



Food & Wine Trails Wine Cruise Frequently Asked Questions On Paul Gauguin Cruises

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 roundtrip air*, airport transfers**, complimentary beverages, including select wines and spirits, beer, soft drinks, bottled water and hot beverages, 24 hour room service, in-suite bar setup and butler service (categories B and above), refrigerator replenished daily with soft drinks, beer and bottled water, limited travel management services provided by F&WT Travel and the onboard wine program. Fares do not include port, security & handling fees, personal charges made onboard the ship, premium wine and spirits, optional shore excursions, meals ashore, baggage handling, and all items of a personal nature including, but not limited to, laundry service and other onboard services, including spa treatments.

**Paul Gauguin Air Program terms and conditions apply*

***If utilizing Paul Gauguin Air or Hotel 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-to-the-group, educational wine program with private parties, tastings, seminars and a winemaker's dinner.

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

A: Paul Gauguin Cruises (PGC's) provides round trip airfare from Los Angeles, CA as part of the cruise fare for the first two passengers in a stateroom. Air transportation from other U.S. and Canadian cities can be arranged upon request at an additional charge. The air transportation is based on economy class or coach travel using carriers and routing determined by PGC. Flight schedules are based on the schedules of PGC's airline partners and are subject to change. Please ask about prices to upgrade to Business and First Class seating or how to extend your vacation travel dates.

Q: Can I request a specific flight schedule from the cruise line?

A: Yes. Your Travel Consultant can submit a request to PGC to customize or "deviate" your airline itinerary. Please email your desired dates of travel and departure city to your Travel Consultant. A non-refundable "air deviation fee" of \$125 per person will apply and must be paid at time request is submitted to the cruise line. When deviating from the standard air/sea program, guests will forfeit any transfers, hospitality services and overnight stays that may be included in the standard air/sea or land programs. Three to four days after the request is submitted, your Travel Consultant will receive and forward to you the cruise line's proposed air schedule for approval. Additional costs for specified flights may apply and vary based on the airline and date of request.

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. Guests are not allowed to use frequent flyer memberships or apply past traveler discounts to any air ticket issued by PGC's Air Department.

Q: Can I make independent air arrangements?

A: Yes. Your Travel Consultant may assist you with your purchase of independent air tickets. If you elect not to use the free air tickets provided by PGC, the price of your cruise fare will be reduced by a specific dollar amount called an "Air Credit." The amount of the air credit is listed on the cruise registration form. PGC reserves the right to withdraw or change the air and air credit offer at any time.

Q: Do I need check in online in advance?

A: You will receive a Guest Information Form with confirmation of your reservation. All Guests will be required to complete and submit a GUEST INFORMATION FORM before your final payment will be accepted. To submit this information, either go to www.pgcruiises.com/my_account, and register or fill out and return the form to the cruise line. To register online you will need your booking number. This information is provided in your reservation confirmation letter sent to you by your travel consultant. After registering you can complete your Guest Information Form and pre reserve your shore tours.

PGC air program requires the issuance of airline tickets 75 days prior to the travel date. If they do not have the required guest information at the time of final payment, guests could be liable for obtaining their own flight arrangements and subsequently be responsible for the cost of their air travel.

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.

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

A: Guests wishing to bring wine onboard may do so and will not be subject to corkage fees.

Q: Are guests subject to the VAT (Value Added Tax) in Tahiti?

A: Yes. Although there is no sales tax in Tahiti, a 16% VAT rate applies to purchase in shops, stores and boutiques. A 10% VAT rate applies to bars, excursions, car rentals, snacks and restaurants.

Q: Do I need a Passport or Visa?

A: Citizens of the U.S., Canada, and European Community are not currently required to have an entry Visa for Tahiti. If you are traveling with a U.S. Passport, it must be valid for six months past the last date of your trip and you must have a valid return airline ticket. Due to airline security measures, your passport name must match your airline ticket name or you may be denied boarding. Any guest traveling 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 F&WT/HMS will be issued.

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. HMS accepts no responsibility for advising guests or obtaining appropriate visas for foreign passport holders.

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 from F&WT will be issued.

