

FOOD & WINE TRAILS

EPICUREAN TOURS FOR THE DISCERNING TRAVELER

Food & Wine Trails Wine Cruise on Uniworld Cruises **Frequently Asked Questions**

Q: What is included in the cruise fare?

A: Prices are per person based on two people sharing a stateroom. They are in US Dollars and include port taxes, staff gratuities, unlimited beverages onboard including fine wine, beer, spirits, soft drinks, specialty coffee, tea, bottled water, all meals onboard, Uniworld complimentary shore excursions, internet and Wi-Fi, and use of bicycles and Nordic walking sticks on shore. Fares do not include roundtrip air transportation, roundtrip airport transfers, premium wine and spirits, personal charges made onboard the ship, meals ashore, and all items of a personal nature.

Q: Do single travelers pay a different rate?

A: Yes. Please ask a F&WT Travel Consultant about single fares.

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

A: You are welcome to bring wine or alcoholic beverages bought onshore onboard the ship! There is no corkage fee.

Q: What are my options for booking air transportation?

A: Your F&WT Travel Consultant can assist with booking flights through Uniworld's Custom Air which provides you with our expertise, the best market-rate, and better coordination with Uniworld's transfers. A \$50 per ticket fee will apply. Additional travel management and ticketing fees will be assessed based on services provided. Or you can book your own air flights and provide F&WT with your confirmed flight schedule.

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

A: If you purchase airfare with Uniworld directly they will provide complimentary scheduled group transfers between the airport and the ship on the day the cruise or cruise begins, and between the ship and the airport on the day the cruise or cruise ends, when air booked falls within our transfer guidelines. There may be a waiting period between transfers of two hours or more unless private car transfers have been purchased. Private car transfers are only available on the cruise start/end dates and are only available for transportation between designated airports and the ship, for up to two guests per car. If your flight arrangements arrive/depart outside of these parameters, you must make your own transfer arrangements. Uniworld will not be responsible for late arrivals or missed transfers due to delayed, changed, cancelled, or missed flights, for missed cruise days, or for extra costs resulting from delayed, changed, cancelled, or missed flights.

Q: Are we able to take our children, and is there an age restriction?

A: Passengers who are under 18 years of age must be accompanied by an adult who is 21 years of age or older. Uniworld is unable to accommodate children less than 4 years of age on their cruises. In their experience, most young children do not enjoy the river cruising. There are no special arrangements, activities, or accommodations for children on their cruises or ashore.

Q: What type of clothing should I pack?

A: Prepare for a variety of weather conditions. Layering clothing is always your best bet as this allows you to adjust to any temperature, including artificially-maintained temperatures, by removing or adding items throughout the day. Comfortable, sporty, smart-casual daywear is appropriate both onshore and onboard. Every-day slacks, khakis, walking shorts, and every-day shirts/dresses are recommended. We recommend comfortable walking shoes with good ankle support or sturdy sandals. For evenings, any resort-type wear is perfectly suitable; shorts are not allowed for dinner. It is recommended that men wear a sport jacket for dressier restaurant venues. Women may want to bring a cocktail dress or two. Don't forget to pack a lightweight, waterproof jacket (preferably hooded), or even a heavier-weight windbreaker for colder temperatures.

Q: What is Uniworld Boutique River Cruises's baggage policy?

A: Onboard the ship, space is very limited. Therefore, Uniworld allows one (1) suitcase, one (1) carry-on bag, and one (1) personal bag (handbag, computer case, etc.) per person aboard their ship and motor coaches. Airlines may have additional baggage restrictions and may impose additional fees for checked baggage and/or excess baggage (visit Uniworld.com/baggage). Bring an overnight bag for your last night. Please note there may be a fee assessed on-site for excess baggage.

Q: What should I do if my baggage is delayed or lost?

A: Baggage delays unfortunately do occur from time to time. Remember to not leave the baggage area without completing a Lost Baggage Report with your air carrier. This report is essential to the tracking of your claim. If traveling with a companion, one person should exit the baggage claim area and locate the transfer representative to inform them of the situation. Report your lost baggage to the Uniworld representative and provide your Uniworld Cruise Manager with a copy of your Lost Baggage Report. This will assist their staff in helping to locate your baggage as quickly as possible.

Q: When can I board the ship?

