



Food & Wine Trails Wine Cruise on Azamara Club Cruises

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 HMS Travel and the onboard wine program. Fares also include ship accommodations, ocean transportation, meals, some beverages, gratuities for housekeeping, dining and bar staff and most entertainment. Fares do not include roundtrip air transportation, airport transfers, government taxes and fees, optional shore and land excursions, certain beverages, personal charges made onboard the ship, meals ashore and all items of a personal nature.

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.

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 or Athens will have the opportunity to purchase an exclusive 2 or 3 night package 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. 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 members to book.

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 that our tours tend to sell-out quickly.

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. Your Travel Consultant will be able to give you an idea when the exclusive shore tours will be available for members to book.

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

A: As we keep our shore tours small, the possibility exists that not all group members will be able to participate and as a result 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 particular 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. 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 includes information about local attractions and dining suggestions.

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

A: *Azamara Club Cruises (Azamara)* offers a wide selection of international liquors, beer and fine wines onboard. You may bring your own favorite liquor, beer or wine for private consumption in your suite or stateroom. If you wish to consume your liquor, beer or wine in any shipboard restaurant, bar or dining venue, each bottle is subject to a corkage fee of \$10.

Q: **What beverages are included in the price of the cruise?**

A: Your *Azamara* voyage includes select standard spirits, international beers and wines available throughout the voyage. Coffee, tea, bottled water and soft drinks are also complimentary.

Q: **Do I need travel insurance?**

A. HMS Travel (HMS) strongly recommends you purchase *Allianz* 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 after the end of the voyage. Non-U.S. citizens who permanently reside in the United States are required to carry their Permanent Resident Card (informally known as a green card). The name on your cruise line or airline reservation must match the name on your passport and Permanent Resident Card. Guests who do not possess the proper documentation may be prevented from boarding their flight, ship, or from entering a country, and also may be subject to fines. 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 EMBARKATION FORM before boarding the ship. To expedite boarding, check-in online at www.azamarclubcruises.com/onlinecheckin, this is available 24 hours after final payment has been made and up to three (3) days prior to sailing, not including the day of sailing.

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 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.

Q: What is the single supplement?

A: When one person travels alone in a stateroom, *Azamara* assess' a single supplement to the cruise fare equal to 200% of the double occupancy suite or stateroom fare. Your HMS Travel Consultant can discuss single fares with you.

Q: What are my options for booking air transportation?

A: Your F&WT/HMS Travel Consultant can assist you with booking your air transportation either independently or through one of *Azamara's* optional air programs. Additional travel management and ticketing fees will be assessed based on services provided.

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 about airport transfers to and from the ship?

A: *Azamara* offers for purchase, ground transfers between the airport and pier (or hotel and pier). Their ground transfer service includes meeting you outside of the customs-clearing or baggage area, directing you to a designated vehicle or bus, and handling transfer of your luggage to and from the vehicle. 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: Can I bring children under the age of 18?

A: *Azamara* policy for guests under the age of 18 must be booked in a stateroom with a parent or legal guardian. Guests under the age of 21 must be booked in a stateroom with an adult who is 21 years or older. Age restrictions will be waived for minor children sailing with their parents or guardians in adjacent staterooms.

Q: When will I receive my final documents?

A: Approximately 20-50 days prior to departure, your *Azamara* electronic pre-voyage documents will be available online. F&WT documents for the onboard wine program 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 *Azamara Club Cruises* baggage policy?

A: Each passenger is permitted to carry a reasonable amount of personal property (including luggage) aboard the vessel; however, for your comfort and convenience, it is recommended that you limit the number of pieces you take. Guests who have made air arrangements on their own or with *Azamara* should check with their air carrier for specific baggage policies related to the following: Number of bags allowed, baggage weight restrictions, baggage size restrictions, special conditions for sports equipment, or additional restrictions, as the

air carrier may impose additional fees for some or all of these items. *Azamara* will not be responsible for any additional fees incurred as a result of carrier baggage restrictions. Bring an overnight bag for your last night at sea. Staff will collect your bags the night before you leave the ship, and you will need an overnight bag to carry your night clothes and toiletries. Be sure to identify all your bags, including carry-ons. Use your *Azamara* luggage tags, which should be filled and attached to your luggage prior to boarding the ship.

Q: When can I board the ship?

A: *Azamara's* boarding times vary, and may be as early as noon. For the specific boarding time of your voyage, please check your travel documents. If you are a Suite Guest, we encourage you to take advantage of your priority boarding privileges. When checking in at the cruise terminal, please follow the signs for Suite Guests to enjoy this special benefit. For voyages departing from ports outside of the United States, please check boarding procedures and departure times in your Guest Ticket Booklet.

Q: Does the ship have room service?

