



Food & Wine Trails Wine Cruise 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 limited travel management services provided by F&WT Travel and the onboard wine program. Fares do not include government taxes, roundtrip air, 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.

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 luncheon 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: 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 to four 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. The shore tours available to your specific cruise will be available to purchase approximately 4 to 5 months before the cruise departs and will be released to all individuals booked on the cruise via email and then followed by a brochure mailed via the US Mail. A completed Registration Form will need to be completed and submitted with payment in full and tours will be sold on a first come, first serve basis.

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

A: We keep our shore tours limited to small, intimate groups. Thus, it is possible that some group members will not be able to participate. If a shore tour is sold out, we can offer the following three options:

1. **Waitlist** – We will accept a limited number of registration forms to waitlist for a particular tour.
2. **Custom Shore Excursion** – We can arrange for a private excursion in many ports of call. Your Travel consultant can discuss possible private excursions at your request.
3. **Independent exploration** – Included in your final documents will be food and wine focused "Port Guides" for many of the premier wine ports of call that were written specifically for the F&WT traveler and include information about local attractions and dining suggestions.

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.

Q: Do I need a Passport or Visa?

A: Yes. A valid passport is required for travel. Passports must be valid for six months past the last day of your trip. Due to airline security measures, your passport name must match the name that appears on your airline ticket, 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/HMS 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. HMS accepts no responsibility for advising guests or obtaining visas for foreign passport holders.

NOTE: US Passport guests travelling through **Turkey** or **Australia** are required to obtain a VISA to enter the country. Your travel consultant can advise you on how to procure this document.

Q: Do I need special vaccinations?

A: The Centers for Disease Control (CDC) and the World Health Organization (WHO) provide guidelines as to which vaccinations are required in each country. In many cases inoculations are recommended but in some circumstances they are required. We recommend that you check with your health care professional or a Travel Medicine Specialist certified by the WHO for guidance. Other informational resources can be accessed at the Centers for Disease Control and Prevention's Traveler's Health website or toll free at 1-877-FYI-TRIP, and the World Health Organization website.

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. F&WT 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.

Q: What is the single supplement?

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.

Q: Is there a minimum age requirement for an infant to sail?

A: Infants sailing on a cruise must be at least 6 months old as of the first day of the cruise. However, for Transatlantic, Transpacific, select South American cruises and other select cruises, the infant (as of the first day of the cruise) must be at least 12 months old. For the purposes of this policy, any cruise that has 3 or more consecutive days at sea will require infants to be 12 months old on the first day of the cruise.

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

A: F&WT accepts AMEX, MC, and Visa. 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 limits imposed by your bank, and therefore, would require an alternate form of payment.

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: What are my options for booking air transportation?

A: Your F&WT travel consultant can assist you with booking air transportation independently or through Celebrity's Choice Air Program. Additional travel management and ticketing fees will be assessed based on services provided.

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

A. Your F&WT Travel consultant can discuss and assist you with the various options available for airport transfers.

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 at the beginning of the cruise, limited to two (2) bottles per stateroom. Guests are welcome to enjoy their wine in the comfort and privacy of their stateroom or suite with no corkage fee. Wines not bought onboard the ship consumed in the dining room or other public venues are subject to corkage. Celebrity Cruises (Celebrity) charges a \$25.00 per bottle.

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 not allowed to bring beer or hard liquor onboard for consumption or any other use. Guests who receive a bottle of wine from Celebrity's Bon Voyage Gift selection, will not be charged corkage. Alcohol purchased in port or from onboard shops will be stored by the ship and returned to guests on the last day of the sailing.

Q: Does Celebrity offer beverage packages?

A: Yes, Celebrity offers a variety of beverage packages – please click here for the Classic Beverage description and terms <https://www.celebritycruises.com/modal/classic-beverage-package-modal>.

Q: Do I need to / how do I check in online?

A: All guests will be required to submit immigration documentation and complete an embarkation form online at least three days prior to sail date. Since government regulations require cruise lines to submit final departure manifests at least 60 minutes prior to sailing, this will save you time having to fill out forms at the pier. If you have not completed Online Check-in, you will be required to complete this process at the pier **two hours** prior to the published sailing time.

