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## FAQ - Frequently Asked Questions Regent Seven Seas Cruises (RSSC)

**Q: What is included in the cruise fare?**

**A:** Fares are quoted in U.S. Dollars, are per person and based on double occupancy and include shipboard accommodation, roundtrip air, airport to ship transfers, 1-night pre-cruise hotel for concierge suites and above, shipboard gratuities, unlimited cruise line shore tours, onboard meals, unlimited onboard beverages, valet laundry service, surcharges, government taxes, a nonrefundable limited travel management fee, and a wine program fee for the wines, seminars and onboard events with the hosted winery. Fares do not include Visas, optional excursions, pre-paid charges, personal charges or optional facilities and service fees as defined in RSS's Guest Ticket/Contract. Some airline-imposed personal charges, including but not limited to baggage, priority boarding and special seating, may also apply.

**Q: Are children allowed?**

**A:** Infants must be six months of age as of the first day of the cruise. For voyages that have three or more consecutive days at sea, infants must be at least one year of age as of the first day of the cruise. Guests traveling with a young infant that does not meet the infant policy will be denied boarding. No refunds or other compensation shall be due from Regent Seven Seas Cruises® as a result of the denial of boarding to an underage infant or any accompanying Guests. Any Guest under the age of 18 must be accompanied by and occupy the same suite as an adult 18 years or older. Regent Seven Seas Cruises® does not provide for the care, entertainment or supervision of children.

**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. By not purchasing insurance, you assume all risk of loss with your trip. Your F&WT Travel Consultant will discuss your insurance needs with you during or immediately following the booking process.

**Q: What documents do I need to travel on this cruise?**

**A:** All passengers must carry a valid, government-issued passport, which remains valid for six months AFTER your return date to the United States. All travel documents issued by the cruise line and airlines must reflect your name exactly as it appears on your passport. Please check how your name(s) appear on the deposit confirmation invoice for accuracy and notify our office immediately with any changes or corrections.

Note: The U.S. State Department maintains up-to-date information on travel document requirements worldwide. For more information, please visit <http://travel.state.gov>. For information on obtaining or renewing a passport, visit the State Department web site [Passports](#) page.

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

**A:** F&WT accepts AMEX, MC, Visa 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, RSSC assesses a single supplement to the cruise fare. Unless otherwise indicated, there will be a 200% charge for single occupancy of the double occupancy suite or stateroom fare. Your F&WT Travel Consultant can discuss single fares with you.

**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 type of air flights and services are included in the cruise fare?**

**A:** Designated air departure or return cities are at the discretion of RSSC and are subject to change without notice. RSSC offers 89 U.S. and Canadian gateway cities. RSSC reserves the right to choose the air carrier, routing and scheduling to and from each city and the right to substitute charter flights for scheduled air and vice versa. Service is subject to availability.

Airline tickets issued by RSSC are restricted by contract and may not be reissued or exchanged for another air carrier or routing. In addition the airline tickets are non transferable to another guest. Cancellation or rebooking charges may be assessed by the airline for any changes that are the sole responsibility of the guest.

Specific airlines and flights may be request as long as the cruise line has a contract with the requested carrier. There is a non-refundable concierge fee of \$125 per person to request specific flights. Air schedules are sent out 90 days prior to departure.

RSSC does not redeem airline accrued frequent flyer mileage for Air/Sea upgrades. The possibility of such redemption is at the sole discretion of the airlines and must be handled directly with the participating carrier.

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**Q. What about airport transfers?** Pre and post airport transfers are included in the RSSC airfare if there are no date or air-carrier deviations. They alternatively can be purchased and arranged independently by your F&WT Travel Consultant. Prices depend on the type of transfer and on the port city in question.

**Q: When can I select my airline seat or submit a special request to the airline?**

**A:** Any pre-flight arrangements, such as seat assignments, frequent flyer program, wheel chair requests, oxygen or special meal requests must be made by your Travel Consultant to the airlines directly based on their policies and procedures. If you are using the Regent Air Program, this cannot be done before 45 days prior to departure. Guests are not allowed to use frequent flyer memberships or apply past traveler discounts to any air ticket issued by RSSC's Air Department.

**Q: Can I make independent air arrangements?**

**A.** Yes. As a full service travel agency, your Travel Consultant is happy to assist you purchase independent air tickets. If you elect not to use the free air tickets provided by RSSC, the price of your cruise fare will be reduced by a set dollar amount, called an "Air Credit." The specific credit amount is listed on your cruise registration form. RSSC reserves the right to withdraw or change the air and air credit offer at any time.

**Q: When will I receive my final documents?**

**A:** After receipt of final payment and required guest information, RSSC will mail your Cruise Final Documents approximately 45 days prior to departure. This booklet will detail all of your reservation information, air schedule, luggage tags, important contact information, shore excursion confirmations, specialty restaurant reservations and pre-purchased specialty services in the Canyon Ranch SpaClub.

Your F&WT Wine Program documents will be mailed to you separately, approximately 3 weeks prior to departure.

