



**FOOD
& WINE
TRAILS**
EPICUREAN TOURS
A Division of HMS Travel

FOOD & WINE TRAILS

Frequently Asked Questions

Q: What is the basis of the quoted cruise fares?

A: Fares are quoted in U.S. Dollars, are per person and are based on double occupancy (two people per cabin) and include roundtrip air*, limited travel management services provided by HMS Travel and the onboard wine program. Fares do not include personal charges made onboard the ship, airport transfers, optional shore excursions, meals ashore, baggage handling, beverages not part of the regular menu, and all items of a personal nature including, but not limited to, laundry service and other onboard services, including spa treatments. **Oceania Cruises' Air Program terms and conditions apply*

Q: What is included with the Food & Wine Trails Wine Cruise?

A: The Food & Wine Trails Wine Cruise includes two programs rolled into one. You have all the onboard entertainment and creature comforts of a deluxe cruise, plus a private-to-the-group, educational wine program with private parties, tastings, seminars and a winemaker's dinner in one of the ship's specialty restaurants. Only wine served at exclusive group events is included with the program. All other wine would need to be purchased by guests at their own discretion.

Q: Can I bring bottles of wine onboard the ship and is there a corkage fee?

A: Guests wishing to bring wine onboard with them may do so, limited to three (3) bottles per stateroom. Guests are welcome to enjoy their wine in the comfort and privacy of their stateroom or suite or, if they prefer, may enjoy their wine in one of the ship's dining rooms. Any wine consumed in the dining room or a public area will be subject to a corkage fee. Oceania Cruises (OCI) charges a \$20.00 per bottle corkage fee.

Q: Do I need travel insurance?

A. HMS Travel (HMS) strongly recommends you purchase Access America travel insurance, or comparable travel insurance covering supplier default, full medical expenses, medical evacuation, travel delay, cancellation and loss. By not purchasing insurance, you assume all risk of loss associated with your trip. Your HMS Travel Consultant will discuss your insurance needs with you during or immediately following the booking process.

Q: Do I need a Passport or Visa?

A: Yes. Passports must be valid for six months following the date of trip completion. Due to airline security measures, your passport name must match your airline ticket name or you may be denied boarding. Any guest traveling without the proper documentation will not be allowed to board the vessel and no refund of cruise fare or any other travel components purchased from HMS will be issued. HMS accepts no responsibility for obtaining required visas nor for advising guests of visa or other immigration requirements beyond the guidelines indicated.

All Guests will be required to complete and submit a GUEST REGISTRATION FORM before your final payment for the cruise will be accepted. A blank form will be sent with your deposit confirmation letter. See the instructions at the top of the form on how to submit this information.

Q: Do I need special vaccinations?

A: Passport and Visa requirements, and regulations in regards to vaccination certificates and other health requirements vary by destination. It is the sole responsibility of each guest to obtain and have available appropriate valid travel and health documents for their chosen itinerary. Any guest traveling without the proper documentation will not be allowed to board the vessel and no refund of cruise fare or any other travel components purchased from HMS will be issued.

Q: Where do I find information about Travel Advisories?

A: The U.S. Department of State's Consular Information Sheets are available for every country in the world. HMS recommends that all guests visit the U.S. Department of State's website at <http://travel.state.gov> to obtain information concerning that status of any advisories or warnings issued to travelers for specific countries around the world.

Q: What payment methods are accepted for deposits and final payments?

A: HMS accepts AMEX, MC, Visa, and personal checks for cruise deposits and final payments. For your convenience, your final payment may be automatically charged to the credit card used to make the initial deposit. If you use a debit card to pay the deposit, we may not be able to process your final payment due to daily spending limits imposed by your bank, and therefore, would require an alternate form of payment. OCI processes credit cards internationally, and your credit card bank may possibly charge a foreign transaction fee. Neither OCI nor HMS accepts any responsibility for credit card foreign transaction processing fees independently assessed by banks. You may want to check with your bank in advance to see if they charge these types of fees.

Q: What is the single supplement?

A: When one person travels alone in a stateroom, OCI assess' a single supplement to the cruise fare. Unless otherwise indicated, there will be a 200% charge for single occupancy of the double occupancy suite or stateroom fare. Your HMS Travel Consultant can discuss single fares with you.