To submit this information, go to www.celebritycruises.com, select “Already Booked” and look for “Online Check-In.” You will need your Reservation Number, ship name, and sailing date to register and log-in. Once you have completed the Online Check-In, you will receive an Xpress Pass that indicates you successfully completed the check-in.

Q: When will I receive my final documents?

A: Approximately 30-60 days prior to departure, Celebrity will issue you your final documents electronically via the Internet as eDocs. Your F&WT wine program documents will be mailed approximately 30 days prior to departure.

Q: What are the dining options onboard?

A: For our group we have selected a more flexible dining schedule with Celebrity Select Dining – now called Select Dining Plus – which is included in this package. On the Edge Class Ships, you have four restaurants to choose from. With this option of dining you can dine when and where you'd like each evening. You can make reservation in any of the four restaurants, if you know you want to eat at a specific time and restaurant. Main dining Options are as follows: Cosmopolitan, Cyprus, Normandie, & Tuscan. Additional complimentary dining is available in: Oceanview Café, Eden Café, Grand Plaza Cafe, The Spa & Juice Bar, Mast Grill.

Q: What are the additional costs for dining in the specialty restaurants?

A: There is a per-person cover charge for the specialty restaurants ranging from \$10- \$65 per person (gratuities included).

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

A: You may book online up to 4 days before sailing by visiting www.celebritycruises.com or by calling 1-800-722-5941. You may also make reservations once you arrive onboard, based on availability. Advanced reservations are limited to parties of six persons or less. Tables will not be rearranged to accommodate larger groups.

Q: Does Celebrity offer Specialty Dining Packages?

A: Yes. The cruise line offers packages of 3, 4, or 5 Dinner Specialty packages that save guests between 18% - 31%. When you book your Specialty Dining Package you will select a time and date for your first dinner in a specialty restaurant Celebrity selects, and then upon embarkation, you will be contacted by one of the Maitre D to arrange the rest of your reservations. Specialty Dining Packages must be booked at least four days prior to boarding.

Q: What special diets are available on the ships?

A: Special arrangements can be made if you require special diets. Other medically specific diets must be requested in advance for approval and, in some cases, may require additional medical documentation.

Q: Does the ship have room service?

A: Complimentary room service is available between 6:30 AM and 10:00 PM.

Q: How do I get luggage tags for my cruise?

A: North American guests who have received their electronic cruise document (eDoc) and have an assigned stateroom number may request their complimentary luggage tags by logging on to Online Check-in. Once you log-in, select "request" in the Luggage Tags section of the Cruise Documentation Page. A set of eight complimentary self-adhesive, printed luggage tags will be mailed via the United States Postal Service to the North American mailing address provided in your request form. The tags color coded & customized to your ship, sailing date & stateroom. Luggage tags may be requested as soon as you receive your eDoc, up until 11 days prior to sailing. Luggage tags will be available upon arrival at the pier for guest with a guaranty stateroom or for guests who do not submit a request at least 11 days prior to sailing.

Q: How is luggage handled at embarkation and debarkation?

A: On embarkation day, your luggage will be delivered directly to your stateroom. 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 clothing, 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.

Q: What not to pack?

A: A complete list of prohibited items is available for review at www.celebritycruises.com/packing

Q: Where do I locate information about the weather during my cruise?

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

Q: How early do I need to arrive at the pier for my cruise?

A: If you have not completed Online Check-in, you will be required to complete this process at the pier two hours prior to the published sailing time.

Please note Xpress Pass guests (checked-in online) whose cruise departs from ports in the United States are required to be at the pier and checked-in no later than 60 minutes prior to the published sailing time or you may not be permitted to board. For a cruise that departs from other ports not in the United States, please review your travel documents carefully for your boarding time. No refunds will be given to guests who fail to bring the proper travel documents or show up late.

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: What amenities and outlets do the staterooms have?

A: All stateroom bathrooms are equipped with soap, shampoo, conditioner and a wall mounted hair dryer. There is at least one (1) North American and one (1) European outlet in each stateroom. All suites have a safe located in the closet. All staterooms have a safe behind the desk mirror or in the closet.

Q: Can I smoke onboard?

