrigerator
- Flat-screen TV
- Cabin and Observation Decks

Note: Stateroom information provided here is a general representation of the stateroom categories. Actual room configurations, features and amenities vary slightly among and within stateroom categories.

DECK PLANS – AMERICAN EMPRESS

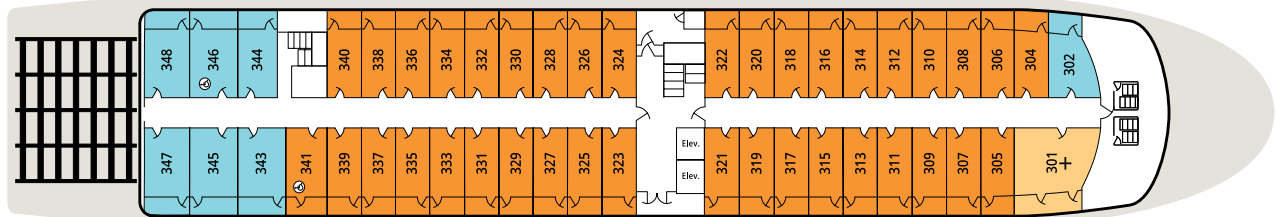
SUITE AND STATEROOM CATEGORIES

LS LUXURY SUITES WITH VERANDA	B SUPERIOR VERANDA STATEROOMS	E VERANDA STATEROOMS
A SUITES WITH VERANDA	C DELUXE VERANDA STATEROOMS	D OUTSIDE STATEROOMS WITH WINDOW
	CS SINGLE OUTSIDE STATEROOM WITH VERANDA	

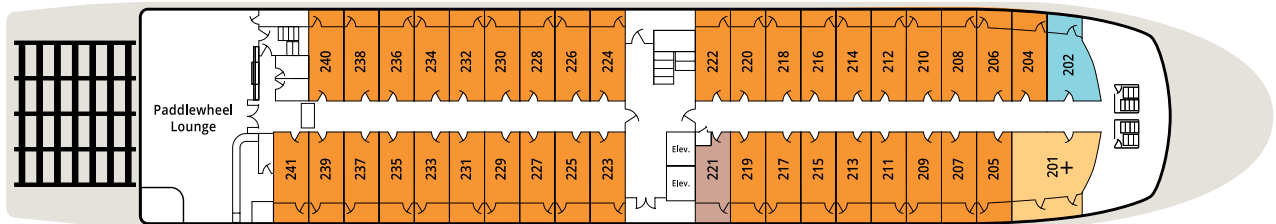


DECK 4 – VISTA VIEW DECK

RIVER GRILL & BAR ★ PILOT HOUSE ★ SMOKING AREA (AFT)

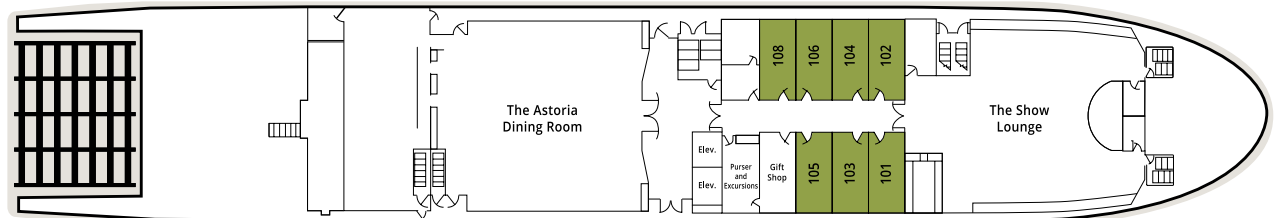


DECK 3 – DISCOVERY DECK



DECK 2 – FRONTIER DECK

PADDLEWHEEL LOUNGE



DECK 1 – EXPLORER DECK

THE ASTORIA DINING ROOM ★ PURSER'S OFFICE
SHORE EXCURSIONS DESK ★ GIFT SHOP ★ THE SHOW LOUNGE

+ TRIPLE OCCUPANCY

ACCESSIBLE SUITES AND STATEROOMS

Some rooms have two twin beds that cannot be converted to queen beds, and others have queen beds that cannot be converted into two twin beds. Be sure to ask our reservation agents about bedding configurations when booking.

SUITES AND STATEROOMS – AMERICAN EMPRESS



LS LUXURY SUITES WITH VERANDA

- 410 sq. ft.
- Queen bed or two single beds
- Full bathroom with shower
- Flat-screen TV
- Sitting area with sofa
- Private veranda
- Discovery and Frontier Decks
- *Commodore Services*, including a River Butler (see Page 5)



A SUITES WITH VERANDA

- 310 sq. ft.
- Queen bed or two single beds
- Full bathroom with shower
- Flat-screen TV
- Sitting area with sofa
- Semi-private veranda
- Vista View Deck



B SUPERIOR VERANDA STATEROOMS

- 210-250 sq. ft.
- Queen bed or two single beds
- Full bathroom with shower
- Flat-screen TV
- Sitting area
- Private veranda
- Vista View, Discovery and Frontier Decks

Stateroom 403 features a semi-private veranda.