Q: Can I make changes to my reservation?

A: Changes to a reservation after deposit and prior to issuance of travel documents may result in assessment of administrative fees and service charges beyond the control of HMS and are the responsibility of the guest. Administrative fees and service charges will vary and are based on the type of change to your reservation including but not limited to name and air schedule changes.

Q: What type of air flights and services are included in the cruise fare?

A: OCI contracts with major domestic and international airlines to secure Economy, Business and First Class air schedules for their cruise guests. The free air included in the cruise fare is in economy class on the cruise's departure and return dates from 20 gateway cities only. Supplemental fees may apply from an additional 117 non-gateway cities. These flights are often scheduled with multiple carriers and connections and arrangements, and are released to passengers 21 days before departure. Please ask your HMS Travel Consultant for the prices to upgrade to Business and First Class seating or how to extend your vacation travel dates.

Q: What are the 20 gateway cities included in Oceania Cruises' Air Program?

A: Atlanta, Boston, Chicago, Dallas, Denver, Houston (IAH), Los Angeles, Miami, New York (JFK), Newark, Orlando, Philadelphia, Phoenix, San Diego, San Francisco, Seattle, Tampa, Toronto, Vancouver, Washington (Dulles), D.C.

Q: What about airport transfers to and from the ship?

OCI offers airport transfers to and from the ship on the day of embarkation and disembarkation only. Prices range from \$60-\$200 per person and are based on the city. Your Travel Consultant can quote you the prices for your cruise. For arrivals a representative from OCI will meet you outside baggage claim and direct you to a waiting motor coach for transfer to the ship. If you decide to extend your stay either before or after the cruise, you will need to make alternate arrangements for transportation to and from the pier. Your Travel Consultant can help you select the best option for airport transfers.

Q: How do you handle custom air requests?

A: Your Travel Consultant can submit on your behalf a request to customize your airline itinerary (called an air deviation). In order to request a Custom Air Itinerary, the client must email the dates they would like to travel and the departure city they will be departing from. At this time there is a \$125.00 per person custom air request fee that is nonrefundable. Within 3-4 days Oceania will submit a flight schedule to your HMS Travel Consultant. Your consultant will forward the schedule to for approval. The details of the schedule may include additional costs to confirm a specific schedule. That price can vary and depends upon the airline fares at the time the request is made.

Q: When can I select my airline seat or submit a special request to the airline?

A: Any pre-flight arrangements, such as seat assignments, frequent flyer program, wheel chair requests, oxygen or special meal requests must be made by your Travel Consultant to the airlines directly based on their policies and procedures. Guests are not allowed to use frequent flyer memberships or apply past traveler discounts to any air ticket issued by OCI's Air Department.

Q: Can I make independent air arrangements?

A: Yes. As a full service travel agency, your Travel Consultant is happy to assist you purchase independent air tickets. If you elect not to use the free air tickets provided by OCI, the price of your cruise fare will be reduced by a specific dollar amount called an "Air Credit". The amount of the air credit is listed on the cruise registration form. OCI reserves the right to withdraw or change the air and air credit offer at any time.

Q: Can I bring children under the age of 18?

A: OCI's policy for all guests under the age of 18 states that they must be accompanied by and occupy the same accommodations as an adult aged 25 years or older and are unable to accept infants less than six months of age.

Q: When will I receive my final documents?

A: Approximately 45-60 days prior to departure, OCI will mail you your "Cruise Vacation Guide." F&WT documents will be mailed approximately 30 days prior to departure.

Q: Is there a dress code?

A: Recommended onboard clothing is resort or country club casual. For evening dining, elegant casual resort-wear is suggested. Jeans, shorts, t-shirts or tennis shoes are not to be worn at dinner.

Q: What is Oceania Cruises' baggage policy?

