



FOOD & WINE TRAILS WINE CRUISE WITH RITZ-CARLTON YACHT COLLECTION

FREQUENTLY ASKED QUESTIONS

TABLE OF CONTENTS	PAGE
Food & Wine Trails Program	2
Air.....	3
Reservations	4
Pricing & Payments	4
Documentation	6
Before You Go	7
Onboard	7
Dining & Beverages	9
Onboard Medical	11
Embarkation & Disembarkation.....	11

FOOD & WINE TRAILS' 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 in one of the ship's restaurants. 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. 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 and or US Mail. 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

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 or the Ritz-Carlton's Air & Hotel Concierge.

Q: What happens if there is a change in the yacht's schedule or my flight is delayed (booking air through Ritz-Carlton Yacht Collection only)?

A: Should the yacht's schedule change, your flights will be changed, and any necessary hotel overnights arranged. Additional benefits assist you in reaching the yacht in the event of a flight delay. Guests who arrange their air travel through The Ritz-Carlton Yacht Collection will have the yacht's arrival and departure schedule taken into consideration, however, it is recommended that guests arrive at least one day prior to the sailing date. Contact your travel advisor for more information.

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 The Ritz-Carlton Yacht Collection, 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

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

A: The Ritz-Carlton Yacht Collection welcomes children at least six months of age at the time of sailing. Minors must be accompanied by a parent or guardian over the age of 21 years old. On voyages with three or more consecutive days at sea, the minimum age for children is one year of age. Children under the age of five years are not permitted on Zodiacs. There are no babysitting services on board. There is a Ritz Kids program for an additional fee – see page 11 for details.

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

Q: What are my fares based on?

A: Fares are quoted in U.S. Dollars, are per person, based on double occupancy, and include F&WT's onboard wine program. Fares include the following through Ritz-Carlton Yacht Collection- Oceanview accommodations, each with private terrace overlooking the ocean, access to a Personal Concierge in all suite categories, onboard gratuities, multiple dining venues, 24-hour in-suite dining, beverages in-suite and throughout the yacht, onboard entertainment and enrichment, Wi-Fi, and marina-style platform with access to non-motorized watersports while at anchor. Fares do not include airfare, transfers, cruise line shore excursions, F&WT optional pre and post-cruise land programs, dining in select specialty restaurants, personal charges or optional facilities and service fees. Also not included are meals ashore, baggage handling, gratuities for shore excursions, beverages not part of the regular menu, laundry service and other onboard amenities and services, including spa and medical treatments.

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. Due to daily spending limits imposed

by your bank, we may not be able to process debit cards for final payment. Ritz-Carlton Yacht Collection processes credit cards internationally, and your credit card bank may charge foreign transaction fees. Neither Ritz-Carlton Yacht Collection 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: 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: Gratuities on board the yacht are included in your cruise fare. While customary, gratuities for salon services, spa treatments and shore excursions can be extended on a voluntary, individual basis.

DOCUMENTATION

Q: When will I receive my final documents?

A: Approximately 25-50 days prior to departure. Your F&WT wine program documents will be e-mailed to you approximately 21 days prior to departure.

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 Ritz-Carlton Yacht Collection's online guest portal, My Yacht Account, where you can manage your reservation, update account information and preferences, book shore excursions, spa treatments and reservations at our specialty dining experience — S.E.A. My Yacht Account is accessible for viewing 180 days prior to sailing, at which time you'll be notified by email on how to access. Reservations can be made 120 days prior to your voyage once we are in receipt of final payment.

Q: Do I need special vaccinations?

A: Passport and Visa requirements, and regulations in regard 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. We invite you to familiarize yourself with Ritz-Carlton Yacht Collection's health and safety protocols and requirements, which have been designed to create a safe environment that protects the wellbeing of our guests, employees, and the communities to which we sail. [Health and Safety](#)

BEFORE YOU GO

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: Is there an app I can download before embarkation?

A: Reservations can be made up to seven days prior to arrival in My Yacht Account. Once on board, we encourage you to use the mobile app to navigate your way around the yacht, find your suite, and view, modify and reserve shore excursions, spa treatments, dining and more.