C DELUXE VERANDA STATEROOMS

- 180 sq. ft.
- Queen bed or two single beds
- Shower
- Flat-screen TV
- Private veranda
- Discovery and Frontier Decks



D OUTSIDE STATEROOMS WITH WINDOW

- 180 sq. ft.
- Queen bed or two single beds
- Full bathroom with shower
- Flat-screen TV
- Explorer Deck



E VERANDA STATEROOMS

- 150 sq. ft.
- Queen bed or two single beds
- Full bathroom with shower
- Flat-screen TV
- Semi-private veranda
- Vista View Deck

CS SINGLE OUTSIDE STATEROOM WITH VERANDA

Will be category SO in 2020

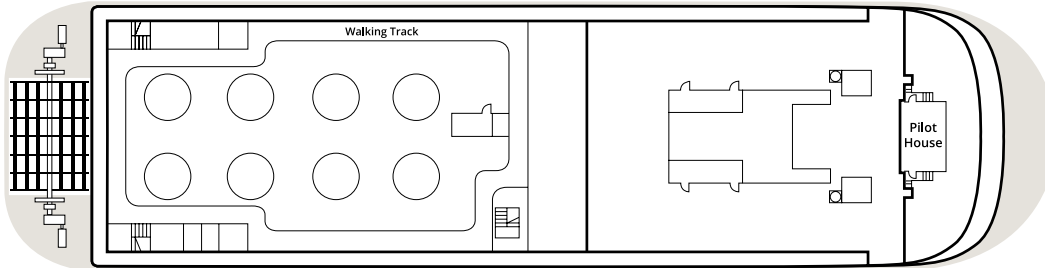
160 sq. ft. • One single bed • Full bathroom with shower • Flat-screen TV • Private veranda • Frontier Deck

Note: Stateroom information provided here is a general representation of the stateroom categories. Actual features and amenities vary slightly among and within stateroom categories. Verandas on the Vista View Deck are semi-private because the public walkway runs just over the railing. Please call and ask your reservations agent for details.

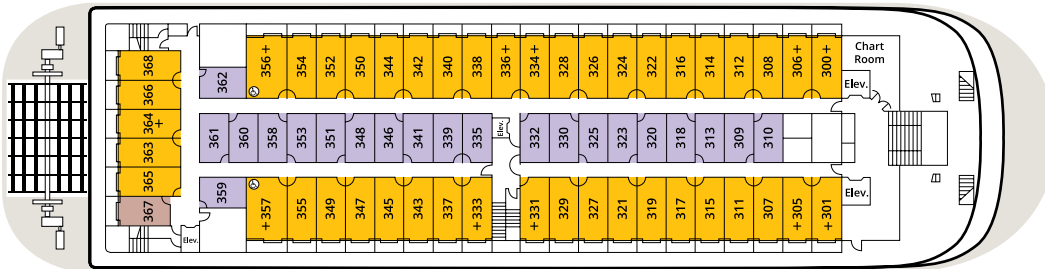
2020 DECK PLANS – AMERICAN COUNTRESS

STATEROOM CATEGORIES

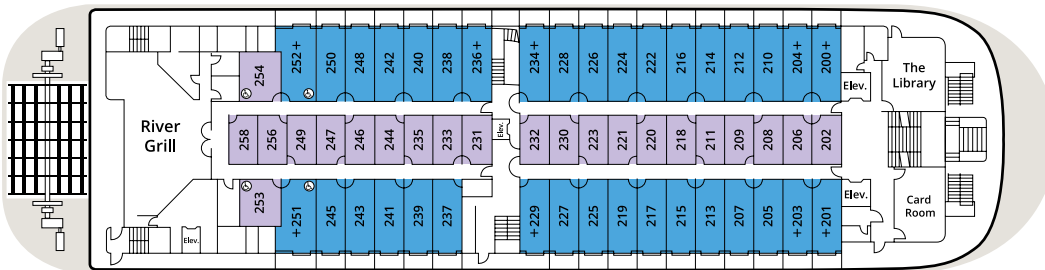
- A** DELUXE OUTSIDE STATEROOMS WITH PRIVATE VERANDA
- B** OUTSIDE STATEROOMS WITH OPEN VERANDA
- E** INSIDE STATEROOMS
- SO** SINGLE OUTSIDE STATEROOM WITH OPEN VERANDA



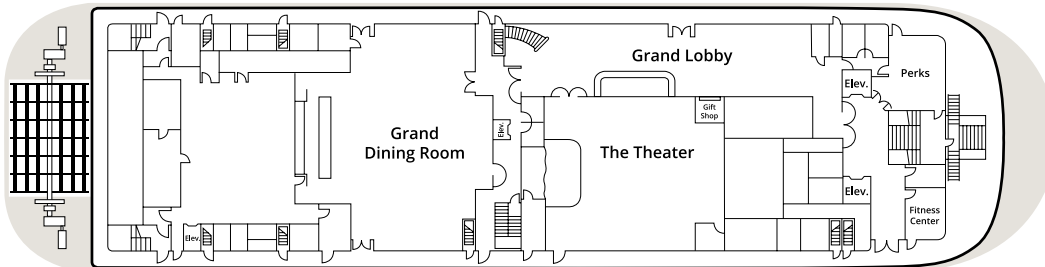
DECK 4 – SUN DECK
PILOT HOUSE ★ WALKING TRACK