A: Luggage must be handled pursuant to regulators and tariffs of airlines, government security requirements and ground operators. Luggage exceeding these limitations will be subject to charges as set forth by the individual operators, including any excess baggage charges. Fees for checked luggage are now common and are the responsibility of the guest. Please check with your specific airline(s) for their respective luggage policy. OCI reserves the right to refuse any items that may be considered dangerous (explosives, firearms, liquid oxygen, combustible or illegal items). OCI reserves the right to search baggage for security issues. All hand-carried luggage and personal effects are the responsibility of the guest at all times. OCI is not responsible for the loss of, or damage to, guests' luggage. Baggage insurance is recommended. Guests may bring a reasonable amount of luggage onboard an OCI vessel. No baggage of items heavier than 70 lbs. will be loaded onto or off of the ship.

Q: When can I board the ship?

A: Guests are required to be onboard the vessel at least one hour prior to the scheduled departure time. Early boarding is available to guests booked in Concierge and above staterooms. Guests sailing onboard Regatta, Insignia and Nautica: Concierge and above staterooms - 11:00 AM; All other staterooms - 3:00 PM. Guests sailing onboard Marina and Riviera: Oceania, Vista and Owner's Suites - 11:00 AM; Penthouse Suites - 12:00 PM; Concierge Verandas - 1:00 PM; All other staterooms - 3:00 PM. A lunch buffet is served from 11:30AM to 5:00PM.

Q: Does the ship have room service?

A: Complimentary room service is available 24 hours a day from the OCI room service menu.

Q: Does the ship have valet and laundry facilities?

A: Dry cleaning and laundry services are offered onboard and are available at an additional fee.

Q: Can I smoke onboard?

A: For the safety and security of all guests and staff onboard, Designated Smoking Areas are available on Deck 9, the forward starboard corner of the Pool Deck, and Deck 10, in the aft, port corner of Horizons. These areas are comfortably furnished and conveniently located near food and beverage areas. Smoking is expressly forbidden in all Staterooms and Suites, on verandas, or in any areas of the ship other than officially Designated Smoking Areas. Smoking in a stateroom or suite represents a serious fire and safety hazard to all guests and staff. Guests choosing to disregard this policy will be disembarked at the next port of call and may also be subject to additional cleaning and damage fees.

Q: Does the ship have medical services onboard?

A: Each of the ships is equipped with limited medical facilities and staffed by international medical personnel. Customary Emergency Room fees and charges do apply for medical services and are dictated by the services performed by the ship's medical staff.

Q: I have an existing medical condition. What do I do?

A: Guests with any medical condition(s) or special needs that may require treatment or attention or accommodation during the voyage, or needing to travel with medical apparatus, including wheelchairs, motorized scooters, oxygen therapy, etc., must advise OCI in writing at the time of deposit. OCI is unable to accommodate women past their sixth month of pregnancy. OCI has the right to refuse or revoke passage to anyone who, in its judgment, is in a physical, mental or emotional condition unfit for travel or whose comfort onboard may be compromised due to situations beyond the care that can be provided by OCI.

Q: What is the procedure to have medical equipment delivered to the ship?

A: Having medical equipment brought onboard is handled on a case-by-case basis. OCI must receive a fit-to-travel letter, the full dimensions, description of the equipment, name of the delivery company, and all other pertinent information.

Q: What special diets are available on the ships?

A: Special arrangements can be made if you require Diabetic, Gluten-free, Lactose-free, Kosher, Vegetarian and Vegan. Other diets must be requested for approval and, in some cases, may require additional medical documentation.

Q: What kinds of outlets do the staterooms have?

A: Each stateroom has 2-110 volt outlets and 2-220 volt outlets, which can be used for items such as battery chargers, hair dryers, razors and personal hygiene items.

Q: Can I exchange my money for local currency?

A: Euros may be purchased from Reception. For destinations in Europe that do not utilize the Euro, OCI will endeavor to provide currency exchange services onboard or provide the guest with information on currency exchange services available ashore. All foreign currency exchange transactions will be charged to the guest's onboard account and a 5% transaction fee will be applied.

Q: Can I use my credit card to get a cash advance on the ship?

A: Cash advances are available at the Reception Desk. A daily limit of \$500 per registered card can be billed to the guest's shipboard account. A 5% transaction fee will be applied by OCI.

Q: Can I cash a Travelers check or Personal Check on the ship?

A: Travelers Checks may be cashed onboard OCI ships. OCI does not charge a service fee for cashing the checks into US currency. A 5% transaction fee will be added to your onboard account if you require foreign currency. Personal checks are not accepted.

