



**FOOD
& WINE
TRAILS**
EPICUREAN TOURS

Food & Wine Trails Wine Cruise on Silversea

Frequently Asked Questions

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

A: Prices are quoted in U.S. Dollars, are per person, based on double occupancy and include the following: suite accommodation, economy class air, transfers to and from the airport, onboard meals and entertainment, all gratuities aboard ship (except spa), complimentary beverages (select wines, champagnes and spirits), taxes and government fees, limited travel management services provided by F&WT Travel and private onboard wine education program. Prices do not include travel insurance, VISA (if necessary), F&WT's optional pre/post wine program packages, transfers and luggage handling, fuel surcharges, optional shore excursions, meals ashore, meals in Le Champagne and Seishin Restaurant, accommodation while ashore, security surcharges, casino gaming, laundry or valet services, purchases from the ship boutiques or any item or service of a personal nature such as massages, spa treatments, private fitness instruction, hair styling and manicures. Some champagne, premium wine and spirit selections, caviar, cigarettes and cigars are not included in the price of the cruise.

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 luxury cruise, plus a private-to-the-group, educational wine program with private parties, tastings, seminars and a winemaker's dinner.

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 they tend to sell-out quickly. The tours available to your specific group will be available approximately 4 to 5 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 is sold on a first come, first serve basis.

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

A: FWT 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 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. Discuss the possibility of a private excursion with your Travel Consultant.
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: Can I bring bottles of wine onboard the ship and is there a corkage fee?

A: Yes. Silversea does not limit the number of wine bottles guests can bring onboard the ship and does not charge corkage fees.

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: 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: 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/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 appropriate visas for foreign passport holders.

NOTE: U.S. passport holders embarking or disembarking in Australia or Turkey are required to have a visa. Guests will be required to obtain an electronic Visa prior to arrival. Visas can be obtained for a small fee prior to travel by

visiting the Republic of Turkey Electronic Visa Application System at www.evisa.gov.tr. U.S. passport holders transiting Turkey as a port of call are not required to have a visa.

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.

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. Does Silversea require passengers to complete and submit a Guest Information Form prior to departure?

A: Yes. Guests with a confirmed booking are required to complete the Guest Information Form on MySilversea.com. For security purposes, Final Cruise Documents cannot be mailed and Air Programme tickets cannot be issued until Silversea receives this completed form. When completing the Guest Information Form, the Guest's Name must appear exactly as it is shown on the guest's passport. To complete this form online:

1. Go to **My Silversea.com**, and login with your email address and password. First time visitors must register to access their Guest Information Form. Guests who share a booking number will share a Guest Information Form. There is an area for Guest #1 to enter information and preferences followed by an area for Guest #2 to do the same.
2. Navigate to the "Bookings" section, then select "My Bookings" from the drop down menu.
3. Select your booking from the list below. Each booking will display a "Details," "Guest Info," "Documents" and "Activities" tab.
4. Under the "Guest Info" tab, enter the required contact information and passport details, and any special requests and suite preferences. A green button indicates that each section is complete and red indicates incomplete. Once each section is green, the associated Terms & Conditions of each section must be checked as "read" before submitting the final Guest Information Form.

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. 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. Silversea processes credit cards through their UK office, and your credit card bank may possibly charge a foreign transaction fee. Neither Silversea 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: Can I travel alone on Silversea? Do they charge a single supplement?

A: Yes. A limited number of suites per sailing may be booked by individuals traveling alone. Silversea charges a single supplement for single travelers ranging from 150% - 200% above the double occupancy fare, depending upon the sailing and suite selected.

Single supplements will be applied at the prevailing rate on the day of booking. Silversea reserves the right to change fares and supplements for single occupied suites without notice based on availability.

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

A: Minors under the age of 18 must be accompanied, in the same or connecting suite, by a parent or other responsible adult over the age of 21 for the duration of the voyage and on all shore excursions and land programs. If the adult is not the minor's parent, a parental consent guardianship form must be signed by a parent or legal guardian and received by Silversea prior to sailing. Silversea cannot accommodate infants under the age of six months. Guests must notify Silversea of any children between the ages of six (6) months and one (1) year sailing onboard the ship. A signed and notarized waiver will be required for all children between these ages. Although the cruise line accepts children over the age of six months, there are no special programs for children onboard the ship, and does not offer childcare services.

Q: Can I bring my pet?

A: No. Silversea does not allow pets of any kind on any voyage.

Q: Can I make changes to my reservation?

