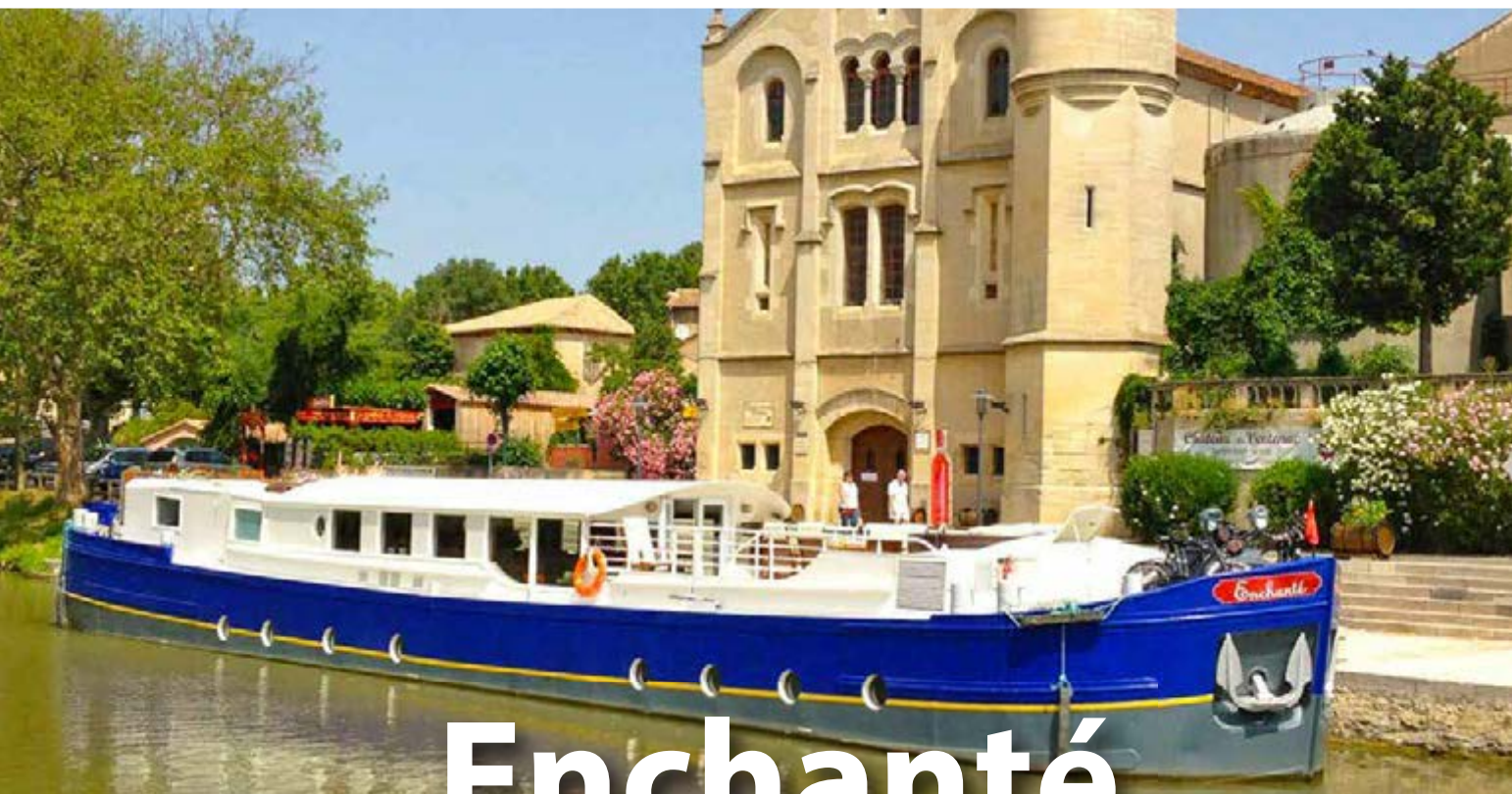


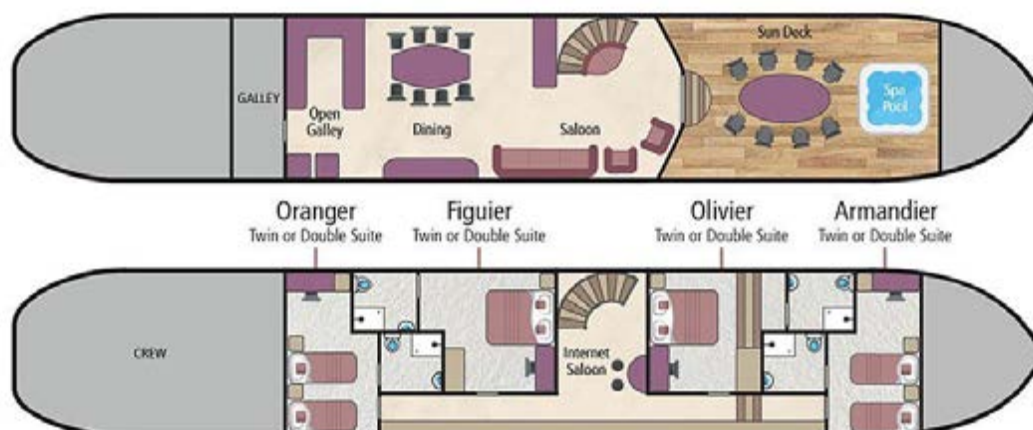


Enchanté

Fact sheet



Enchanté - Fact Sheet



Barge Specifics



Former purpose: Ex Freight Barge from Belgium
Year of construction: 1958
Dimensions: Length 100ft (30.58m). Width 16ft 6" (5.05m)
Year converted to a Hotel Barge: 2008 / 2009
Generators: 2 x 220 volt generators both equipped with hospital silencers for night running
Main Engine: 855-M220pk Cummins
Maximum Speed: 10 knots
Water & fuel capacity: 8000L of water and 4000L of fuel

Your crew on board

Crew of 5: Captain, Tour Director, Chef, Housekeeper & Hostess

Nationality of Crew: Mostly French & British

Accommodation on board

Maximum 8 passengers / 4 suites.

All suites can be configured with 2 single beds or a double. The cabin theme is light colours with mahogany furniture.

Each suite has a stylish fully tiled en-suite bathroom. All are equipped with hair dryer, shower cubicle, wash basin and WC. Each are supplied with washing gel, hand soap, shampoo, towels and bathrobes. The bathroom flooring is solid teak and the showers are very spacious.

Cabin Sizes

All the suites are similar in size measuring 165ft² (15.5m²).

There are 3 steps in Olivier cabin leading to the bathroom.
There are 3 steps in the corridor leading to Armandier.

The bathrooms each measure 33ft² (3m²) and are included in the suite sizes above.

The shower trays in each bathroom measure 2.95ft x 2.95ft (90cm x 90cm).

Ceiling height: All cabins are a minimum of 6ft 4" (1.95m).

Armandier & Olivier are at the bow end and Figuier & Oranger are at the stern.

Armandier & Oranger both have 3 portholes in the cabin & no porthole in the ensuite.

Olivier & Figuier both have 2 portholes in the cabin & 1 porthole in the ensuite.

The bed length is 6ft 2" (1.90m).

Size of the beds:

As singles all beds are 2ft 9"x 6ft 5" (0.8m/ 80cm x 1.98m).

As doubles all beds are 5ft 9"x 6ft 5" (1.6m x 1.98m).

When the suite is set up in twin bed configuration, the beds are side by side with a small gap between them.

All sizes are approximate.

Climate Control

Enchanté has reversible Air Conditioning and Central Heating throughout with individual temperature control in each cabin.