DECK 3 – OBSERVATION DECK
CHART ROOM ★ STATEROOMS 300-368



DECK 2 – CABIN DECK
RIVER GRILL ★ THE LIBRARY ★ CARD ROOM ★ STATEROOMS 200-258

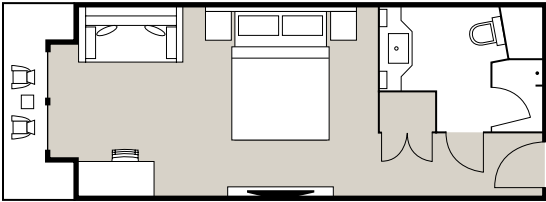


DECK 1 – MAIN DECK
GRAND DINING ROOM ★ THE THEATER ★ GRAND LOBBY
PERKS ★ FITNESS CENTER ★ GIFT SHOP

+ TRIPLE OCCUPANCY

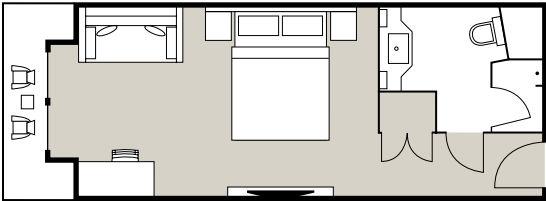
 ACCESSIBLE SUITES AND STATEROOMS

2020 STATEROOMS – AMERICAN COUNTESS



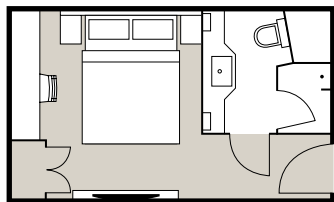
A DELUXE OUTSIDE STATEROOMS WITH PRIVATE VERANDA

- 255 sq. ft. with 40-sq.-ft. private veranda (ADA rooms are 325 sq. ft.)
- Queen bed or two single beds
- Full bathroom with shower
- Furnished lounge area with sofa and desk
- Sliding doors open to veranda
- Cabin Deck



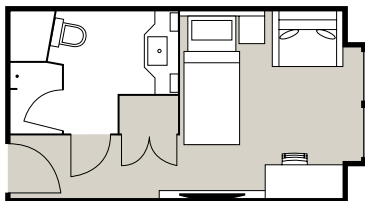
B OUTSIDE STATEROOMS WITH OPEN VERANDA

- 220 sq. ft. with open veranda (ADA rooms are 300 sq. ft.)
- Queen bed or two single beds
- Full bathroom with shower
- Furnished lounge area with sofa and desk
- Sliding doors open to deck
- Interior and exterior access
- Observation Deck



E INSIDE STATEROOMS

- 170 sq. ft. (ADA rooms are 220 sq. ft.)
- Queen bed or two single beds
- Full bathroom with shower
- Writing desk with chair
- Cabin and Observation Decks



SO SINGLE OUTSIDE STATEROOM WITH OPEN VERANDA

- 180 sq. ft. with open veranda
- Single bed
- Full bathroom with shower
- Furnished lounge area with sofa and desk
- Sliding doors open to deck
- Observation Deck

Note: Stateroom information provided here is a general representation of the stateroom categories. Actual room features and amenities may vary. Deck plans and stateroom illustrations are layouts only, and may change upon completion of construction.



TRAVEL AGENT SUPPORT

Register on our Travel Agent Portal to stay up to date on our products, promotions, training opportunities and more. Also, explore a variety of commissionable enhancements to add your clients' bookings to increase the enrichment, convenience and value of their cruise vacations.



TRAVEL AGENT PORTAL



American Queen Steamboat Company provides agents with the knowledge to speak confidently about its products and destinations. Be sure to take advantage of marketing support such as customizable promotional flyers and online brochure ordering by visiting our Travel Agent Portal at www.agents.aqsc.com.



TRAINING

Steamboat Academy: Enhance your knowledge with a deep dive into American Queen Steamboat Company cruise destinations, vessel information and more with our live or on-demand webinars. More information on the Steamboat Academy, including the certification program, can be found on Page 24.

Site Inspections: Request a visit to one of our boats directly on the Travel Agent Portal, and receive a guided tour from a member of our crew. More information can be found on Page 25.

Travel Agent Rates and FAM Trips: Nothing beats firsthand experience. Travel-agent reduced rates and officially hosted and organized FAM trips are also offered. More information can be found on Page 25.



VOYAGE INFO

Voyage Schedule: Explore the regions in which our vessels travel, including quick links to voyages by destination.

Transportation and Port Info: View a list of all ports and alternate options to flights for your clients to get to our embarkation ports, including train and car rental programs.

Bon Voyage Gift Order Form: A wonderful array of gifts can be ordered for guests through our Bon Voyage gift program, including wine, flowers, fruit baskets and onboard credits.



SALES SUPPORT

Business Development Managers and Territories: Our BDMs are committed to helping you succeed, and are working hard to make river cruising more profitable for you than ever. View a list of our sales team members, the territories they cover, and their contact information.

Policies and Commission: View an overview of this essential information online. More information can be found on Page 26.

Groups: American Queen Steamboat Company can accommodate groups starting at 10 double-occupancy cabins up to a full boat charter. More information is available on Page 27 or by calling the Group Department at (888) 749-5280.



SALES COLLATERAL

Flyers: Download PDFs of our flyers, and add your own call to action so that you can drive business directly to your agency.

Vessel Information: Access our cruise guides, deck plans, boat facts and more support materials.

Logos, Images and a Video Gallery: Access our online image gallery, and download a variety of assets, including photos of our vessels, public spaces and guests, along with our company logo and brand standards.



BROCHURES

Download and Order Brochures: Viewing PDFs of our brochures and ordering hard copies has never been easier. Simply log in to the portal, and click the Brochures tab. There you can select your desired quantities of our brochures.

Should you need greater quantities for shows or events, please contact your Business Development Manager.



PROMOTIONS

Take advantage of our special promotional offers to book your clients the river cruise of a lifetime at a great value. Our promotions change throughout the year, so the best place to view current promotions is on our website.

All promotions will have digital flyers in the Travel Agent Portal that you can download and customize with your own call to action and distribute to your clients directly.



STEAMBOAT ACADEMY™

Are you a new agent looking to establish a foundation of knowledge about our cruise vacations? Or perhaps you are a seasoned agent looking to continue your education. Our Steamboat Academy offers a variety of courses both **on demand and as LIVE webinars**, all aimed at increasing your expertise and giving you confidence to sell our product and grow your business.

