



# FOOD & WINE TRAILS WINE CRUISE WITH EMERALD SCENIC COLLECTION

## FREQUENTLY ASKED QUESTIONS

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# FOOD & WINE TRAILS' PROGRAM

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**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-to-the-group, educational wine program with private parties, tastings, seminars and winemaker's dinners. Only wine served at exclusive group events is included with the program.

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

**A:** In general, F&WT wine cruises will have the opportunity to purchase an exclusive pre or post-cruise program highlighting the wines and foods of that particular region. To confirm if a pre or post-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](http://www.foodandwinetrails.com). A completed Registration Form and full payment will be required to book space for the pre or post-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 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 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 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 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.

# AIR

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

**A:** Airfare is not included in the cruise fare, however your travel advisor can help you arrange air through Food & Wine Trails.

**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 details, wheelchairs, oxygen, special meals, or other requests may be made directly to the airlines.

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

**A:** Yes. Your Travel Consultant may assist you with your purchase of independent air tickets. If air is booked independently, guests should be mindful of the arrival and departure times for each voyage. As a general rule, arrival day flights should arrive at least four hours prior to the yacht's scheduled departure time. Departure day flights should not be scheduled less than four hours from the scheduled arrival time of the yacht.

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

**A:** If you purchased airport transfers through Emerald Cruises, you will be greeted by a representative upon exiting the baggage claim area and clearing customs and immigration. A vehicle will be awaiting your arrival to transport you to the pier or to your pre-cruise hotel. Your guide will provide luggage assistance and answer your questions concerning the transfer. Upon departing the yacht post-voyage, you'll be greeted by a representative once again who will guide you to your waiting vehicle that will transport you from the pier to the airport or to your post-cruise hotel.

# RESERVATIONS

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

**A:** Children 12 and older are allowed on board. They are required to share a cabin with an adult over the age of 21. A separate form needs to be filled out, please let your travel advisor know and they can help you through the process.

**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

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**Q: What are my fares based on?**

**A:** Prices are quoted in U.S. Dollars, are per person and based on double occupancy and include shipboard accommodation, onboard meals, select wine & spirits during lunch and dinner, onboard gratuities, select EMC shore excursions, airport transfers on day of embarkation and disembarkation, government taxes, a nonrefundable limited travel management service fee, and the private Wine Program fee. Fares do not include airfare, airport transfers on days other than embarkation & disembarkation, visas (if applicable), premium shore excursions, F&WT optional excursions, pre-paid charges, personal charges or optional facilities and service fees as defined in EMC's Ticket. F&WT and EMC reserve the right to correct errors or omissions and to change any and all fares or fees. Prices will not increase after F&WT receives full payment from Passenger, except for charges resulting from increases in government-imposed taxes, fees or fuel surcharges.

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

**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. Due to daily spending limits imposed by your bank, we may not be able to process debit cards for final payment. Emerald Cruises processes credit cards internationally, and your credit card bank may charge foreign transaction fees. Neither Emerald Cruises 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. Emerald cruises accepts Master card and Visa.

**Q: Is there a single supplement for guests traveling alone?**

**A:** When one person travels alone in a stateroom, a single supplement will be added to the cruise fare. Unless otherwise indicated, the fare will be 200% of the double occupancy suite or stateroom fare.

**Q: Are gratuities included?**

**A:** Yes, onboard gratuities are included. Gratuities not included for spa services or shore excursions which are at your discretion.

# DOCUMENTATION

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

**A:** You can expect your travel documents to arrive between 2 – 4 weeks prior to your departure date. When booking within two weeks of departure date, your travel documents will be emailed to you to print at home.

**Q: Do I need a Passport or Visa?**

**A:** Passports are required for all guests boarding the yacht and must be valid for six months after the voyage's completion date. Due to airline security measures, your passport name must match the name on your airline ticket or you may be denied boarding. Once on board the yacht, your passport will be collected at check-in and securely stored for the duration of the voyage. Visa requirements and passport regulations vary by destination. We ask that guests obtain the appropriate and valid travel and health documents prior to sailing. Without such proper documentation, guests will not be allowed to board the yacht.

**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. F&WT accepts no responsibility for advising guests or obtaining appropriate visas for foreign passport holders.**

**Q: What documentation / information does the cruise line require in advance?**

**A:** Please visit Emerald Cruises's online guest portal, where you can manage your reservation, update account information and preferences, book shore excursions, spa treatments and reservations at our specialty dining experience.