Computer and Telephone

Wi-Fi is available for guests' bringing their own appliances, however, there are some moorings where connection to the internet is very slow and sometimes when the barge is cruising the connection is not possible because the barge is out of signal range.

There is no passenger telephone available on Enchanté.

Currency

The local currency in France is the Euro.
We are unable to accept credit or debit cards on board.

Cycling & Walking

The on board bicycles are available for use as often as you wish. Guests can disembark the barge when the barge is moored. Guests can walk or cycle and explore local villages and enjoy the French landscape. Our Biking Plus program provides maps of circular routes to follow.

There are 8 adult size folding bikes each with 5 gears and low top tube / cross bar. Cycle helmets are provided on board. Specialist bicycles, children's bikes and child bike seats can be arranged if required. Please contact our Reservation Team at least 8 weeks prior to your departure.

Because the barge cruises at a slow pace, walking is a popular activity.

Dining Room & Saloon

Room Size: 13ft x 30ft (3.96m x 9.1m), the height is 6ft 10" (2.1m).

Large panoramic windows stretch the entire length of this area.

The dining area has a large glass table, seating all 8 guests at a single sitting. The design compliments the contemporary modern look of Enchanté. An open Demonstration Kitchen Galley allows guests to watch as the Master Chef prepares the meals on the granite benches, sharing his recipes and demonstrating his techniques.

A fully stocked bar and Art Deco drinks cabinet completes the area.

The saloon is furnished with sofas and armchairs, with oak flooring.

Large panoramic windows stretch the entire length of the barge, allowing plenty of light and the beautiful scenery to be appreciated.

The ceiling height of the saloon is 6ft 11" (2.12m).

Electricity

The barge is wired for 220 and 240 volts (not 110 volts).

We recommend you bring an adapter for your personal appliances, which correspond to the standard French two pin plugs.

If you wish to use your electrical appliance, please ask one of the crew when you arrive on board to ensure that it is suitable for the barge's electrical system.

European Waterways cannot be held responsible for unforeseen voltage fluctuations which sometimes occur when swapping from one voltage system to another.

Excursions

Enchanté has a 9-seater (including driver) air conditioned Mercedes Sprinter van.

Seatbelts must be worn at all times when in the vehicle. While the vehicle is always locked when not in use, do not leave valuables in the vehicle. European Waterways cannot be held responsible for any theft of personal possessions following a break in.

For charter bookings, the itinerary can be adapted to suit your group's particular needs. If a destination or excursion is within a reasonable distance of the barge, we will do everything we can to arrange it. Please speak with our Reservations Team in advance of your cruise and we can pre-arrange with the Captain.

Any guests not wishing to participate in an excursion are welcome to remain on board.

Facilities on board

- 6 person spa-pool (hot tub) with electronic thermostat
- 8 Bicycles (See Cycling & Walking)
- A small library of books and maps
- A collection of board games
- Boules
- Sound System is Bose
- Starlink (High speed internet connection)

Food & Drink

All meals on board are freshly prepared by your chef and most meals are a set-menu (there is no choice available). International and French cuisine is featured.

We are able to arrange special meals, e.g. vegetarian / no fish / vegan etc; and we are able to cater for any preferences or allergies. However, it is most important that we are notified of any specific requirements at least 8 weeks prior to your departure date. Failure to notify European Waterways in advance of your cruise may result in disappointment on board.

There is no assigned seating for meals and the dining room on board Enchanté accommodates all guests at a single sitting.

Breakfast: Usually continental with fresh breads, pastries, jams, fruit, cereals, yoghurts, freshly squeezed orange juice, teas and coffee. Eggs (poached, boiled, fried, scrambled or omelette) are available each morning on request.

Lunch: is usually a casual meal, bistro style, with refreshing salads or soups depending on the season, followed by local specialities and a selection of cheese or dessert, and accompanied by a selection of quality wines. Occasionally a buffet meal or a picnic will be proposed as an alternative.