Becoming a Steamboat Academy-certified agent is easy!

- ★ Complete all required core classes.
As our fleet grows, so will our course offerings.
- ★ Take a quiz at the completion of each course. Pass with a score of 80% or better, taking the quiz as many times as you like.
- ★ Download your certificate of completion of each quiz.
- ★ A final certificate will be emailed to you.

CORE CLASSES

Intro to AQSC

This first course lays the foundation for your education, including key details on how to work with American Queen Steamboat Company. Topics include agent support, highlights of our paddlewheel boats and their destinations, inclusions and onboard amenities, commissionable enhancements, booking policies, guests with disabilities, single travelers and more.

Shore Excursions

This comprehensive course covers our included and premium shore excursion options. Insights reviewed include the logistics of how our Hop-On Hop-Off excursions operate, and how to book premium shore excursions for your clients, earning you additional commission.

Group Reservations

This course will provide you with an understanding of our group reservation process, which group types are most successful and the prime time to solidify your group travel requests.

American Queen

An in-depth look at our flagship vessel, the *American Queen*, covers the features and amenities of our iconic and most opulent boat.

American Empress

This detailed review of the *American Empress* will provide you with fundamental insight on what makes her one of the most special boats in the Pacific Northwest.

American Duchess

Take a thorough look at our boutique vessel, the *American Duchess*, which features the largest and most exclusive staterooms on the river.

American Countess

The newest addition to our fleet will raise the bar on domestic river cruising.

ONGOING EDUCATION

In addition to our core classes, Steamboat Academy also offers year-round ongoing education courses on topics such as holiday themes, commissionable enhancements and destination highlights.

SITE INSPECTIONS, AGENT RATES AND FAMS



SITE INSPECTIONS

Travel professionals who are near one of our port locations may request a site inspection of our vessels.

Boat visits will include a tour led by a member of our onboard crew who will escort travel professionals through the public spaces. Individual staterooms and suites may not be available for viewing based on occupancy.

Requests for visits on day of embarkation/disembarkation are limited to travel industry professionals, and are capacity-controlled. For the best site inspection experience, we encourage visitors to select a day on which the boat is in a port of call.

To arrange a site inspection, please complete the form on the Travel Agent Portal or contact your American Queen Steamboat Company Business Development Manager.

Requests must be submitted a minimum of 14 days prior to the requested date of the boat visit. A response to your request will be sent within five business days.

TRAVEL AGENT RATES

All agents taking advantage of our Travel Agent Rates and FAM trips must hold a valid LATA/CLIA card and be Steamboat Academy-certified. The application for these trips is on the Travel Agent Portal, under the Training tab.

Having a firsthand onboard experience enables travel professionals to have confidence and insider knowledge when selling our cruises. In order to get this valuable insight, we have created a reduced Travel Agent Rate program:

- ★ Travel Agent Rates on cruise fares are available year-round, and can be applied for within 45 days of sailing.
- ★ The cost is \$125 per person, per night, based on double-occupancy, plus port charges and gratuities.
- ★ Traveling companions in the same stateroom are extended the same rate.
- ★ The rate includes cruise fare only.
- ★ Single supplement is 200% (\$250 per night) in order to satisfy double-occupancy pricing.



FAMILIARIZATION (FAM) EDUCATIONAL TRIPS

Hosted FAM trips opportunities occur throughout the year, and are offered by invitation only. The best way to stay informed about these educational trips is to be a graduate of Steamboat Academy and stay in touch with your American Queen Steamboat Company Business Development Manager.

BOOKING INFORMATION

RESERVATIONS AND CUSTOMER SERVICE

(888) 749-5280

HOURS OF OPERATION

Monday-Friday
8 a.m.-9 p.m.

Saturday and Sunday
9 a.m.-7 p.m.

DEPOSITS, FINAL PAYMENTS AND COMMISSIONS

Promotional Fares: Full cruise payment is due at time of booking.

Nonpromotional Fares

2019: A deposit of \$500 per person is due within three days of the initial reservation.

2020: If the cruise length is 9 days or less, a deposit of \$500 per person is due within three days of the initial reservation. If the cruise length is more than 9 days, a deposit of \$1000 per person is due within three days of the initial reservation.

Final Payment: 2019 – due 90 days prior to departure
2020 – due 120 days prior to departure

Commission Payout: 30 days post-sailing

GRATUITIES

Gratuities are automatically added to guests' onboard account and distributed to our crew in housekeeping, dining rooms and bar service and motorcoach drivers. Gratuities can be prepaid, but are not commissionable.

2019: \$18.50 per person, per day

2020: \$19.50 per person, per day
(excludes the *American Duchess*, which will be all-inclusive)

REFUNDS

Refundable for all cancellations:

- Port fees and taxes
- Prepaid shore excursions must be canceled 36 hours prior to tour
- Prepaid gratuities
- Unlimited Beverage Package

Hotels and City Stay Packages

Based on tiered cancellation policy

CANCEL/CHANGE POLICY

Fees prior to departure	2019	2020
\$250-per-person administration fee	Up to 91 days	Up to 121 days
25% of gross fare	n/a	120 to 91 days
50% of gross fare	90 to 61 days	90 to 61 days
75% of gross fare	60 to 31 days	60 to 31 days
100% of gross fare (commission protected)	30 to 0 days	30 to 0 days

WAIT LISTS

Required deposit: \$150 per person
(refundable if wait list does not clear)

Cleared wait list process:

American Queen Steamboat Company will contact the agent to advise clearance of wait list, any promotional rates applicable and final payment timelines.