A: Guests may order from the room service menu 24 hours a day. Full breakfast service is available from 6:30 a.m. to 10:00 a.m. To order, simply complete the breakfast request form and clip it outside your door the previous evening. Suite guests may order room service from the full restaurant menu for lunch and dinner.

Q: Does the ship have valet and laundry facilities?

A: The ships feature a self-service laundry, free of charge for all guests. Detergent is provided for self-service laundry. Full laundry and dry-cleaning services are also available for a charge.

Q: Can I smoke onboard?

A: *Azamara* ships have a designated smoking area, located on the starboard forward section of the pool deck. The smoking area is clearly marked. For guest comfort and health, all other areas of the ships are nonsmoking, including public rooms, restaurants, pool decks, staterooms and suites, verandas and halls. A non-smoking policy also applies to all components of the land portions of *Azamara Cruisetours*, unless specifically stated otherwise by the tour operator. Please note that this policy includes products such as electronic cigarettes.

Q: Does the ship have medical services onboard?

A: Each vessel is equipped with a medical facility. At least one licensed physician and one nurse are generally in attendance on all *Azamara* voyages. Limited medical services and medications are available for a fee. The types of medications kept onboard are limited. The medical facility is not intended as a clinic for guests, and *Azamara* is not responsible for the diagnosis, treatment or services furnished by shipboard medical personnel, who are independent contractors.

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

A: While *Azamara* does not require information about the extent of your disability, the more information you can share with them about your specific needs, the better they will be able to assist you. *Azamara* encourages guests to notify them of your needs at time of booking to guarantee availability of specific equipment or services. Please provide:

60 days advance notice if you need sign language interpreting services during your cruise.

30 days advance notice if you need special equipment or services to accommodate your disability during your cruise.

Q: What special diets are available on the ships?

A: With advance notice, *Azamara* is able to accommodate most special dietary needs. Please list your specific dietary needs on page 1 of the Registration Form and discuss with your personal travel consultant. *Azamara* offers standard kosher-style menus on all voyages. On the day of boarding, please confirm your special dietary arrangements with the restaurant manager.

Q: What kinds of outlets do the staterooms have?

A: All staterooms are equipped with standard 110/220VAC outlets, which will accommodate most personal electric appliances.

Q: Can I exchange my money for local currency?

A: In some ports, foreign currency exchange is available at the Guest Relations desk. All *Azamara* ships have an onboard ATM which guests use to withdraw cash for the ship's casino or for onshore excursions. ATM carries USD and Euros where used locally. The ATM also accepts MasterCard, Visa and American Express.

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

A: *Azamara* will accept personal checks of up to US \$200 per person, per voyage, for cash advances only.

Q: How is luggage handled at embarkation and debarkation?

A: On embarkation day porters are generally available at the airport and pier to handle your baggage from curbside to your ship. Please remember to keep your valuables, medications, documents, and fragile items with you. On your last night at sea your stateroom attendant will collect your bags in preparation for departure. Please be sure to bring along a carry-on or overnight bag in which to pack your night clothes, toiletries and valuable items when you leave the following day.

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

A: Specialty dining is complimentary for guests in Club World Owner's Suites, Club Ocean Suites and Club Continent Suites throughout the voyage. Guests in all other stateroom categories pay a cover surcharge of \$25 USD per person for evening dining in the two specialty restaurants, Prime C and Aqualina. Seating in the specialty restaurants is on a space-available basis and reservations are encouraged.

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. *Azamara* 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 *Azamara* 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 *Azamara*.

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

A: *Azamara* uses a cashless system based on the U.S. dollar. All onboard purchases and services, other than the Casino, will be charged to your personal account, which is linked to your key card. *Azamara* will activate your key card and link it to your preferred payment method when you board the ship. You have two options:

Link your *Azamara* KeyCard to your Visa, MasterCard, Discover, or American Express card; or
If you choose to pay by cash or traveler's check at the conclusion of your voyage, they may require an advance deposit when activating your key card. You will receive a statement of all purchases at the end of your voyage.

If paying in cash, you can withdraw cash from the onboard ATM using your MasterCard, Visa or American Express card. You also have the option of using a bank card connected to networks including Cirrus-Plus, Star System, Honor, Shazam, Alert, Pulse, Yankee 24, ATH, NYCE, MAC, Magiline, Oath and Tyme. An ATM fee will apply.

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

A: Wireless Internet service is available throughout most of the ship.

Q: What computer facilities are offered on the ship?

A: Internet packages can be purchased onboard. Using the ship's computers in eConnections, guests can access the Internet 24 hours a day up until 6 AM on the day of debarkation. The internet access rates are as follows:

\$0.65 a minute with no package	\$49.95 for 89 minutes	\$99.95 for 237 minutes
\$29.95 for 49 minutes	\$79.95 for 150 minutes	