

# FOOD & WINE TRAILS WINE CRUISE WITH OCEANIA CRUISES

## FREQUENTLY ASKED QUESTIONS

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# FOOD & WINE TRAILS' PROGRAM

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

**A:** The Food & Wine Trails (F&WT) 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.

**Q: Will there be any pre-cruise organized package offered to the group?**

**A:** In general, F&WT wine cruises embarking in the cities of Barcelona, Rome, Lisbon or Athens will have the opportunity to purchase an exclusive two or three night program highlighting the wines and foods of that particular region. To confirm if a pre-cruise package will be offered on your specific wine cruise, please check the Itinerary page on your cruise's web page on [www.foodandwinetrails.com](http://www.foodandwinetrails.com). A completed Registration Form and full payment will be required to book space for the pre-cruise program and it is sold on a first come, first serve basis. Your Travel Consultant will be able to give you an idea when the package will be available for booking.

**Q: Will there be special shore tour opportunities available only to group members?**

**A:** Yes. Depending on the length of the cruise and the itinerary, there will typically be two or three optional shore tours available exclusively to the group. Our tours greatly differ from the normal cruise line shore excursion because each are designed specifically for the food and wine enthusiast, to access the best in the region, and to reflect authentic local terroir. That means we work with small family suppliers, and take you to places not normally visited by large groups. This forces us to keep our groups small, which also means they tend to sell-out quickly. The tours available to your specific group will be available approximately four to five months before departure and released to all group members via email and or US Mail. A completed Registration Form must be submitted with payment and subject to availability.

**Q: What options are available if the group's shore tours are sold out?**

**A:** Food & Wine Tours shore tours are limited in size for small, intimate groups and may not be able to accommodate all group members. If a tour becomes sold out, we can offer the following three options:

1. **Waitlist:** We will accept a limited number of registration forms for people who wish to waitlist for a tour.
2. **Custom Shore Excursion:** As we have a wide network of food and wine specialists all over the world, we can arrange for a private excursion for you and your friends in many European, Australian or New Zealand ports of call. Discuss the possibility of a private excursion with your Travel Consultant.
3. **Independent exploration:** Your cruise with Oceania includes access to port-specific information, including information about local attractions, dining, and entertainment options. This information is provided from the cruise line upon boarding.

**Q: Can I bring bottles of wine onboard the ship and is there a corkage fee for F&WT Group Members?**

**A:** Guests are limited to bringing three (3) bottles of wine per stateroom at embarkation or in any port of call to enjoy in their stateroom or suite with no corkage fee. Guest wine bottles opened in any public venue will be subject OCI's standard corkage fee. F&WT's group members are entitled to a discounted corkage fee of \$15 per bottle, but must identify themselves at the time of service. Discounts will be applied to the guest's shipboard account on the last night of the cruise and appear as a credit.

## AIR

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

**A:** Oceania Cruises (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 select gateway cities only. Supplemental fees may apply from over 100 non-gateway cities. These flights are often scheduled with multiple carriers and connections and arrangements, and are released to passengers 30 days before departure. Please ask about prices to upgrade to Business and First Class seating or how to extend your vacation travel dates.

**Q: Can I request a specific flight schedule from the cruise line?**

**A:** Yes. Your Travel Consultant can submit a request to OCI to customize or deviate your flights. Please email your desired dates of travel and departure city to your Travel Consultant. A non-refundable air deviation change fee of \$200 per person will apply and must be paid at time request. The cruise line's Air Department will send a proposed schedule to your Travel Consultant within three to four days, which will be forwarded to you for approval. Additional costs may apply and vary based on the airline and date.

**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 details, wheelchairs, oxygen, special meals, or other requests may be made directly to the airlines. 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. Your Travel Consultant may assist you with your purchase of 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: What are the 26 gateway cities included in Oceania Cruises' Air Program?**

A: Atlanta (ATL)	Honolulu (HNL)	Orlando (MCO)	Seattle (SEA)
Boston (BOS)	Houston (IAH)	Ottawa (YOW)	Tampa (TPA)
Charlotte (CLT)	Los Angeles (LAX)	Philadelphia (PHL)	Toronto (YYZ)
Chicago (ORD & MDW)	Miami (MIA)	Phoenix (PHX)	Vancouver (YVR)
Dallas (DFW)	Montreal (YUL)	San Diego (SAN)	Washington D.C. (DCA & IAD)
Denver (DEN)	New York (JFK & LGA)	San Francisco (SFO)	
Detroit (DTW)	Newark (EWR)	Savannah (SAV)	

**Q. What about airport transfers to and from the ship?**

**A:** OCI offers airport transfers to and from the ship on the day of embarkation and disembarkation only. Prices range from \$70-\$200 per person. Your Travel Consultant can quote you the prices for your cruise. If you decide to extend your stay either before or after the cruise, you will need to make your own arrangements for transportation to and from the pier. Your Travel Consultant can help you select the best option.