BACK-TO-BACK CRUISES

5% discount on cruise fare

Complimentary tour between two cruise segments

Two-night hotel stay with a choice of:

One hotel night prior to embarkation, plus one post-night after the second cruise segment

OR

One hotel night prior to embarkation, plus a \$50-per-person onboard credit

SPECIALTY TRAVELERS AND GROUPS



ADA- AND WHEELCHAIR-ACCESSIBLE

All boats have ramps and elevators.

All motorcoaches are disabled-friendly.

- There are wheelchair lifts on every coach.
- The first few rows onboard are designated for disabled passengers.
- Scooters or walkers can be stored in transit.

Fully ADA-accessible rooms (roll-in shower):

American Queen

Category E: *Stateroom 381*

American Duchess

Category VS: *Staterooms 340 and 341*

Category IS: *Staterooms 306 and 307*

American Empress

Category B: *Stateroom 346*

Category C: *Stateroom 341*

American Countess

Category E: *Staterooms 253 and 254*

Category B: *Staterooms 356 and 357*

Category A: *Staterooms 251 and 252*

Service animals are welcome.

GROUP RESERVATIONS

- ★ Groups are based on 10 or more double-occupancy cabins.
- ★ All allotments are virtual.
- ★ The only way to confirm a cabin is to apply a deposit.
- ★ Deposit is \$500 per person, and due within seven days of adding names to the reservation.
- ★ Tour Conductor (TC) credit is 1:12. Comp berth is applicable to the 13th paid passenger.
- ★ There is a maximum of 4 TCs per group; first and second TCs are applied to group leader's cruise fare; third and fourth TCs must be taken as commission.
- ★ Group reservations exclude single-occupancy categories. Single supplement is 200% of promotional rate in non-single-occupancy categories.
- ★ Port charges are additional, and vary based on cruise itinerary.
- ★ Gratuities are additional. See Page 26 for cost.
- ★ Sail dates that are available for group departures can be obtained by contacting your Business Development Manager or the Groups Department.

SINGLE-TRAVELERS

The *American Queen*, *American Countess* and the *American Empress* have true single-occupancy staterooms that are priced accordingly to accommodate the independent traveler. Should single-occupancy staterooms be sold out at time of booking, a solo traveler may purchase a double-occupancy cabin, but a single supplement will apply (200%).

HOP-ON HOP-OFF AND PREMIUM SHORE EXCURSIONS



A HIGHLIGHT OF ANY AMERICAN QUEEN STEAMBOAT COMPANY RIVER CRUISE IS THE OPPORTUNITY TO VISIT THE PORTS AND SEE THE SIGHTS ON OUR EVER-POPULAR SHORE EXCURSIONS. MANY ARE INCLUDED – CALLED HOP-ON HOP-OFF EXCURSIONS BECAUSE OF THE CONVENIENCE AFFORDED BY OUR DELUXE MOTORCOACHES, WHICH CONTINUALLY MAKE THE ROUNDS OF THE LOCAL ATTRACTIONS SO THAT GUESTS CAN ENJOY THE TOUR AT THEIR OWN PACE AND LEISURE. ALSO AVAILABLE ARE MANY FASCINATING PREMIUM SHORE EXCURSIONS, FOR A VOYAGE TAILORED TO SPECIFIC AREAS OF INTEREST.



INCLUDED SHORE EXCURSIONS IN EACH PORT OF CALL

Hop-On Hop-Off excursions offer an expert local guide onboard the deluxe motorcoach, providing key information on area history.

There is flexibility for guests to sightsee at their own pace without the need to rush or keep up with a tour guide.

Deluxe motorcoaches operate on a continual cycle. Guests may ride the entire loop, or get off at every stop. The average wait for the next pickup is 15-30 minutes.

Admission fees to a majority of local attractions are included.

View the included shore excursions on the detailed itinerary page on our website, www.aqsc.com.



PREMIUM SHORE EXCURSIONS

The most popular tours will sell out. Avoid disappointment and onboard waiting lists, and prepurchase premium shore excursions and return transfers.

Minimum recommendation:

- ★ Pre-cruise excursion
- ★ Post-cruise excursion
- ★ Return transfer from the vessel to either the airport or the post-cruise hotel.

A list of premium shore excursions can be viewed on www.reservemyexcursions.com.

Top sellers include:

- ★ On the Front Lines of the Civil War – Vicksburg Battlefield Tour
- ★ Hell's Canyon Jet Boat Experience
- ★ The Elvis Experience



DEDICATED FLEET OF DELUXE MOTORCOACHES

Our coaches drive in tandem with the boats, so guests experience the same great drivers every day. They are extension of our crew – just on land.

Coaches are wrapped with the same look and feel of the boats, making them easy to spot around town.

There is complimentary Wi-Fi onboard all coaches, so guests can stay connected. Some coaches even have charging stations at the seats.

The coaches are handicapped-accessible. Every coach has a lift, and wheelchairs, scooters and walkers can be stored under the coach while it is in transit. The first few rows onboard are reserved for guests with disabilities.

CITY STAY PACKAGE – PORTLAND



Johnston Observatory – Mount St. Helens



PORTLAND – THE ROSE CITY *(post-cruise only)*

3-Day/2-Night Premium Hotel Stay

Dossier Hotel, with daily American breakfast

Additional Meal

Lunch during the exclusive premium excursion

Exclusive Premium Excursion: Mount St. Helens Tour

Duration: Full-day tour, including lunch

Enjoy an urban experience in Portland proper, including a visit to the International Rose Test Garden. Travel outside the city to explore the unique beauty of Mount St. Helens, known for its catastrophic explosion in 1980. Get a view of the volcano's treasures, including the Blast Zone. Continue to the Johnston Ridge Observatory* and Mount St. Helens Science and Learning Center near Coldwater Lake.