Q: What are the ships' policies regarding guests going ashore?

A: When the ships arrive in a port of call, guests are requested to wait in the public areas or in their stateroom until an announcement is made with instructions for safe disembarkation. In certain ports, guests will be brought ashore in tender boats. When tendering is required, you will be instructed where and when to board the tenders. Sailing times for each port of call are listed in Oceania Currents and clearly displayed at the gangway. Guests should take note of the scheduled sailing time and return to the ship at least 30 minutes prior to sailing. If the guests return late and miss the ship, they will be solely responsible for rejoining the ship and all associated costs. When going ashore, guests should carry their Oceania WorldCard stateroom key with them at all times. The Oceania WorldCard serves as the guest's boarding card and must be swiped for security purposes at the gangway each time you disembark and embark the ship.

Q: How is luggage handled at embarkation and debarkation?

A: On embarkation day, your luggage will be delivered directly to your stateroom. If the luggage has not arrived one hour prior to sailing, guests should contact Reception from their stateroom telephone. On the last night of the cruise guests should pack their luggage and leave it outside their stateroom door before retiring for the evening. You should not pack personal items such as medicine and toiletries that you will require the next morning. Staff members will collect the luggage during the night and deliver it to the cruise terminal. All luggage being disembarked from the vessel must weigh no more than 70 pounds per piece.

Q: When can I make reservations in the specialty restaurants?

A: You can make advanced dining reservations for the ship's specialty restaurants online through Oceania Cruises website. Which of the restaurants accept reservations, and how far in advance can people make these reservations depends upon your ship and your cabin category. If you are booked on Nautica or Regatta, advanced reservations are allowed in the Polo Grill and Toscana restaurants. For Marina or Riviera, restaurants include the Polo Grill, Toscana, Red Ginger and Jacqués. Please refer to the table below to determine how far in advance you are able to make reservations:

Category	Days before departure
Owner's, Vista and Oceania Suite (OS, VS, OC)	90 days
Penthouse Suites (PH1, PH2, PH3)	75 days
Concierge Level Staterooms (A1, A2, A3, A4)	60 days
Veranda, Ocean View & Inside Staterooms (B1, B2, B3, B4, C, C1, C2, D, E, F, G)	45 days

To make reservations online, visit: <https://www.oceaniacruises.com/alreadybooked>

Q: How many dining reservations am I allowed in each specialty restaurant?

A: Guests booked on **Nautica** or **Regatta** in Suites, Penthouse Suites or Concierge Level staterooms are allowed two dining reservations in each specialty restaurant. Guests in other stateroom categories are allowed one dining reservation in each specialty restaurant.

Guests booked on **Marina** or **Riviera** in Suites, Penthouse Suites or Concierge Level staterooms are two dining reservations in each specialty restaurant. Guests in all other stateroom categories are allowed one dining reservation in each specialty restaurant.

Q: Is there a fee associated with the specialty restaurants?

A: No. The only exception is in **La Reserve** on **Marina or Riviera** where there is a fee for the wines served during their 7-course tasting menu.

Q: What is the ship's alcohol policy?

A: The sale and consumption of alcoholic beverages onboard the ship is strictly limited to guests aged 21 years or older. Guests are kindly reminded to consume alcohol in moderation. OCI reserves the right to prohibit and retain all alcohol bought ashore for consumption onboard the vessel.

Q: Acts of Nature, Strike, other Conditions Beyond Control

A: Neither OCI nor the owners or operators of the vessels identified in this brochure shall be liable for delay or inability to perform any condition in this brochure or any other acts of nature, force majeure or other circumstances beyond the control of OCI.

Q: What kind of currency is used on the ship?

A: OCI uses a cashless system based on the U.S. dollar. All onboard purchases and services, other than the Casino, will be billed to an onboard account. You will be required to register an American Express, MasterCard or Visa card during the embarkation process.

Q: Is wireless Internet connectivity (WI FI) available on the ship?

A: Wireless Internet service is available throughout all ships.

Q: What computer facilities are offered on the ship?

A: There are 16 computers available in the Internet Cafe. Two additional computers are available in the Library.