



Food & Wine Trails Wine Cruise Azamara - 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 Food & Wine Trails and the on-board 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 round-trip air transportation, airport transfers, government taxes and fees, optional shore and land excursions, certain beverages, personal charges made on board 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 on-board 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, Food & Wine Trails wine cruises 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 served basis. Your Travel Advisor will be able to give you an idea when the program will be available for passengers to book.

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

A: 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 excursions 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 larger groups. Keeping our groups smaller 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. Information will also be available on the Food & Wine Trails website. 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 served basis. Your Travel Advisor will be able to give you an idea when the exclusive shore tours will be available for passengers 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 options:

1. **Waitlist** – We will accept a limited number of registration forms for people who wish to be added to the 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 Advisor can discuss possible private excursions at your request.

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

A: *Azamara* offers a wide selection of international liquors, beer, and fine wines on-board. 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.

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: 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: Do I need travel insurance?

A: Food & Wine Trails 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 Food & Wine Trails Travel Advisor will discuss your insurance needs with you during or immediately following the booking process.

Q: Do I need a Passport or Visa?

A: If you are traveling with a U.S. Passport, it must be valid for six (6) months past the last date of your trip. Your passport name must match your airline ticket name or you may be denied boarding. Guests travelling 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 Food & Wine Trails will be issued. **If you are traveling with a foreign passport, you are responsible for verifying and obtaining ALL required immigration documentation. Food & Wine Trails accepts no responsibility for advising guests or obtaining appropriate visas for foreign passport holders.**

NOTE: US Passport guests traveling through Turkey or Australia are required to obtain a VISA to enter their country. Your Travel Advisor can advise you on how to procure this document.

All Guests will be required to complete and submit a GUEST EMBARKATION FORM before boarding the ship. To expedite boarding, check-in online at: <https://www.azamaracruises.com/check-in-online>.

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 by Food & Wine Trails will be issued.

Q: Where do I find information about Travel Advisories?

A: Consular Information Sheets are available for every country in the world. Food & Wine Trails highly recommends that all guests visit the U.S. Department of State's website at <https://www.travel.state.gov> to obtain information concerning the 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: Food & Wine Trails accepts AMEX, MasterCard, 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.

Q: What is the single supplement?

A: Your Food & Wine Trails Travel Advisor can provide you with a quote for Single Occupancy cruise fares. These fares are not part of our group pricing and will need to be confirmed for you at the time of booking.

Q: What are my options for booking air transportation?

A: Your Food & Wine Trails Travel Advisor can assist you with booking your air transportation either independently or through one of *Azamara's* optional air programs. Additional travel management fees ("Concierge Services") may be assessed based upon 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 an assessment of administrative fees and service charges beyond the control of Food & Wine Trails and are the responsibility of the guest. Administrative fees and service charges will vary and are based upon 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 custom-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 Food & Wine Trails Travel Advisor can help you select the best option for airport transfers.

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

A: *Azamara* policy is that 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, electronic pre-voyage documents from *Azamara* will be available online. Documents from Food & Wine Trails will be mailed approximately 30 days prior to departure.

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 ship; however, it is recommended that you limit the number of pieces you take. Guests should check with their air carrier for their baggage policies, including number of bags allowed, baggage weight/size restrictions, or any other additional baggage restrictions. The air carrier may impose additional fees and/or restrictions for some or all of these items, which are the responsibility of the guest. Be sure to use your *Azamara* luggage tags to identify all your bags (including carry-ons) prior to boarding. On the night before you leave the ship, staff will collect your bags, so be sure to bring an overnight bag for your last night at sea to carry your night clothes and toiletries.

Q: When can I board the ship?

A: Boarding times vary, and may be as early as noon. For the specific boarding time of your voyage, check your travel documents - some room categories have priority boarding. Be sure to follow signage if you have this special benefit.

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 6:30am to 10:00am. To order, complete the Breakfast Request Form and clip it outside your door on 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: Ships have a free-of-charge, self-service laundry for guests, with detergent provided. Full laundry and dry-clean services are also available for a charge.

Q: Can I smoke onboard?

A: The designated and clearly-marked smoking area is located on the port-side, forward section of the pool deck. All other areas of the ship are strictly non-smoking, including public rooms, restaurants, pool decks, staterooms and suites, verandas and halls. A non-smoking policy also applies to all components of *Azamara Cruisetours*, unless specifically stated otherwise by the tour operator. Note that this policy includes products such as electronic cigarettes and electronic vaporizers.

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 limited medications are available for a fee. 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 you can share with them about your needs, the better they will be able to assist you. Be sure to inform *Azamara* of your needs at the time of booking. Please also provide:

- Minimum 60 days advance notice for sign language interpreting services during the cruise.
- Minimum 30 days advance notice for special equipment/services to accommodate your disability during the cruise.

Q: What kinds of outlets do the staterooms have?

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

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 needs on Page 1 of the Food & Wine Trails Registration Form and discuss with your Travel Advisor. On the day of boarding, guests are to confirm their dietary needs 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 electronic 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 on-board ATM which guests can use to withdraw cash. The ATM carries USD and Euros where used locally. Guests also have the option of using a bank card connected to financial networks including Cirrus-Plus, Star System, Honors, Shazam, Alert, Pulse, Yankee 24, ATH, NYCE, MAC, Magicline, Oath, and Tyme. An ATM fee will apply.

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

A: *Azamara* will accept personal checks of up to USD \$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. 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 and carry 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 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 on-board 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 on-board the vessel.

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

A: Neither *Azamara* nor the owners or operators of the vessel shall be liable for the delay or inability to perform any condition in this document 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 on-board 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 method of payment when you board the ship. You have two options: link your key card to your Visa, MasterCard, Discover, or American Express card; or pay by cash/traveler's check at the conclusion of your voyage.

If you choose to pay by cash/traveler's check, *Azamara* may require an advance deposit when activating your key card. You will receive a statement of all purchases at the end of your voyage.

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: Located on Deck 10, In Touch is where to go in order to purchase Internet packages on-board. Here, guests can access the Internet 24 hours a day from day of departure up until 6:00am on the day of debarkation. Internet access rates apply.