A: If sailing time is 8:00 PM or later, guests are to embark no later than 6:00 PM. If sailing time is scheduled between 5:00 PM and 8:00 PM, guests are to embark no later than two (2) hours prior to the scheduled sailing time. On embarkation day, the ship is being cleaned and prepared for your arrival. Most of the ship's facilities, including your stateroom, will not be available before 3:00 PM. Should you arrive at the ship earlier than 3:00 PM, you may leave your baggage at the Front Desk and take a walk in the area or relax in the lounge. Complimentary coffee, water, and light snacks will be available in the lounge.

Q: Does the ship have valet and laundry facilities?

A: Most ships either have a self-service launderette (with ironing board) or launder service for an additional fee. Please contact your Travel Consultant to find out what services your ship offers. No dry-cleaning services are available on any ship.

Q: Can I smoke onboard?

A: The ship enjoys a non-smoking environment in all public areas and in the staterooms. Smoking is only allowed on those designated parts of the Sun Deck, which are marked on the deck plan.

Q: Is smoking allowed on shore excursions/tours?

A: Smoking is not allowed while on the motor coach, and many historical venues now request that visitors not smoke anywhere on site.

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

A: All guests are required to complete Uniworld's Passenger Information Form. The information on this form is used to comply with certain foreign governments and airline security restrictions in advance of your travel. To complete this form, please visit www.uniworld.com and find the online Passenger Information Form in the "Before You Go" section. Each guest must complete the form.

Q: Does the ship have medical services onboard?

A: Uniworld does not employ staff nurses or doctors onboard its ships. Should you need medical attention, it will be at local facilities at your own expense. Uniworld and F&WT are not responsible for any costs incurred as a result of medical service or for the quality of care received. A Travel Protection Plan covering medical expenses is highly recommended.

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

A: Uniworld trips are exciting, relatively active vacations. Your included excursions generally require an extensive amount of walking as well as navigation of numerous steps and cobblestone streets. On shore excursions, guests with physical limitations will find access to sites generally restrictive. Uniworld recommends that all guests be in good physical condition. Uniworld, at its sole discretion, reserves the right to refuse passage or to require a current passenger to end their trip if the passenger's state of health or physical condition may affect their own health, safety, and enjoyment, or that of other passengers.

Guests with mobility concerns need to discuss their concerns with Uniworld staff in advance of their departure. Guests requiring the use of a mobility device, such as a wheelchair, motorized scooter, or walker, may not be able to participate in many shore excursions or use them onboard the ships. Also, guests who maybe limited in their ability to walk long distances may have difficulties as there is often uneven terrain on many shore excursions. Uniworld is unable to accommodate women past their sixth month of pregnancy. River ships are not in compliance with the Americans with Disabilities Act.

Q: Will the ship accommodate special dietary issues?

A: As soon as you book your cruise, notify your F&WT Travel Consultant of any special dietary restrictions or concerns you may have. This information will be provided to Uniworld, and, to the extent possible and in consideration of local conditions, every effort will be made to accommodate your needs. It's the guest's responsibility to give as much detail as necessary concerning any medically related diet concerns. Not all dietary requests can be accommodated.

Q: What kinds of outlets do the staterooms have?

A: Electrical current is 220V, the European standard. However, each stateroom has one 110V outlet.

Q: Can I exchange my money for local currency?

A: Limited currency exchange is available onboard for the exchange of cash only.

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

A: Uniworld features a cashless environment onboard, and all charges are billed directly to each guests's shipboard account. The onboard currency is the Euro. While onboard, guests can sign for all purchases and pay their balance at the end of the cruise with a credit card (including American Express, MasterCard, and Visa). Credit cards will be charged in Euros. Please check with your bank before departing for your cruise. Alternatively, if paying by cash, the currency accepted onboard for settlement of final bills is the Euro or US Dollar (total amount will be converted into US Dollars based on the onboard exchange rate). The ships do not have ATMs.

Q: Are there Internet facilities on the ship?

A: Select ships offer complimentary Wi-Fi access. You may use your own laptop computer to access the ship's Wireless Internet Service (Wi-Fi). Please note that the Internet connection might not be available in remote areas or when transiting locks. Expect the connectivity speed to be slower than your home connection (especially while sailing).

Q: Does the ship have elevators?

A: Most of Uniworld's ships are equipped with an elevator that services all decks except the Sun Deck. On select vessels, a chair lift is available to aid in accessing the Sun Deck. Please check with your Travel Consultant should you require an elevator on your sailing.

Q: Is there entertainment onboard the ship?

A: Yes, depending on the itinerary, there could be local performers or musicians offering entertainment onboard.

Q: What are my dining options onboard?

