



# FOOD & WINE TRAILS

## Private Reserve Wine Program

### WITH AMAWATERWAYS RIVER CRUISES

### Sculpterra Winery – April 16 – 25, 2019

## 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 creature comforts of a deluxe river cruise, plus a private-to-the-group, educational wine program with private Winemaker's dinner and a private wine tasting seminar.

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

**A:** There is a 1 night Pre-Geneva package that is included in the pricing of this package, for details please check the "Itinerary" page on your cruise's web page on [www.foodandwinetrails.com](http://www.foodandwinetrails.com).

## TRAVEL DOCUMENTS

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

**A:** If you are traveling with a US Passport, it must be valid for six months past the last date of your trip. 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 will be issued.

**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.** NOTE: US Passport guests travelling through **Turkey** are required to obtain a VISA to enter the country. Your travel advisor can advise you on how to procure this document.

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

**A:** All guests will be required to complete AmaWaterways's Passenger Information Form. The information on this form is used to comply with certain foreign government and airline security restrictions in advance of your arrival. To complete this form, please visit [www.AmaWaterways.com](http://www.AmaWaterways.com) and complete the online Passenger Information Form in the "Before You Go" section. Each guest must complete the form.

**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: 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 [travel.state.gov](https://travel.state.gov) to obtain information concerning that status of any advisories or warnings issued to travelers for specific countries around the world.

## Final DOCUMENTATION

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

**A:** Food and Wine Trails sends all final documents including AmaWaterways cruise documents between 21 to 30 days prior to your trip departure, provided that AmaWaterways has received a completed Passenger Information Form and your booking is paid-in-full.

## BAGGAGE LIMITATIONS

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**Q: What is AmaWaterways River Cruises baggage policy?**

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

## HEALTH & MOBILITY

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

**A:** AmaWaterways 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. AmaWaterways recommends that all guests be in good physical condition. AmaWaterways, 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.

Europe: Wheelchair accessibility is very limited on European ships. There is an elevator between the two main decks, however it does not reach the Sun deck or Piano deck. They would be able to move around the dining room and lounge in their chair, however the rooms are not able to accommodate a wheelchair, so while in their stateroom they would need to be able to move around on their own. Their chair would also need to be stored in their stateroom, due to limited storage on board. Getting on and off the ship, could be a challenge, as the planks are narrow and cannot accommodate a wheelchair or scooter's width. They would have to be able to get on and off the ship without their wheelchair and the wheelchair would have to be light enough to be lifted off and on the ramps. It is common to tie up to other river ships in port. When this happens we would sometimes need to travel through another ship to disembark, with many ships requiring we do so from the Sun deck, where there is only stair access.

During the excursions, a good majority of the cities visited have the cobble stone walkways; this may be a challenge to maneuver with a wheelchair. The motor coaches we use as a main means of transport do not have any sort of lift and there are 4 or 5 steep steps to get on and off.

Guests with mobility concerns need to discuss their concerns with their Food & Wine Trails Travel Advisor 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 may be limited in their ability to walk long distances may also have difficulties, as there is often uneven terrain on many shore excursions. AmaWaterways is unable to accommodate women past their sixth month of pregnancy. River ships are not in compliance with the Americans with Disabilities Act.

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

**A:** AmaWaterways 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. In the event medical assistance is needed, appropriate medical facilities will be contacted. Note that response time can vary. AmaWaterways and F&WT are not responsible for any costs incurred as a result of medical service, or for the quality of medical care received. A Travel Protection Plan covering medical expenses is highly recommended.

**Q: Will the ship accommodate special dietary issues?**

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

## Flights

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**Q: What flights are included and what are my options for booking air transportation?**

**A: Economy airfare from San Francisco or Los Angeles is included in your cruise package (subject to availability).** Your F&WT Travel Advisor can assist with booking flights, which provides you the best market-rate for other ports, and better coordination for transfers. 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's with your confirmed flight schedule meeting up with the flights from Los Angeles or San Francisco

# RESERVATIONS

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**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. AmaWaterways is unable to accommodate children less than 4 years of age and children 4-7 years old are not recommended on AmaWaterways cruises and in their experience most young children do not enjoy the river cruise experience. There are no special arrangements, activities, or accommodations for children on their cruises or ashore. No additional bed will be provided due to limited space onboard. A limited number of staterooms with a fold out sofa are available on select ships. Your F&WT travel advisor would be happy to guide you through these options when available.