A: Yes. 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 sole responsibility of the guest. Administrative fees and service charges vary based on the nature of the request, including but not limited to name changes.

Q: What are my options for air travel?

A: Your F&WT Travel Consultant will talk to you about the available options for air travel and help you select option right for you. You can book your own flights, have your F&WT Travel Consultant book your flights independently, or you can purchase air tickets through Silversea's SilverSky Air Programme.

Q: What is included in Silversea's SilverSky Air Programme?

A: The SilverSky Air Programme's standard air package includes roundtrip Economy Class air and transfers between airport and pier on embarkation and disembarkation days. Roundtrip Economy Class air is offered from over 50 US and Canadian gateways. Air schedules are generally available approximately 72 hours after required deposit has been applied to booking. Guests opting to deviate their air schedule will be required to pay additional airline fees/penalties in addition to non-refundable administrative fees. The air carriers and flight schedules shown and detailed in your booking and on your invoice are for guidance only and subject to alteration at any time. The latest flight information will be detailed on your airline ticket receipt, which will be sent with your final cruise documents.

Q: When will I receive my final documents?

A: Silversea will issue final documentation after receipt of final payment and approximately 21-30 days prior to sailing. Your F&WT wine program documents will also be mailed approximately 30 days prior to departure.

Q: Does Silversea have a baggage valet service?

A: Yes. Silversea's Silver Shore Baggage Valet Program is a convenient, baggage-handling service. Your baggage can be picked up from your home, office or other location and travel to the select worldwide destination of your choice and back home again from many ports. Pricing is based on the weight and number of pieces to be shipped. For most international embarkation ports, luggage must be picked up 10 to 14 business days prior to your sail date. Each piece of luggage is insured up to a maximum of US \$2,000. 30-day advance notice prior to sail date is recommended for this service. For additional information, email valet@silversea.com.

Q: What is Silversea's dress code on the ship?

A: Casual resort wear is appropriate for daytime aboard ship or ashore, and consists of standard sports outfits as worn at resorts. Shoes should be flat or low-heeled for deck activities. Evening attire falls into three categories: casual, informal and formal. On casual evenings, open-neck shirts, slacks and sports outfits are appropriate. On informal evenings, women usually wear dresses or trouser suits; gentlemen wear jackets (tie optional). Appropriate formal evening wear for women is an evening gown or cocktail dress; men wear tuxedos, dinner jackets or dark suits. On formal nights, guests dining in La Terrazza may opt to wear casually elegant attire (dresses or trouser suits for women; jacket, tie optional for men). Following dinner, all guests are free to take advantage of any or all of the public spaces for both entertainment or cocktails and after-dinner drinks. Sailings of eight days or less typically feature two formal nights, while longer voyages usually have three or four formal nights. Details will be provided in your final cruise documents, but the chart below provides a basic guideline to assist in packing your cruise luggage with the proper attire.

Number of Cruise Days	Formal	Informal	Casual
7	1	3	3
8	1	4	3
9	1	5	3
10	2	5	3
11	2	6	3
12	2	6	4

Q: Does Silversea offer tuxedo rental service?

A: No.

Q: What is Silversea's baggage policy?

A: Silversea allows a reasonable amount of luggage to be brought aboard the ship without charge. Luggage allowance policies may vary by airline, destination and class of service. Most, if not all, airlines strictly enforce their carry-on and checked luggage policies and you may be required to pay additional fees should the weight and size of your luggage be outside the airline's set policy and/or the number of pieces exceed the free luggage allowance. Since the airlines' policies change frequently, it is strongly recommended that you obtain current baggage allowance restrictions via the airline's website or by contacting the air carriers directly. Please note that guests are, at all times, fully responsible for any/all airline baggage fees.

Q: When can I board the ship?

A: Your cruise embarkation time is included in your Silversea final cruise documents. Please arrive at the ship at the specified time. Once you arrive at the terminal, you will be asked to show your Silversea voyage documents and your passport. Please keep all necessary documents handy in your carry-on bag throughout the cruise embarkation process. All guests must be on board the ship at least two hours prior to departure.

Q: What are the dining options onboard the ship?

A: There are a variety of dining options onboard the ship, include The Restaurant, Le Champagne, La Terrazza, Pool Bar & Grill, Seishin Restaurant, and Stars Supper Club, plus 24-hour in-suite dining.

Q: Are dining tables and seating times assigned?

A: The main dining room aboard all Silversea ships, The Restaurant, has an open seating arrangement, which means no assigned dining time or table.

Q: May I make reservations in the specialty restaurants prior to embarkation?