**Q: Do I need special vaccinations?**

**A:** Vaccination & Testing Requirements

Emerald Cruises has removed the requirement for guests to confirm their vaccination status or testing requirements when boarding their cruise or journey. We strongly recommend guests to still be vaccinated to travel, to safeguard your health and wellbeing. It remains the responsibility of guests to adhere to any local government and health restrictions or advisories on destinations for their complete journey. For Ocean Cruise guests, due to requirements of local authorities with respect to ocean cruising ports and international travel, Emerald cruises will assist guests in sourcing any COVID-19 testing for their onward journey (at Emerald Cruises expense) until further notice.

PCR/RAT testing:

Guests are expected to meet the requirements of entry to the country in which they are embarking on their Emerald Cruise. We do not require additional PCR or RAT tests when boarding.

# BEFORE YOU GO

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**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. F&WT recommends that guests visit the U.S. Department of State's website <http://travel.state.gov> to obtain information concerning that status of any advisories or warnings issued for specific countries.

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

**A:** A favorite resource for up-to-the-minute international weather is [www.weather.com](http://www.weather.com). They feature a very informative vacation-planner tool that you may find useful.

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

**A:** Emerald Cruises' dress code typically adheres to a smart casual standard, ensuring that passengers can enjoy both comfort and style during their voyage. Guests are encouraged to wear well-fitted, neat attire, such as collared shirts, blouses, slacks, and dresses, with the option to add a blazer or elegant accessories to enhance their look while enjoying the cruise's relaxed yet refined ambiance.

**Q: What is Emerald Cruise's baggage policy?**

**A:** Each guest is entitled to one piece of checked (hold) baggage, and the total sum of its length, width and height must not exceed 160cm (62 inches) and the weight must not exceed 20kg (44lbs). Additional baggage may be permitted but this will be at the cost of the guest.

**Q: Does the Emerald Cruise offer Shore Tours?**

**A:** In addition to your included excursions, EmeraldPLUS and EmeraldACTIVE experiences and activities, we offer a selection of DiscoverMORE optional excursions which are bookable on-board or through our reservations team.

# ONBOARD

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**Q: When can Emerald Shore Tours Be Booked**

**A:** Currently Emerald Shore Tours may only be booked onboard. If this policy changes you will be updated when shore tours are available to book in advance.

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

**A:** Guests staying in the Owner's One-bedroom Suite and Riverview Suite can have four pieces of clothing laundered, free of charge, per day. And guests staying in the Grand Balcony Suites are permitted two complimentary laundry items per day. For guests in all other suites and cabins, laundry services are available on river cruise ships at an additional charge. There is no dry cleaning on river cruise ships.

**Q: What kinds of outlets do the staterooms have?**

**A:** European plug sockets providing a voltage of 220V are provided throughout all European Emerald Waterways cabins. A European power plug adaptor will be required to use small appliances such as electric shavers, clocks, mobile phone chargers etc.

**Q: Can I smoke onboard?**

**A:** Smoking is not permitted in the cabins or any indoor parts of any of the ships in the Emerald Cruises fleet. There are areas on the ships' external decks where smoking is permitted.

**Q: Does the ship have a spa or gym?**

**A.** Each of the Emerald Cruises ships boasts an on-board fitness room, with high-quality equipment and gym apparatus.

**Q: What computer facilities and wireless Internet connectivity (WiFi) are available on the ship?**

**A:** Complimentary Wi-Fi is available on-board all the Emerald Cruises ships throughout the public spaces, cabins and suites. Please note: Wi-Fi connection strength and speed may change as the vessel moves.

**Q: Can I exchange currency on-board?**

**A:** The ship's reception stocks a small amount of exchangeable local currency for each country your cruise visits. However, it is widely accepted that most European destinations Emerald Cruises visit will accept euros (€), even if the local currency differs.

## DINING AND BEVERAGES

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**Q: Will the ships dining venues cater for special dietary requirements?**

**A:** Emerald Cruises endeavors to cater for all dietary requirements and requests. We ask that you inform us of any requirements or requests at the time of booking. This will give us chance to meet your requirements.

**Q: What are the on-board Dining times?**

**A:**

- Breakfast: 0700 - 0900
- Lunch: 1200 – 1400
- Dinner: 1900 - 2100

**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.

## ONBOARD MEDICAL

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

**A:** There is a medical center onboard.

# EMBARKATION & DISEMBARKATION

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

**A:** Typically, 2:00 PM- 3:00 PM is boarding time.