**Q: Is there a dress code?**

**A:** Recommended onboard clothing is **Elegant Casual** wear, which includes skirt, or slacks (no jeans) with blouse or sweater, pant suit or dress for ladies; slacks (no jeans) and collared shirt for gentlemen. Sport jackets are optional. Jeans, shorts, t-shirts or tennis shoes are not to be worn at dinner. Ties are not required.

**Q: What is RSSC's baggage policy?**

**A:** The amount of personal baggage allowed on our vessels is not limited, but airlines do have limitations. The customary allowance per person is two checked pieces that must not exceed 107 inches (273 cm) when length, height and width measurements are combined. No single piece may exceed the three-dimensional sum of 62 inches (158 cm) and a weight of 70 lbs. (31.75 kg). Please check with your specific airline(s) for their respective luggage policy.

**Q: When can I board the ship?**

**A:** The ship is ready for embarkation between 12pm (noon) and 1pm. However, the suites are not usually available before 3pm. If sailing from a U.S. port, in order to meet U.S. Customs and Border Protection requirements, all guests must embark the ship no later than two hours prior to sailing time. All other sailings require guests to embark no later than an hour and 30 minutes prior to sailing time. For disembarkation, guests should plan on vacating their suites shortly after the scheduled arrival time into port. Cruise-only guests should not schedule flights prior to four hours after disembarkation.

**Q: Does the ship have room service?**

**A:** Complimentary room service is available 24 hours a day from the room service menu.

**Q: Does the ship have valet and laundry facilities?**

**A:** Laundry and valet services, including pressing and dry cleaning, are now available free of charge and can be arranged through your Stewardess.

**Q: Can I smoke onboard?**

**A:** In light of continuing legislative changes in smoking policies around the world as well as the comfort, health and safety of our guests and crew, both in terms of the proven dangers of second hand smoke and the fire hazard that smoking presents, **smoking is prohibited in all suites, staterooms and balconies fleet-wide.** In addition, cigarette smoking is not permitted in any enclosed dining areas, whether it be the ships' main dining rooms or the alternate dining venues. Cigarette smoking is only permitted in designated areas of the outdoor Pool Grills. Other than open deck areas, the following are the only public rooms or areas where cigarette smoking is now permitted: *Seven Seas Navigator*: Connoisseur Club, Casino, Stars Lounge (designated area), Galileo's (outside area only), Pool Bar. Pipe smoking is only permitted in the Connoisseur Club. Pipe smoking in open deck areas is considered an extreme fire hazard and is not permitted. Cigar smoking is only permitted in the Connoisseur Club, and in the designated area of the Pool Bar area. Failure to comply with this ban will result in guests being asked to leave the ship at their expense, without refund or credit for the unused portion of their cruise.

**Q: What special diets are available on the ships?**

**A:** Please advise RSSC of any special dietary requirements you may have 90 days prior to sailing by sending an e-mail to [rsscops@rssc.com](mailto:rsscops@rssc.com). General dietary needs such as low salt or low cholesterol foods can be satisfied onboard the ship just by speaking with the dining wait staff.

**Q: Does the ship have medical services onboard?**

**A:** Each ship has a licensed and registered doctor and nurse for professional and emergency services, which are available at customary charges. The ships' medical centers are designed to provide medical care for certain temporary illnesses and accidents, and are not intended or capable of providing on-going treatment of pre-existing medical conditions. For guests requiring oxygen equipment, an oxygen concentrator is the only form of oxygen equipment allowed aboard ship, and must be provided by the guest. RSSC wheelchairs on board are for emergency purposes only.

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

**A:** See above

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

**A:** It can be charged against the onboard account

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

**A:** The ship does not accept personal checks. Traveler checks are accepted.

**Q: What are the ships' policies regarding guests going ashore?**

**A:** Guests are able to go ashore as long as they have proper documentation for the country they are disembarking in. Guests should take note of the scheduled sailing time and return to the ship at least 30 minutes prior to sailing. If the guests return late and miss the ship, they will be solely responsible for rejoining the ship and all be responsible for any related costs. When going ashore, guests should carry their stateroom key with them at all times. The stateroom key serves as the guest's boarding card and must be swiped for security purposes at the gangway each time you disembark and embark the ship.

**Q: How is luggage handled at embarkation and debarkation?**

**A:** On embarkation day, your luggage will be delivered directly to your stateroom. If the luggage has not arrived one hour prior to sailing, guests should contact Reception from their stateroom telephone. 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 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. All luggage being disembarked from the vessel must weigh no more than 70 pounds per piece.

**A: How do I pre-book Prime Seven dining reservations online?**

**A:** Dining reservations in the specialty restaurants may be reserved online beginning 75 days before your cruise sails. To do so, please create an account via the [My Account](#) section of RSSC's website and access the Dining Reservations link for your cruise via the Booked Cruises tab.

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

**A:** No

**Q: What is the ship's alcohol policy?**

**A:** The sale and consumption of alcoholic beverages will be limited to guests aged 21 years or older. RSSC will refuse and prohibits the sale of alcoholic beverages to guests under the age of 21 years. Guests are kindly reminded to consume alcohol in moderation. RSSC 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 Food & Wine Trials nor RSSC 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 their control.

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

**A:** Wireless Internet service is available throughout all ships with no additional cost.