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

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

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. 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. PGC processes credit cards internationally, and your credit card bank may possibly charge a foreign transaction fee. Neither PGC 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.

Q: What is the single supplement?

A: When one person travels alone in a stateroom, a single supplement will be added to the cruise fare. The single supplement on categories OS, GS, A, B, C and D will be 100% of the listed cruise fare. Check with your travel consultant for the single supplement for your voyage.

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

A: PGC's policy for all guests under the age of 18 states that they must be accompanied by and occupy the same accommodations as an adult aged 21 years or older and they are unable to accept infants less than one year of age.

Q: Can I make changes to my reservation?

A: Name substitutions are not allowed at any time. After final documentation has been issued, corrections to cruise tickets and/or hotel reservations may be made for a \$100 per-person fee assessed by PGC. Changes on airline tickets are subject to airline approval. In some instances, name corrections may result in the loss of original air reservations and a minimum \$150 change fee per person. Alternate air carriers may then be substituted at PGC's discretion. Non-refundable airline tickets issued by PGC will not allow name changes at any time. 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: Will there be any pre-cruise packages offered to the group?

A: Paul Gauguin Cruises offers a Pre Cruise stay at the InterContinental Tahiti Resort & Spa. You'll fly overnight to Papeete and check into your deluxe room immediately, with no waiting. Then, enjoy two additional nights in a lagoon-view room at the resort with daily breakfast. Or, for the ultimate Tahiti experience, upgrade to an overwater lagoon bungalow. Your Travel Consultant will be able to assist you with booking.

Q: Are they any shore excursions available?

A: In addition to the many optional shore excursions that are available to book through PGC directly, there will be two included shore tours on your sailing.

- Motu Mahana: Private Island Paradise- A day at the beach with a barbecue and floating beach bar.
- Bora Bora: Private Beach- Swim or snorkel, bask on white sands and enjoy light refreshments.

Both of these excursions are scheduled with transportation to and from the beaches through the day so guest may stay for as long as they like.

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

A: PGC offers airport transfers to and from the ship on the day of embarkation and disembarkation only. Guests participating in the PGC Air Program and not deviating will receive airport transfers to/from the pier or hotel. For guests with independent flight arrangements, a transfer from the airport to the pier can be purchased in advance. Your Travel Consultant can quote you the prices for your cruise. 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 Travel Consultant can help you select the best option.

Q: When will I receive my final documents?

A: F&WT wine program documents will be mailed approximately 30 days prior to departure. Approximately 25 days prior to departure, PGC will mail you your cruise documents and airline tickets.

Q: Is there a dress code?

A: Evenings on board are elegant, yet they are not formal. "Country Club Casual", or resort wear, is appropriate dress for all evenings. Country Club Casual consists of skirt or slacks with a blouse or sweater for women, and slacks and collared shirts for men. No ties are required at any time, although gentlemen may wish to bring a blazer to wear on the evening of the Captain's welcome reception. Casual wear, including t-shirts, shorts and jeans, is not considered appropriate after 6:00 pm. For gentlemen, open shoes (such as flip flops, crocs or sandals) are not appropriate for evening wear onboard.

Q: What is Paul Gauguin Cruises' baggage policy?

A: Although there is no limit to the amount of personal baggage allowed onboard the ship, the allowance per guest for checked or carry-on luggage on an aircraft depends on the policy of the applicable airline. Guests are solely responsible for any baggage fees and excessive baggage fees charged by an airline. We recommend that you contact the airline directly or visit their website for luggage regulations. **Please note that domestic Air Tahiti flights have a strict baggage limit of 20 kg (44 lbs.) per person.** Neither PGC nor the owner or manager of the ship is responsible for baggage or other personal property that is damaged, misplaced or lost by an airline.

Q: What should I pack?