Dinner: Always a gastronomic adventure created by your talented chef. A taste of regional cuisine by candlelight, complemented by fine wines, followed by a selection of regional cheeses, coffee and liqueurs.

Captain's Farewell Dinner: is held on the last night of the cruise. Guests may choose to dress slightly more formally.

Drinks included in the cruise price: Non-alcoholic beverages and regular or decaffeinated tea and coffee, semi-skimmed milk, are offered with all meals. The well-stocked bar is open 24 hours a day serving beers, wines & spirits. Wines are served with meals and there is a Champagne welcome on arrival.

Drinks not included in the cruise price: Some champagnes and special vintage wines are not included although you may purchase bottles at cost price, if you let us know in advance how many of each you require. We do not recommend special ordering unless you are chartering the whole barge.

Hot Air Ballooning

The region Enchanté cruises in is not suitable for hot air ballooning.

Laundry

We recommend you bring sufficient clean clothing for your cruise as there are no laundry facilities on board. However, the crew may be able to assist in an emergency on a request basis.

Luggage / What to pack

Please try and fit everything for your cruise into one reasonably sized suitcase and one piece of hand luggage per person. Soft bags are preferable. There is only enough space on the barge and minibus for a total of up to 8 suitcases and 8 small pieces of hand luggage.

Practical comfort and casual clothing is the norm aboard Enchanté and for most excursions. The dress code for dinner is relaxed and informal. For the Captain's Farewell Dinner on the last evening, guests often dress-up, which is optional.

The weather in the south of France is generally warm. June, July, and August is the warmest often being in the mid 30's.

Suggested things to pack:

Light clothing including shorts and T-shirts. A sweater or lightweight jacket is recommended for evenings and the air-conditioned interiors.

During spring and autumn, you may need medium weight clothing. A lightweight raincoat for showery times would be advisable. In summer, a sun hat can be useful.

Comfortable walking shoes with textured non-slip soles are recommended.

Enchanté has a spa pool so don't forget your swim wear, towels are provided.

Medical

Please let us know in advance of your cruise if you require frequent or ongoing medical attention.

The crew are unable to administer medicines but can accompany you to a chemist for you to purchase any necessary medicines. Due to your cruise often being in a rural location, we recommend you bring all necessary medication with you.

Doctors are usually not far away for an urgent consultation and the Emergency Services can be called if required.

Problems during your Cruise

If you have a problem during your cruise, please give us the immediate opportunity to make things right. Please bring any concern to the private attention of your Captain who will often be able to solve any issue immediately.

Restricted Mobility

Please let us know in advance of your cruise if you have a physical disability and require any assistance. Our barges are not generally suitable for passengers with significant mobility issues or disabilities.

There are 3 steps down from the Enchanté sundeck to the saloon. From the saloon, there is a curving staircase of 11 steps down to the cabins on the lower deck.

Oranger has 3 steps within the cabin up to the bathroom. There are 3 steps in the corridor to access Armandier.

The toilets are on the lower deck and the dining area is above so a visit to the restroom requires a minimum of 11 steps up and down.

Wheelchairs cannot be used on board and can only be used to assist on excursions where the ground is suitable.

If you would like us to provide a wheelchair for your arrival, please notify our Reservations team at least 8 weeks before arrival. There is a small hire charge of approximately €100 which should be paid directly to the barge Captain on arrival. Passengers must be accompanied by someone who is able to push the chair as the crew are unable to assist.

Safety & Security

Once you are on board, your Captain will talk you through the Cruise Safety Procedures. Safety Instructions are detailed on the last page of this document.

Please note that European Waterways cannot be responsible for any valuables that you bring on board. We strongly recommend that you do not bring valuables with you unless required and that you ensure that all valuables are covered by your travel insurance.

Safes are provided in each cabin on board but cabin doors are not usually locked, for safety reasons.

Smoking

There is a strict non-smoking policy for safety reasons and for the comfort of fellow passengers. If you would like to smoke, you are requested to smoke outside or on the deck away from fellow passengers.