Downtown Portland Walking Tour

Duration: 2 hours – 1.5 miles on flat terrain, ADA-accessible

Explore early and modern Portland as your guide shows you an enlightened city rich with artwork, parks, bridges, trains, streetcars, fountains and friendly people. This walk meanders through the most fascinating portions of the city, leading to the waterfront.

- ★ Public artwork/sculptures
- ★ Front Street Fountain
- ★ Portland waterfront
- ★ Historic Portland Bridge

Airport Transfer

Hotel to Portland International Airport

Pricing and inclusions on City Stay Packages are subject to change without notice. Please visit www.aqsc.com for information on specific dates. **Transfers** are for hotels booked through American Queen Steamboat Company. ***Johnston Ridge Observatory:** Due to the elevation, accessibility is dependent upon climate, and the site is not accessible on certain dates. An additional stop at the Mount St. Helens Visitor's Center at Silver Lake will replace the Johnston Ridge Observatory on those dates. **Blackout dates** may apply.

CITY STAY PACKAGES – MEMPHIS



Memphis, TN



MEMPHIS: AMERICAN MUSIC *(pre- and post-cruise)*

Airport Transfer

- ★ Pre-cruise: From Memphis International Airport to the hotel
- ★ Post-cruise: From the hotel to Memphis International Airport

Onboard Credit

Pre-cruise packages receive a \$50-per-person onboard credit.

3-Day/2-Night Premium Hotel Stay

Sheraton Memphis Downtown, with daily American breakfast

Additional Meal

Meal voucher for the Blues City Café

Exclusive Premium Excursion: The Elvis Experience

- ★ A self-guided digital tablet tour through Graceland Mansion
- ★ Full access to the new Elvis Presley's Memphis Entertainment Complex
- ★ A Beale Street walking tour

Walking Tour

Distance: 12 blocks on flat terrain

Visit the Peabody Hotel and witness the famous duck parade. The tour ends at the Memphis Rock 'n' Soul Museum or the Blues City Café.

Trolley Transportation Pass

A three-day trolley pass, for transportation throughout downtown Memphis

Memphis Attractions Pass

Included admission to three of Memphis's highest-rated attractions:

- ★ Sun Studio
- ★ Memphis Rock 'n' Soul Museum
- ★ National Civil Rights Museum

Pricing and inclusions on City Stay Packages are subject to change without notice. Please visit www.aqsc.com for information on specific dates. **Transfers** are for hotels booked through American Queen Steamboat Company. **Blackout dates** may apply. **Onboard credit:** \$50 per person, maximum of \$100 per stateroom.



Nashville, TN



MEMPHIS AND NASHVILLE: ULTIMATE MUSIC OF AMERICA EXPERIENCE *(post-cruise only)*

During Your Cruise: Small Towns, Big Legends:

The Story of B.B. King Premium Excursion

Take a guided tour of the B.B. King Museum and Delta Interpretive Center, and enjoy a live juke joint performance.

3-Day/2-Night Premium Hotel Stays

Sheraton Memphis Downtown (first night) and Gaylord Opryland Resort (second night), with daily American breakfast

Additional Meals

Lunch on Beale Street in Memphis and on Broadway Street in Nashville

Exclusive Premium Excursion: The Elvis Experience

Includes early opening (8:30 a.m. to 12:30 p.m.)

- ★ A self-guided digital tablet tour through Graceland Mansion
- ★ Full access to the new Elvis Presley's Memphis Entertainment Complex
- ★ A Beale Street walking tour with a local guide

Music City USA Nashville City Tour

Includes a narrated driving tour with an expert guide telling local lore of the famed Music City. Admission to the Country Music Hall of Fame and Museum is also included.

Grand Ole Opry Show in Nashville

Enjoy an evening performance of the show that made country music famous, at the Grand Ole Opry House.

Airport Transfer

From the hotel to Nashville International Airport

Pricing and inclusions on City Stay Packages are subject to change without notice. Please visit www.aqsc.com for information on specific dates. **Transfers** are for hotels booked through American Queen Steamboat Company. **Memphis and Nashville Ultimate Music of America Packages** are applicable only on select voyages. **Blackout dates** may apply. **Onboard credit:** \$50 per person, maximum of \$100 per stateroom.

CITY STAY PACKAGE – NEW ORLEANS



THE ULTIMATE NEW ORLEANS EXPERIENCE *(pre- and post-cruise)*

Airport Transfer

- ★ Pre-cruise: From New Orleans International Airport to the hotel
- ★ Post-cruise: From the hotel to New Orleans International Airport

Onboard Credit

Pre-cruise packages receive a \$50-per-person onboard credit.

3-Day/2-Night Premium Hotel Stay

Le Méridien Hotel, with daily American breakfast

Additional Meal

New Orleans jazz brunch at The Court of Two Sisters restaurant

Exclusive Premium Excursion: New Orleans Highlights Tour

Duration: 4 hours

- ★ Driving tour with views of the French Quarter, Jackson Square and the Garden District
- ★ City Park, for an included beignet at Morning Call Coffee Shop
- ★ St. Louis Cemetery No. 3, to see the ornate tombs

New Orleans Attractions Pass

Included admission to seven of New Orleans's highest-rated attractions:

- ★ Mardi Gras World
- ★ National WWII Museum
- ★ Audubon Zoo
- ★ Tremé Walking Tour
- ★ Old U.S. Mint
- ★ Confederate Memorial Hall Museum
- ★ Longue Vue House and Gardens

Streetcar Transportation Pass

Duration: 3 days

Valid on all public transportation

Pricing and inclusions on City Stay Packages are subject to change without notice. Please visit www.aqsc.com for information on specific dates. **Transfers** are for hotels booked through American Queen Steamboat Company. **Blackout dates** may apply. **Onboard credit:** \$50 per person, maximum of \$100 per stateroom.