**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.

# PRICING & PAYMENTS

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

**A:** Prices are per person, based on two people sharing a stateroom and are in US Dollars. Coffee, tea and specialty coffees, such as espresso and café latte are available free of charge throughout the day and during meals. Complimentary bottled water is replenished daily. During lunch and dinner, local wines soft drinks and beer are available on a complimentary basis. As of 2018, enjoy daily "Sip and Sail" cocktail hour. Soft drinks and alcoholic beverages are available at additional cost. Also included scheduled airport transfers on embarkation and disembarkation dates, AmaWaterways complimentary shore excursions, complimentary Internet and Wi-Fi, and complimentary use of bicycles. **Fares do not include airfares other than the roundtrip economy flights from San Francisco or Los Angeles**, staff gratuities, personal charges made onboard the ship, meals ashore and all items of a personal nature.

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

**A:** F&WT accepts AMEX, MC, Visa, and personal checks for cruise deposits and final payments. 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: Do Single travelers pay a different rate?**

**A:** Yes, please ask a F&WT Travel Advisor about single fares.

# TRANSFERS

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

**A:** Transfers are included from the airport to the hotel in Geneva, from Geneva hotel to the ship and from the ship to the airport following disembarkation on final day. Flights must arrive and depart within Food & Wine Trails transfer guideline times to use the included transfers. There may be a waiting period for airport transfers, depending on groupings of flight arrivals. While every effort will be made to ensure your transfer is there for you if your flight is delayed, Food & Wine Trails will not be responsible for late arrivals or missed transfers due to delayed, changed, canceled, missed flights, for missed cruise/trip days, or for extra costs resulting from delayed, changed, canceled, or missed flights. In accordance with Food & Wine Trails transfer guidelines, all guests making their own flight arrangements are required to provide Food & Wine Trails with their flight information and pre-trip arrangements no later than 45 days prior to departure in order to receive transfers.

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

**A:** Baggage delays do unfortunately 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 AmaWaterways representative and provide your AmaWaterways 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.

# EMBARKATION & DISEMBARKATION

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**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 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: 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 brief all guests about what to expect on the morning of disembarkation and what time to have baggage available for pick-up, and to distribute any documentation necessary to make your departure as smooth as possible. All guests must vacate their staterooms no later than 8:00 AM.

# ONBOARD & ONSHORE SERVICES

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

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

**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 specialties of the chef 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: Does the ship have elevators?**

**A:** Most of AmaWaterways's ships are equipped with an elevator that services all decks except the Sun Deck and Piano Deck.

**Q: Is there entertainment onboard the ship?**

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

**Q: Is there a fitness center onboard?**

**A:** Yes, the Fitness Center hours of operation are generally from 6:00 AM to 10:00 PM. but 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. Please note: 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. The 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: 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: 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: 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 valet and laundry facilities?**

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

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

**A:** AmaWaterways features a “cashless” environment onboard, and all charges are billed directly to each guest’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 AMEX, MasterCard, and Visa. Credit cards will be charged in Euros. Please check with your bank before departing home. 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: Can I exchange my money for local currency?**

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

**Q: What are the mooring and docking facilities like?**

**A:** Local river authorities allocate docking space based upon ship arrivals and departures in port typically, river ships always 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 and is perfectly normal and beyond the control of AmaWaterways.

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, but there are places where the river only touches the outskirts of a town and thus a motor coach transfer is necessary.

**Q: Does AmaWaterways provide audio-headsets on its shore tours?**

**A:** Yes. AmaWaterways 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 onboard.

**Q: What about my valuables in my stateroom?**

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

**Q: Will there be opportunities to shop onshore?**

**A:** Time for shopping is usually but not always allowed for 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.



**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: 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: 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: 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, and a bathroom stocked with bath and body products, a luxurious bathrobe for each guest, complimentary bottled water, a hair dryer and an umbrella.

**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: 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](http://weather.com). They feature a very informative vacation-planner tool that you may find useful.

**Q: What types of clothing should I pack?**

**A:** Prepare for a variety of weather conditions. Layering clothing items 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. 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. Don't forget to pack a lightweight, waterproof jacket (preferably hooded), for colder temperature.