## RESERVATIONS

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

**A:** Infants less than six months of age are not allowed to travel on OCI vessels. All guests under the age of 18 must be accompanied by and occupy the same stateroom or suite as an adult 25 years or older.

**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 F&WT 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: Do I need travel insurance?**

**A:** F&WT strongly recommends you purchase **Allianz Travel Insurance**, or comparable travel insurance covering supplier default, full medical expenses, medical evacuation, travel delay, cancellation and loss. It is our policy to send every traveler a travel-insurance brochure, so please contact us immediately if this is not received. Be advised that pre-existing condition coverage requires insurance purchase within 14-days of deposit payment. Note that by not purchasing insurance, you assume all risk of loss. Insurance must cover all trip components to be valid. Insurance can only be refunded within 10-days of its purchase if done in writing. Refer to the insurance brochure for details regarding coverage conditions.

## PRICING & PAYMENTS

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**Q: What are my fares based on?**

**A:** Fares are quoted in U.S. Dollars, are per person, based on double occupancy, and include F&WT's onboard wine program. Fares do not include pre-paid charges, personal charges or optional facilities and service fees, as clearly defined in OCI's Guest Ticket/Contract. Also not included are shore excursions, meals ashore, baggage handling, gratuities, beverages not part of the regular menu, laundry service and other onboard amenities and services, including spa and medical treatments. Two for one and Special Offer Fares include Roundtrip Airfare\* and all airline fees, surcharges and government taxes. Some airline-imposed personal charges, including but not limited to baggage, priority boarding and special seating, may apply.

**Q: What is included with Oceania Cruises' "OLife" promotion?**

**A:** OLife amenities (passengers 1 & 2 only) include a FREE unlimited Internet Package (one per stateroom) and the choice of one of the following:

1. **FREE Shore Excursions:** based on length of sailing (excluding Oceania Choice (OC), Oceania Exclusive (OE), Executive Collection, Unlimited Passport, and Culinary Discovery tours) – based on double occupancy. If shore excursion amenity is selected, all excursions must be chosen at least 14 days prior to sailing.
  - Up to 9 Days = 4 FREE Shore Excursions per stateroom
  - 10 to 13 Days = 6 FREE Shore Excursions per stateroom
  - 14 + Days = 8 FREE Shore Excursions per stateroom
2. **Shipboard Credit:** based on double occupancy.
  - Up to 9 Days = \$400 Shipboard Credit per stateroom
  - 10 to 13 Days = \$600 Shipboard Credit per stateroom
  - 14+ Days = \$800 Shipboard Credit per stateroom
3. **House Select Beverage Package:** (wine and beer with lunch and dinner) \$39.95 per person/ per day value. These can be upgraded to the unlimited beverage package exclusively on the ship for an additional \$20.00 per person/per day.

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

**A:** F&WT accepts AMEX, MC, Visa, and personal checks. For your convenience, your final payment may be automatically charged to the credit card used to make the initial deposit. Due to daily spending limits imposed by your bank, we may not be able to process debit cards for final payment. OCI processes credit cards internationally, and your credit card bank may charge foreign transaction fees. Neither OCI nor F&WT 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: Is there a single supplement for guests traveling alone?**

**A:** When one person travels alone in a stateroom, a single supplement will be added to the cruise fare. Unless otherwise indicated, the fare will be 200% of the double occupancy suite or stateroom fare.

# DOCUMENTATION

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**Q: When will I receive my final documents?**

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

**Q: Do I need a Passport or Visa?**

**A:** If you are traveling with a US Passport, it must be valid for six months past the last date of your trip. 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 or disembark the vessel and no refund of cruise fare or any other travel components purchased through F&WT will be issued.

**Your travel consultant will request a scanned copy of your U.S. Passport. Should an emergency situation arise, having this copy on file will help expedite the process of replacing your passport with the U.S. consulate in any foreign country.**

**If you are traveling with a foreign passport, you are responsible for verifying and obtaining ALL required immigration documentation. F&WT accepts no responsibility for advising guests or obtaining appropriate visas for foreign passport holders.**

NOTE: U.S. passport holders embarking or disembarking in Australia, Turkey and several other countries are required to have a Visa. Guests will be required to obtain an electronic Visa prior to arrival. These can be obtained on the internet. Speak to your Travel Consultant regarding obtaining foreign Visas should you require assistance.

**Q: What documentation / information does the cruise line require in advance?**

**A:** All Guests will be required to complete and submit a GUEST REGISTRATION FORM before final payment will be accepted. To submit this information, go to [www.oceaniacruises.com](http://www.oceaniacruises.com), select the link to the *My Account* page to register or login to your personal account. From the *My Account Overview* page select *Booked Cruises*; from the *To Do List* select the link to *Complete Your Guest Registration Form*. Enter the requested information for all individuals traveling and select *Save Guest 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 F&WT will be issued.