CITY STAY PACKAGE – ST. CLOUD (MINNEAPOLIS/ST. PAUL)



Itasca State Park



HEADWATERS OF THE MISSISSIPPI *(pre- and post-cruise)*

Included Transfers

- ★ Pre-cruise:
 - From Minneapolis-St. Paul International Airport to the meeting point at the Radisson Blu Mall of America via courtesy hotel shuttle
 - From the meeting point to St. Cloud, Minnesota
- ★ Post-cruise: From the hotel to Minneapolis-St. Paul International Airport

Onboard Credit

Pre-cruise packages receive a \$50-per-person onboard credit.

3-Day/2-Night Premium Hotel Stay

The Kelly Inn in St. Cloud, with daily American breakfast

Additional Meals

- ★ Lunch at Douglas Lodge
- ★ Dinner at Anton's Restaurant

Exclusive Premium Excursion: The St. Paul City Tour

Duration: 5 hours

- ★ Minnehaha Falls
- ★ Guthrie Theater

Guided Boat Tour of Lake Itasca

A narrated tour on the waters of Lake Itasca onboard the *Chester Charles II*

Tour of Itasca State Park

Duration: Full day tour

A motorcoach tour of Itasca State Park, including stops for picturesque photo opportunities at Preacher's Grove, Peace Pipe Vista and the Mississippi Headwaters

Pricing and inclusions on City Stay Packages are subject to change without notice. Please visit www.aqsc.com for information on specific dates. Transfers are for hotels booked through American Queen Steamboat Company. Onboard credit: \$50 per person, maximum of \$100 per stateroom.

UNLIMITED BEVERAGE PACKAGE



ON AN AMERICAN QUEEN STEAMBOAT COMPANY RIVER CRUISE, THE GOOD TIMES FLOW. WINE AND BEER ARE COMPLIMENTARY THROUGHOUT DINNER SERVICE ON THE *AMERICAN QUEEN*, *AMERICAN EMPRESS* AND *AMERICAN DUCHESS* IN 2019 (EXCLUDES THE *AMERICAN COUNTESS* IN 2020), BUT YOU CAN PRESELL YOUR CLIENTS THE OPPORTUNITY TO ENJOY THEIR FAVORITE DRINKS THROUGHOUT THE CRUISE WITH AN UNLIMITED BEVERAGE PACKAGE. THAT WILL INCREASE YOUR COMMISSIONS AND PROVIDE A GREAT VALUE FOR YOUR CLIENTS. PLEASE NOTE THAT GUESTS OF THE *AMERICAN DUCHESS* WILL RECEIVE ONE COMPLIMENTARY UNLIMITED BEVERAGE PACKAGE PER PERSON, PER CRUISE, BEGINNING IN 2020.

PRICE PER CABIN

CRUISE DURATION	DOUBLE OCCUPANCY	SINGLE OCCUPANCY
3 nights	\$199	\$99
4 nights	\$249	\$125
6-7 nights	\$399	\$199
14 nights	\$699	\$350
21 nights	\$999	\$499



- ★ The Unlimited Beverage Package includes beer, wine by the glass, spirits and cocktails up to \$12 in value.
- ★ Guests will be responsible for the retail difference plus service charge on any drinks that exceed \$12 in value.
- ★ Unlimited Beverage Packages cover only guests in the cabin. Guests with an Unlimited Beverage Package are welcome to buy drinks for others at the full retail amount plus a 15% service charge.
- ★ The Unlimited Beverage Package does not include doubles or tasting events (e.g., bourbon tastings, wine tastings, etc.).
- ★ A separate package for premium bottled wine is available for purchase onboard.
- ★ The advertised Unlimited Beverage Package price includes a 15% service charge.

TRAVEL PROTECTION



Life's unexpected circumstances can compromise your clients' vacation plans, but they don't have to compromise their investment. American Queen Steamboat Company has paired with Allianz Global Assistance to offer a travel protection plan to cover your clients and their vacation investment.

The Frontier Plan*, provided by Allianz Global Assistance, offers a plan that can help your clients relax and enjoy their trip. It is recommended that they purchase travel protection to help provide reimbursement for up to 100% of prepaid, nonrefundable vacation cost, because there are no exceptions to American Queen Steamboat Company's cancellation penalties.

The Frontier Plan can help protect your clients' vacation investment. Ensure that they purchase their plan within 14 days of making their initial trip deposit in order to be eligible for preexisting medical conditions benefits. They have at least 10 days to review their plan and receive a full premium refund, provided they have not departed for their trip or filed a claim. Premiums are nonrefundable after that period.

FRONTIER PLAN BENEFITS

MAXIMUM COVERAGE PER PERSON (UP TO THE LIMITS BELOW)

TRIP CANCELLATION	100% OF INSURED TRIP COST (UP TO \$50,000)
TRIP INTERRUPTION	150% OF INSURED TRIP COST (UP TO \$75,000)
TRIP DELAY	\$750 (\$200/DAY)
MISSED CRUISE CONNECTION	\$750
BAGGAGE AND PERSONAL EFFECTS	\$2,500
BAGGAGE DELAY	\$500
EMERGENCY MEDICAL & DENTAL EXPENSE	\$50,000 (\$500 DENTAL SUBLIMIT)
EMERGENCY MEDICAL EVACUATION/REPATRIATION	\$250,000
TRAVEL ASSISTANCE & CONCIERGE SERVICES	INCLUDED

Travel protection plan premiums are based on trip cost, clients age, and state of residence. Please contact American Queen Steamboat Company's Reservations Department at (888) 749-5280 for quotes on insurance premiums.