A: We recommend that you pack the following travel essentials:

- Comfortable cool clothing of natural fibers
- Elegant resort wear for evenings
- Sun hat, sunglasses, sunblock-strongly recommended
- Swimsuit and pool shoes
- Beach cover-up
- Swimming T-shirt preferably long sleeved
- Insect repellent
- Travel alarm clock
- Jacket or sweater for cool evenings
- Reef shoes*

*Guests should be aware that shoes suitable for wearing in the water, whether this be reef shoes, sneakers, or old sandals, are imperative to the enjoyment and safety of participating in water-based activities. There are corals, urchins, and other marine life that can cause painful cut and injuries that can be prevented by wearing appropriate footwear while in boats and in the water. It is strongly recommended that you bring the appropriate shoes from home for this purpose. Note that flip-flops are not suitable for this function.

If you require prescription medication, be sure to bring enough to last for your entire vacation. In addition, many travelers assemble a basic traveling medicine kit that includes such items as over the counter pain medication, antacids, Band-Aids, antiseptic spray and wipes.

Q: What is the travel time to Tahiti?

A: With a direct flight from Los Angeles, Ca to Papeete, Tahiti, the approximate travel time is 8 hours and 20 minutes.

Q: When can I board the ship?

A: The ship is ready for embarkation at 3:00 PM. PGC asks that embarking guests not present themselves onboard before the designated time, as early embarkation is not possible while the ship is being prepared for arrival. Guests are required to embark no later than an hour prior to sailing time.

Q: Does the ship have valet and laundry facilities?

A: Laundry and valet services, including pressing and dry cleaning, are available with charge and may be arranged through your Stewardess.

Q: What is the electrical voltage on the ship?

A: The standard electrical voltage aboard ship is 220 volts. Both 220-volt and 110-volt outlets are available in bathrooms and staterooms.

Q: Can I smoke onboard?

A: For the comfort, convenience, and safety of all guests, smoking is prohibited in any enclosed dining venue and is permitted only in specifically designated outdoor smoking areas. These include the forward outdoor areas on Deck 5 (starboard and port sides), La Palette (outside area, starboard side only), and the Bar Du Soleil (starboard side only). Cigar smoking is permitted only at La Palette. Smoking is prohibited in staterooms, suites, and private balconies aboard the ship and pip smoking is not allowed anywhere onboard.

Q: Does the ship have medical services onboard?

A: A licensed and registered doctor is on board and available for professional and emergency services, which are available at customary charges. A nurse is also available onboard. The ship's medical center is designed to provide medical care for certain temporary illnesses and accidents, and is not intended or capable of providing on-going treatment of pre-existing medical conditions.

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

A: Each guest represents and warrants that he or she is physically and otherwise fit to travel on the voyage. PGC will not accept reservations for guests who will be past the sixth month of pregnancy by the end of their cruise. Any physical, emotional or mental condition that may require professional attention during the cruise must be reported to PGC at the time of booking.

Q: What is the procedure to have medical equipment delivered to the ship?

A: Guests requiring the use of wheelchairs must notify PGC at the time of booking and should be aware that the marina area on the ship is not accessible via elevator and that most ports on the cruise require tenders to go ashore any preclude a wheelchair guest from leaving the vessel. Decisions made by the ship's captain in such circumstances will be binding. PGC strongly recommends that wheelchair guests travel with someone who is able to assist them. 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.

Q: What if I have dietary restrictions?

A: Please notate any special dietary requirements on your registration form. General dietary needs such a low-salt or low cholesterol foods can be satisfied on board the ship simply by speaking with the dining wait staff.

Q: Can I exchange my money for local currency?

A: The U.S. dollar is the standard currency aboard ship. You may exchange dollars for small denominations of local currency at the Reception Desk. Please note that travelers' checks are no longer accepted on board.

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

A: Cash advances are available at the Reception Desk. A limit of \$400 can be billed to the guest's shipboard account. A 3% transaction fee will be applied by PGC.

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

A: The ship is equipped with a state-of-the-art communications system. Internet access is complimentary for guest in the Owner's and Grand suites and available for a nominal fee for all other guests. Instructions and pricing details are available on screen in the Internet Café or on guests laptops once connected to a WiFi service. Internet pricing is identical, whether guests use the Internet Café terminals, personal laptops, or other wireless devices. All Internet access charges will be billed directly to guests' onboard accounts. A one-time account activation fee of \$3.95 applies to all users on first login only. You will then be presented with a choice of Time Plans, which are transferable between Internet Café terminals and personal laptops/wireless devices and can be used anytime throughout the cruise until debarkation and don't have to be used in a single session. Upgrading a pre-selected pricing option is not available and no refunds will be awarded for unused minutes. **Internet access aboard the ship is not guaranteed, and you may experience interruptions, as satellite communication is significantly different than high-speed Internet connection on land.**

Q: Is there cellular service onboard?