A: The ship's onboard restaurant accommodates all guests with open seating. It offers both local and international cuisine. Breakfast and lunch are sumptuous buffets, while evenings feature chef specialties and regional dishes. In addition, al fresco dining may be available on the Sun Deck on scheduled nights, weather permitting. Reservations are necessary as space is limited. Reservations can only be made onboard the ship. All meal times are scheduled around tour departures, and breakfast can take place very early in the morning.

Q: Is there a fitness center onboard?

A: Yes, the Fitness Center hours of operation are generally 6:00 AM – 10:00 PM. These may be adjusted based on each day's program. Use of the fitness equipment is at your own risk.

Q: Is there a gift shop onboard, and what kinds of items does it offer?

A: There is a gift shop onboard with a limited selection of toiletries, souvenirs, and other sundries. All purchases are charged to your shipboard account. Note that no over-the-counter medications are available in accordance with European laws.

Q: How can we use the complimentary bicycles and Nordic walking sticks?

A: Bicycle and walking paths are easily accessible from some of the ports of call. Your Cruise Manager can offer recommendations. Your bicycles and walking sticks can only be reserved through the Front Desk one (1) day in advance (or on the day-of if available). The number of bicycles and Nordic walking sticks available is limited, and their use is solely at your own risk. You must sign a release form prior to using bicycles or Nordic walking sticks.

Q: Are gratuities included?

A: All tips and gratuities are included during the cruise portion of your trip as well as on pre- and post-cruise land stays and extensions purchased in conjunction with your cruise.

Q: Does the ship have ice machines?

A: Yes, a self-service ice machine is located on each ship, and an ice bucket is provided in your stateroom.

Q: What about my valuables in my stateroom?

A: Each stateroom onboard and hotel room onshore comes equipped with a safe. Uniworld urges you to leave valuable jewelry at home. They are not responsible for any valuables left in your stateroom.

Q: What stateroom amenities are there?

A: Every stateroom includes an individual thermostat for air-conditioning and/or heat, a flat-screen TV, an internal telephone, a bathroom stocked with L'Occitane bath and body products, a luxurious bathrobe for each guest, complimentary bottled water, a hair dryer, and an umbrella.

Q: Are there any access restrictions to the Sun Deck?

A: For safety reasons, access to the Sun Deck or Sky Lounge may be limited while passing through areas with low bridges and during inclement weather.

Q: Are visitors allowed onboard?

A: Visitors are generally not permitted onboard the ship or allowed to join any shore excursions.

Q: Is the water on the ship filtered?

A: The tap water in staterooms is safe for drinking. The ship has been outfitted with a sophisticated filtration system. In addition, bottled water is also available in your stateroom.

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 information vacation planner tool that you may find useful. Uniworld also provides a daily printed program that includes updated weather information. Weather reports may be accessed via the infotainment system aboard each ship.

Q: What are the mooring and docking facilities like?

A: Local river authorities allocate docking space based on ship arrivals and departures in port. Typically river ships dock facing upstream against the current. Occasionally port conditions require ships to tie up alongside each other in which case guests may be required to walk through another ship to get to their own ship. This is part of the river cruise experience, is perfectly normal, and is beyond the control of Uniworld. Guests may experience obstructed views from staterooms when the ship is docked.

Q: Does the ship dock in the heart of each city?

A: It depends! In many places, you will dock within walking distance to the city center. There are places where the river only touches the outskirts of a town, thus a motor coach transfer will be necessary.

Q: Will there be opportunities to shop onshore?

A: Time for shopping is usually, but not always, allowed within the framework of most of the sightseeing programs. Actual time available for shopping may be limited due to tour constraints. Shopping recommendations can be made by your Cruise Manager and shipboard staff. Market vendors and shall stores will usually only accept local currency. It is a good idea to take a small amount of cash for on the spot gratuities or for purchasing souvenirs or sundris.

Q: How can I book the optional excursion while on the ship?

A: Reservations for the optional excursions on your cruise can be made directly with your Cruise Manager onboard the ship. The cost of these will be added to your onboard account.

Q: Does Uniworld provide audio-headsets on its shore tour?

A: Yes. Uniworld has Quietvox portable audio-headset systems on the ship for use during shore tours. The Quietvox system can be used with hearing aids that are compatible with a telecoil induction loop. There are a limited number of telecoil induction loops available onboard; ask the Cruise Manager.

Q: At the end of our cruise, what time do we disembark?

A: About two (2) evenings before your departure from the ship, your Cruise Manager will debrief all guests about what to expect on the morning of disembarkation and what time to have baggage available for pick-up. They will also distribute any documentation necessary to make your departure as smooth as possible. All guests must vacate their staterooms no later than 8:00 AM.