*Terms, conditions, and exclusions apply.

Insurance benefits underwritten by BCS Insurance Company (OH, Administrative Office: Oakbrook Terrace, IL), rated "A-" (Excellent) by A.M. Best Co., under BCS Form No. 52.201 series or 52.401 series, or Jefferson Insurance Company (NY, Administrative Office: Richmond, VA), rated "A+" (Superior) by A.M. Best Co., under Jefferson Form No. 101-C series or 101-P series, depending on your state of residence. Plan only available to U.S. residents and may not be available in all jurisdictions. AGA Service Company is the licensed producer and administrator of this plan and an affiliate of Jefferson Insurance Company. The insured shall not receive any special benefit or advantage due to the affiliation between AGA Service Company and Jefferson Insurance Company. Non-Insurance benefits/products are provided and serviced by AGA Service Company. Consumer is responsible for charges incurred from outside vendors for assistance or concierge services. Contact AGA Service Company at 800-284-8300 or 9950 Mayland Drive, Richmond, VA 23233 or customerservice@allianzassistance.com.

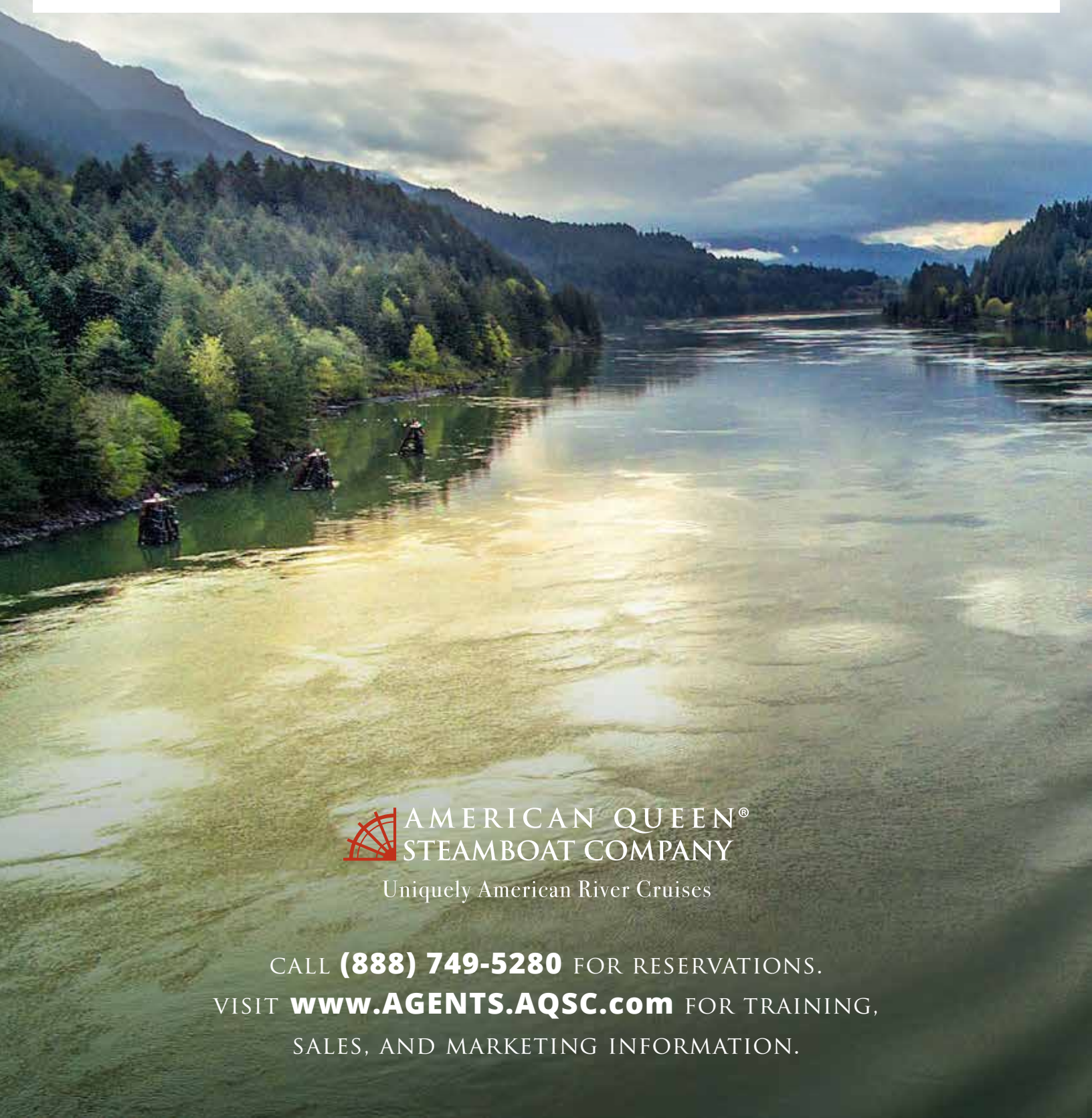
TERMS AND CONDITIONS

This brochure is for travel agent informational purposes only. All information is correct at time of printing, and is subject to change without notice. American Queen Steamboat Company is constantly trying to improve our products, and changes are necessary in order to provide new and exciting opportunities for our guests.



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