# BEFORE YOU GO

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**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. F&WT recommends that guests visit the U.S. Department of State's website <http://travel.state.gov> to obtain information concerning that status of any advisories or warnings issued for specific countries.

**Q: Where do I locate information about what weather to expect during my cruise?**

**A:** A favorite resource for up-to-the-minute international weather is [www.weather.com](http://www.weather.com). They feature a very informative vacation-planner tool that you may find useful.

**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 by the individual operators. Fees for checked luggage 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). 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 pounds will be loaded onto or off of the ship.

# ONBOARD

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**Q: Are guests now subject to the new EU VAT (Value Added Tax) on Mediterranean cruises?**

**A:** Yes. Guests sailing on cruises within selected European Union ports will now be subject to the EU Value Added Tax (VAT) for onboard purchases such as those made in the gift shops, spa and for alcoholic beverages purchased during their cruise. Purchases subject to the VAT varies by itinerary and venue. If guests are not citizens of the European Union, they can reclaim a portion of the VAT paid on certain merchandise purchased on board in the gift shops, subject to certain minimum purchase requirements. The VAT on beverages and spa services are not eligible for reimbursement. Reimbursement of eligible VAT charges must be done at the last city of their European visit and within 30 days of the purchase. Offices to submit VAT refund requests are located at most airports for guests to submit their paperwork.

**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 for an additional fee.

**Q: What kinds of outlets do the staterooms have?**

**A:** Each stateroom has two 110 volt outlets and two 220 volt outlets.

**Q: Can I smoke onboard?**

**A:** Smoking is expressly forbidden in all staterooms and suites, on verandas, or in any areas of the ship other than officially Designated Smoking Areas. Guests choosing to disregard this policy will be disembarked at the next port of call and may be subject to cleaning and damage fees.

**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 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: What computer facilities and wireless Internet connectivity (WiFi) are available on the ship?**

**A:** Wireless internet access is available throughout each of Oceania Cruises' ships, including suites and staterooms. Internet-enabled computers are also available in the Oceania@Sea Internet Center located aboard each vessel.

Internet Packages are nonrefundable at the time of purchase. Please be advised that bandwidth-heavy applications such as Skype, YouTube, and MagicJack are not available. One login is provided per suite or purchased package, and it may be used across a variety of devices, but on one device at a time. Service and speed will vary depending on the location of the ship and time of day. Internet packages may be purchased once you get on board the ship by visiting the Oceania@Sea Internet Center or by simply logging on through a WiFi-enabled device.

**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. Guests are required to 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 by security at the gangway each time you disembark and embark the ship.

**Q: When can I book cooking classes in Riviera or Marina's Culinary Center?**

**A:** Cooking classes are available to book approximately 90 days prior to and up to three days prior to sailing. Classes are available to book through the Oceania website and through the call center. Guests must be at least 13 years old to participate in the culinary classes.



**Q: Does OCI offer beverage packages?**

**A:** Yes, OCI offers three beverage packages to guests:

1. **Prestige Select:** This UNLIMITED package includes beer, a selection of wines by the glass, most top shelf spirits and cocktails, all of which may be ordered at any onboard venue as well as through room service\* during regular operating hours. \$59.95 per person / per day
2. **House Select\*:** This package includes beer and a selection of wines by the glass during lunch and dinner in any dining venue or through room service. \$39.95 per person / per day  
Package price include gratuities and must be purchased for the entire cruise. \*Available with meals only.
3. **Wine by the Bottle:** By selecting seven or more bottles from among a wide array of wines, you will pay only \$42.50 per bottle, inclusive of gratuities. These wines are not available for purchase in the ships restaurants; the selection varies by ship and itinerary, as regional wines are added on many cruises. This package is available to purchase onboard the ship. Additional bottles cannot be added to the initial package after purchase.

## ONBOARD MEDICAL

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**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 medical condition(s) or special needs requiring treatment, 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.

# EMBARKATION & DISEMBARKATION

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**Q: When can I board the ship?**

**A:** Guests are required to be on board the vessel at least one hour prior to the scheduled departure time. Early boarding is available to guests booked in Concierge-level staterooms and above.

**Regatta, Insignia and Nautica:**

- Penthouse Suites and above - 11:00 AM
- Concierge Verandas - 12:00 PM
- All other staterooms - 1:00 PM

**Marina and Riviera:**

- Oceania, Vista and Owner's Suites - 11:00 AM
- Penthouse Suites and Concierge Verandas - 12:00 PM
- All other staterooms - 1:00 PM

A lunch buffet is served from 11:30 AM to 5:00 PM

**Q: How is luggage handled at embarkation and debarkation?**

**A:** If you did not receive luggage tags with your Cruise Vacation Guide prior to departure, you will receive luggage tags at the pier before embarking. Your luggage will be delivered directly to your stateroom on embarkation day. 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 should weigh no more than 70 pounds per piece.