A: Celebrity ships are generally designated as non-smoking. However, designated outdoor areas are made available for cigarette, cigar, electronic cigarettes and pipe smoking. Smoking in a stateroom, public venue, elevator, corridor, hallway or veranda represents a serious fire and safety hazard to all guests and staff and must be disposed of properly and never thrown overboard. You must be at least 18 years of age to purchase, possess or use tobacco products on board. Guests choosing to disregard this policy will be charged a cleaning fee of \$250 USD and may also be subject to further action pursuant to the "Consequences Section" of the Guest Conduct Policy.

Q: What kind of medical facilities are available on the ship?

A: Each Celebrity ship is equipped with a medical facility with at least one licensed physician and two nurses. Limited medical services and medications are available for a fee. Medicine kept onboard is limited, and you must bring an adequate supply of any medications you need.

Q. What is Celebrity Cruises' Fit to Travel policy?

A. Fitness to travel can mean several things. In general, all guests must ensure that they are medically and physically fit for travel. This is stated in their Cruise Ticket Contract. Guests on international sailings should be aware that inoculations may be required for some countries in order to be considered fit to travel. Guests who are pregnant and under 24 weeks of pregnancy must have a fit to travel note from their physician.

Guests with a disability are not required to travel with another person as a condition for traveling on Celebrity ships. However, Celebrity personnel are not required to perform personal tasks (e.g. assisting with eating, dressing, toileting or lifting) and therefore, guest requiring assistance with these functions should consider these needs when making a booking. If there is a question regarding the guest's fitness to travel without personal assistance, this must be discussed with Celebrity's Access Department. Please discuss all concerns with your F&WT Travel consultant.

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

A: An ATM is available onboard all Celebrity ships. Cash advances can be made using your MC, Visa, American Express cards, as well as any bank card belonging to such networks as Cirrus-Plus, Honor, Shazam, Alert, Yankee 24, Pulse, ATH, NYCE, MAC, Magiline, Star System, Oath, or Tyme.

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

A: Celebrity 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. If you choose to settle your account with cash, a deposit may be required in advance. Only US currency will be accepted. Celebrity will not accept personal checks.

Q: Is there Wi-Fi onboard?

A. All Celebrity ships have Internet Cafes and the some ships are also equipped with a Celebrity iLounges. Internet access is available in the Internet Cafés 24 hours a day until debarkation is completed. You can connect to the Internet on each ship, either by accessing a 24/7 wireless connection "hotspot" with your own laptop or tablet, or utilizing the resources of the Internet Café and its computers on board. You will be able to receive email, via satellite link 24 hours a day, satellite conditions permitting. There will be an Online Manager on board to assist you.

Internet Packages:	Package Name	Minutes Included	Price
	In and Out	38	\$24.95
	In Touch	90	\$49.95
	Informed	208	\$99.95
	Interact	555	\$199.95
	Involved	1666	\$399.95

Per minute rate is \$0.75. Internet rates and packages are subject to change without prior notice.

Q: Will I have cell phone service while on my cruise?

A: While you're on the cruise you can use your cell phone to make and receive calls, send and receive text messages, access email and surf the web. To stay connected while at sea, remember to pack your phone charger. Cellular service is available once the ship enters international waters. When you're at sea and the system is on, depending on the type of phone you have, you will see "NOR18," "901-18" or "cellularatsea" on your mobile display. You will be billed at international roaming rates, and charges will show on your monthly cellular bill from your home carrier. **For questions about your service, rates or billing, please contact your home carrier.**

Q: How are gratuities handled onboard?

A. Celebrity automatically add gratuities for your restaurant and stateroom services to your onboard SeaPass® account on a daily basis in the following amounts, which may be adjusted at your discretion:

- \$12 per person per day in staterooms
- \$12.50 per person per day in Concierge Class and AquaClass® staterooms
- \$15.50 per person per day in suites

This gratuity is shared by your stateroom attendant, dining services staff, and housekeeping staff members who help enhance your vacation experience. At your discretion, the gratuity payments may be adjusted onboard at Guest Relations, in which case they will not automatically be added to your onboard SeaPass® account. A 15% gratuity will be automatically added to all beverages, mini bar purchases, spa and salon services. Additional gratuities may be added at your discretion.