A: Dining reservations for the specialty restaurants may be made once on board and online through **My Silversea.com** 120 to 7 days prior to departure.

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

A: There is a per guest dining fee for Le Champagne and Seishin Restaurant.

Q: Will Silversea accommodate special dietary requirements?

A: Silversea will make every attempt to accommodate guests with special dietary requirements. You must indicate any dietary restrictions on your Guest Information Form or notify your F&WT Travel Consultant at least 90 days before departure, who will notify the cruise line.

Q: Does the ship have valet and laundry facilities?

A: Yes. Complete valet services, including laundry, pressing and dry cleaning, are available and may be arranged through your Butler. Customary charges will apply. There is also a complimentary self-service launderette on the ship that offers washing machines, dryers, irons and laundry supplies.

Q: What kinds of outlets do the suites have?

A: Each suite has both 110-volt (U.S. current) and 220-volt (European current) outlets.

Q: Can I smoke onboard?

A: Most areas on board are non-smoking, and, as a safety precaution, smoking is not permitted in guest suites or guest suite verandas. However, cigarette, cigar and pipe smoking is permitted in the Connoisseur's Corner and in specifically designated outside areas.

Q: Does the ship have medical services onboard?

A: Yes. Every Silversea ship is equipped with a Medical Centre. A doctor and nurse are on 24-hour call when at sea. Guests may be charged for medical services and for medications used for their medical treatment.

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 Silversea in writing. Please note that an oxygen concentrator is the only form of oxygen equipment that Silversea ships can accommodate. Guests who rely upon wheelchairs must bring their own collapsible wheelchair.

Prescriptions cannot be refilled on board, and usually cannot be refilled overseas. To prevent delays in clearing Customs, it is also a good idea to travel with a doctor's letter explaining that your prescription medication is required for your continued health. It is also recommended that the medicine remain in its original container with the original pharmacy label intact.

Q: Can I cruise on Silversea if I am pregnant?

A: Silversea is unable to accommodate woman past their 24th week of pregnancy. Expectant mothers are also required at the time of booking to provide a medical certificate establishing their fitness for travel during the duration of the cruise.

Q: Will I be able to change currency on board?

A: Yes. In certain ports of call (and for a fee) there will be a local bank representative on board to exchange funds into the currency of the host country. It is a good idea to exchange some of your funds at a bank before leaving home.

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

A: Yes. A cash advance of \$1,000 per suite, per day is permitted on board. There is a 2% transaction fee for onboard cash advances.

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

A: Yes. Travelers Checks may be cashed at the Reception Desk 24 hours a day. Personal checks are not accepted.

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

A: Silversea 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 there Internet service onboard the ship?

A: Yes. All Silversea ships are equipped to offer wireless (Wi-Fi) Internet access. You can use your own laptop to surf the Internet and check emails at Wi-Fi locations throughout the ship, or from the comfort and privacy of your suite. Computers, email and Internet access are also available on board at the Internet Café. However, it is important to understand that telecommunication services while at sea are via satellite and significantly different than high-speed connections on land back home. The signal travels in a similar manner to radio waves but at much greater distances. Therefore, onboard Internet access is not guaranteed at all times. Satellite communications are also affected by weather and the ship's location.

Q: What is the charge for Internet service?

A: Complimentary WiFi for all suites.

Q: Is there mobile phone (cell phone) service on the ship?

A: Yes. Onboard mobile phone service enables you to make and receive phone calls, text messages and other select data services on your mobile phone even when miles away from land. Your mobile phone service provider will bill you for calls and/or messages, which may appear as roaming charges.

Q: Will my devices work onboard the ship?

A: To be most successful, prepare your devices BEFORE leaving home:

- Learn how to turn ON / OFF both the WiFi and network connections on each of your devices.
- Contact your mobile/cellular service provider to confirm that a roaming agreement with Silversea Cruises has been established and to and ask about rates. Learn how to enable your international roaming
- Be sure you know any usernames and passwords you may need.
- Switch your settings to the most basic choice that shows less graphics and loads faster.
- Make any software updates and turn off any automatic update settings for the duration of your cruise.
- Download any books, audiobooks, music, movies, games, apps, etc. that you may want during your cruise.
- Discuss VPN limitations with your company, as onboard staff are not authorized to change VPN settings.
- Don't forget to pack any power cords/battery packs, camera cables to transfer pictures, adaptor cables and headphones you may need for each of your devices.

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

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

Q: Can I make Spa appointment in advance?

A: Most spa and salon appointments can be made via **MySilversea.com** 60 days before your cruise departs.