



FOOD & WINE TRAILS WINE CRUISE

WITH AMERICAN QUEEN VOYAGES

FREQUENTLY ASKED QUESTIONS

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FOOD & WINE TRAILS' PROGRAM

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 educational wine program with wine receptions, tastings, seminars and a winemaker's dinner.

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

A: An optional four night Pre-Louisville, Nashville, Memphis program 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 Advisor 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 one to two optional shore tours available exclusively to the group. Food & Wine Trails 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. 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. Discuss the possibility of a private excursion with your Travel Advisor.

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

A: Guests can bring wine to their stateroom at embarkation or in any port of call. You can enjoy your wine in your stateroom or in any public venue onboard the American Countess without paying corkage fees.

AIR

Q: What airport should I plan to fly into?

A: Fly out from your home airport into Memphis, TN and your return flight will be from New Orleans, LA back to your home airport. Your personal Travel Advisor can offer recommendations for your particular locations.

Q: Can I extend my vacation before and/or after the cruise?

A: This sailing includes one night in the embarkation city in the base fare price of your cabin. For additional questions regarding the options Food & Wine Trails Pre-Cruise Program package or extending your vacation post cruise, please ask your Travel Advisor.

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

A: American Queen Voyages includes one free night in the embarkation city at a hotel of their choosing. With this comes an included group transfer from the hotel to the ship on embarkation day.

RESERVATIONS

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

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. Most of the American Queen's shore tours are included, as well as the dining service, snacks, unlimited beverages, wifi and entertainment aboard the ship

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

A: F&WT accepts AMEX, MC, and Visa. 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.

Q: What accommodations are available for solo travelers?

A: American Queen Voyages welcomes solo travelers, one person occupying a double stateroom will be charged 200% of the per person double occupancy rate.

BEFORE YOU GO

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

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

Q: Is there a dress requirement?

A: Resort-casual attire is recommended both on the ships and ashore. For dinner, men's clothing might include sport shirt and slacks. Jackets for men are optional, not required. Women may wear a blouse or sweater and slacks, skirts and dresses. No shorts or hats are permitted in the dining room for dinner. American Queen Voyages also recommends that you bring comfortable walking shoes, a hat, light rainwear, an umbrella and a jacket or sweater for cool temperatures.

ONBOARD

Q: Can I reserve a table onboard?

A: Open seating for breakfast and lunch to ensure that you have the opportunity to meet your fellow travelers. Dinners on our vessels vary in terms of seating style. In order to reserve a specific table onboard, please see your Food & Beverage manager upon embarkation of your trip. A specific table cannot be guaranteed, but the onboard team will do their best to accommodate all special requests

Q: Can American Queen Voyages accommodate special diet requests?

A: Yes, they will work to cater any dietary needs. Please tell your FWT Travel Advisor and they will communicate this to the ship two weeks prior to embarkation. Refrigeration is available to store insulin or other medications requiring protection.

Q: What kinds of outlets do the staterooms have?

A: Each stateroom has 110 volt outlets.

Q: Can I smoke onboard?

A: Smoking is permitted only in designated outside areas. Smoking is strictly prohibited anywhere inside the ship and in all passenger cabins.

Q: Is there internet access onboard?

A: Yes. Complimentary basic internet access via Wi-Fi is available on all voyages.

EMBARKATION & DISEMBARKATION

Q: When can I board the ship on embarkation day?

A: Embarkation and disembarkation vary by port of departure. Check your specific itinerary for embarkation and departure times.