Sundeck

12ft x 21ft (3.6m x 6.4m) furnished with one hot tub, an al fresco dining 6.4m table with 8 chairs and a sun-canopy for shade. The flooring has an anti-slip surface.

Tipping

A service charge is not included in the cruise fare. Tipping is entirely discretionary but is greatly appreciated by the crew if you would like to acknowledge the standard of service provided. As a guideline, the recommended industry standard is between 5 and 10% of the cruise fare if you are fully satisfied with the service you have received.

The usual way to tip is to give the amount as one lump sum in cash to the Captain / Cruise Director on the last day of the cruise. He/she will distribute the amount equally amongst the crew.

Euros or Dollars are equally appreciated. ATMs are accessible for cash withdrawal on most itineraries during the cruise and the crew can advise where these are located.

If you have any questions on the above, please speak to the Captain.

Transfers

The usual pick up and drop off for Enchanté is at the Ile de Gua Suites or Narbonne TGV train Station. Alternative pick up points may be possible on request for Charter groups by advance request. Transfers will usually be in the barge vehicles (please see under "Excursions").

The approximate transfer duration between Narbonne & Enchanté is less than 1 hour.

It is usually possible to make your own way to the barge, but this must be arranged in advance with our Customer Service team.

Water

Tap water in France and on board Enchanté is potable and bottled water is available.

Safety Instructions on Enchanté

On arrival the Captain will talk you through the Cruise Safety Procedures on board.

In addition, it is important that all passengers are familiar with the safety instructions detailed below.

- Please follow the instructions of the Captain and crew at all times.
- Remember that decks can be slippery. Please wear non-slip shoes and do not run or jump whilst on board.
- Do not walk on the side or rear decks or outside the guard rails.
- Passengers are not permitted in the engine rooms, technical areas or crew accommodation at any time, or in the galley or wheelhouse unless accompanied by a crew member or in an emergency.
- Do not embark or disembark the barge unless the gangplank and handrail are in place or the crew have advised that it is safe to do so. Never do so when the barge is moving.
- Be careful when the vessel is being moored up with the barge ropes. In particular do not step into a loop in the rope or try to release the mooring rope from a bollard.
- Keep clear of any overhead obstructions and remain seated if on deck whilst the barge passes under bridges with restricted headroom.
- Do not attempt to touch the sides of any lock or bridge.
- Do not open portholes whilst the barge is moving. Lower deck portholes must be securely closed whilst moving.
- Life jacket preservers are located in designated lockers in your cabin or in designated deck lockers. Once on board, please take the time to identify their location and read the instructions.
- For fire safety reasons, smoking is not permitted anywhere inside the barge.
- The barge's equipment such as the hot tub and bicycles must only be used following preparation by the crew. Use of the bicycles and the hot tub is at your own risk. Breakable glasses are not permitted in the hot tub and alcohol consumption is not advised.
- There is an open bar policy on board. However, excessive alcohol consumption can be dangerous, particularly in a warm climate and in proximity to deep water and the Captain has the discretion to withhold alcohol if safety to passengers or crew is at risk.

In an emergency

- Keep calm. Do not return to your cabin to recover your possessions.
- If you discover a fire on board, sound the fire alarm and notify a crew member immediately. If possible, close doors behind you to confine the fire. Please take the time to identify the location of fire alarms and fire extinguishers.
- If the alarm sounds or you hear repeated continuous blasts on the barge horn, you must, if possible, assemble on the sundeck for further instructions.
- If you discover water below deck, notify a crew member immediately and go to the sundeck to await further instructions.
- If you are in your cabin and the way to the sundeck is obstructed, follow the signs to the alternative fire exit. Please take the time to identify all fire exits.
- Your vessel is equipped with a defibrillator in case of cardiac arrest. Instructions in English are given automatically by the machine.
- The emergency number for fire, police or medical assistance on all public phone networks is 112.

Please ask a member of the crew on board if you need further safety advice



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