A: PGC has an advanced cellular network installed onboard the ship, allowing guests to place and receive calls using their personal mobile phones when the ship is in international waters. In order to take advantage of this service, guests' mobile phones must be able to roam internationally, and their provider must have a roaming agreement with Maritime Communications Partner AS (MCP). Not all prepaid phones are supported. Mobile data services such as iPhone® and BlackBerry® may continue to receive messages while roaming on the ship's network. For questions about services or about pricing and billing, guests should contact their mobile phone provider's customer service department prior to sailing. There are no charges from PGC for this service.

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 informative vacation-planner tool that you may find useful.

Papeete / Moorea Temperature Chart (Average High/Low)

Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
89/72°	89/72°	89/72°	89/72°	87/70°	86/69°	86/69°	86/68°	86/69°	87/70°	88/71°	87/71°

Q: Does Paul Gauguin Cruises offer snorkel gear?

A: Yes, snorkel gear is complimentary for the duration of the cruise. You may pick up the gear on Day 1.

Q: Does Paul Gauguin Cruises offer gear for SCUBA diving?

A: Yes, SCUBA diving gear is included in the price of SCUBA excursions. They can also stow SCUBA gear, should you prefer to bring your own.

Q: What exactly is available for onboard watersports?

A: Aboard the Gauguin, guests can enjoy complimentary windsurfing, kayaking, and paddle boarding from the onboard watersports marina. Out of fairness to all our guests, rides are limited to 30 minutes each and are available on a first-come, first-served basis. The marina is stocked with the following equipment:

- One windsurf board
- Six kayaks — four with double seating and two with single seating. Kayaks are restricted to the area within sight of the marina, and snorkeling or swimming from kayaks is prohibited.
- Two paddle boards. Please note that paddle boarding is available only when the ship is moored in Moorea and only during the afternoon.

Q: Is there shopping onboard?

A: You can find a selection of clothing items, famous Tahitian black pearls, and duty-free gifts from around the world in the onboard boutique. A limited selection of sundry items and other travel necessities are also available for purchase.

Q: What are the onboard dining options?

A: There are 3 restaurants and a lounge available for your dining pleasure.

L'Etoile | Deck 5

The elegant main dining room serves dinner from 7:00-9:30 PM. No reservations are required.

La Veranda | Deck 6

Breakfast and lunch can be enjoyed al fresco or in the restaurant which is transformed into a reservation only dining venue for dinner.

Breakfast Buffet, 7:30-9:30 AM; Lunch Buffet 12:00-2:00 PM; Dinner 6:30-8:30 PM, by reservation only

Le Grill | Deck 8

Casual poolside breakfast buffet from 7:00-9:30 AM, lunch buffet from 12:00- 2:00 PM and Dinner 6:30-8:30 PM by reservation only. *Hours may vary, according to itinerary.*

La Palette | Deck 8

Enjoy a morning snack or an afternoon tea in this versatile lounge.

Q: Does the ship have room service?

A: A special 24-hour room service menu is available. During normal dining hours, you may also order from L'Etoile Restaurant and enjoy dinner in your suite.

Q: What are the recommended Tipping Guidelines?

A: Gratuities are included in your cruise fare for room stewards and dining staff. If you feel strongly about expressing your gratitude to the crew, you can make a donation to the Crew Appreciation Fund at the Purser's Office. This money is used for crew parties and events. Tipping for services beyond those provided aboard ship are a personal matter and entirely at your discretion. The following are suggested guidelines should you wish to provide a reward for service.

Tipping is not customary in Tahiti; it is not necessary to leave tips in restaurants or tip cabdrivers unless you wish to reward some truly exceptional service.