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. They feature a very informative vacation-planner tool that you may find useful.

Q: Is there a dress code?

A: The dress code on board the yacht reflects the luxury lifestyle of The Ritz-Carlton and casual freedom of a yachting vacation. During the day for breakfast and lunch, the dress code is Yacht Casual, wherein shirts, shoes, and bathing suit cover-ups are required when not at the pool. During the evening, for dinner, bathing suits and sleeveless t-shirts are not permitted, and shirts and shoes are required throughout the yacht. When dining in The Evrima Room, Talaat Nam and S.E.A. the dress code is Yacht Sophisticated — meaning collared shirts are not required, but highly recommended. Ball caps, hats, shorts, and flip-flops are not permitted during dinner service. There are no formal nights on board.

Q: What is Ritz-Carlton Yacht Collection's baggage policy?

A: You may bring a reasonable amount of luggage on the yacht without charge. All luggage must be securely packed and clearly labeled with your full name, the name of the yacht, and your suite number, which will be written on luggage labels that will be provided upon arrival at the port. For the most up-to-date luggage allowance policies and weight / size restrictions, please visit the airlines websites, most of which are updated regularly with latest policies. As luggage restrictions and fees can vary by airline, class of service and destination or departure airport, you may be charged additional fees at check-in if the weight and size of your luggage and / or the number of pieces exceed the airline's luggage allowance. Upon arrival to the port terminal, your luggage will be checked in, collected and delivered directly to your suite. In order to identify your luggage, labels will be affixed to each piece at the pier, including carry-on and checked bags.

Q: Does the Ritz-Carlton Yacht Collection offer Shore Tours?

A: Yes. [The Shore Collection](#) tours are offered in intimate group sizes, but for those who prefer the freedom and flexibility of independent travel, the Concierge Ashore can transform most tours into a private experience or craft an exclusive bespoke event just for you. "From tickets to the Monaco Grand Prix, to a private car with driver to experience the nightlife of the Côtés d'Azur, our goal is to accommodate the individual travel style of each guest. Sail with us and your travels will be in depth, your insights authentic and your takeaways uniquely rewarding". For the best availability, reservations are encouraged in advance of sailing on our online guest portal, My Yacht Account. Once you arrive on board, shore experiences can be made in person, through your Personal Concierge or via the mobile app. Additional fee applies.

ONBOARD

Q: Are guests now subject to the new EU VAT (Value Added Tax) on Mediterranean cruises? I don't know anything about this, sorry.

A: Yes. Guests sailing on cruises within selected European Union ports will now be subject to the EU Value Added Tax (VAT) for onboard purchases such as those made in the gift shops, spa and for alcoholic beverages purchased during their cruise. Purchases subject to the VAT varies by itinerary and venue. If guests are not citizens of the European Union, they can reclaim a portion of the VAT paid on certain merchandise purchased on board in the gift shops, subject to certain minimum purchase requirements. The VAT on beverages and spa services are not eligible for reimbursement. Reimbursement of eligible VAT charges must be done at the last city of their European visit and within 30 days of the purchase. Offices to submit VAT refund requests are located at most airports for guests to submit their paperwork.

Q: Does the ship have room service?

A: Dine in the comfort of your suite or on your private terrace when you order from the all-day dining menu, featuring influences from every dining venue on board. For guests looking for further flexibility, a late-night dining menu will also be available.

Q: Does the ship have valet and laundry facilities?

A: The Guest Launderette is located on Deck 9 midship. Due to safety reasons, irons are not allowed in guest suites; however, the Guest Launderette features irons and steamers for guest use. A range of dry cleaning and laundry services are available upon request through their Suite Attendants at an additional cost.

Q: What kinds of outlets do the staterooms have?

A: For your convenience, 120-volt (U.S. voltage) and 230-volt (European voltage) outlets are provided in your suite and in public areas, accommodating small appliances without the use of adapters or electric converters. A hair dryer is provided in each suite. Your suite is also equipped with USB ports for charging purposes.

Q: Can I smoke onboard?

A: Smoking, including use of cigarettes, e-cigarettes and cigars on board is only permitted in The Humidor on Deck 10.

Q: Does the ship have a spa or gym?

A: The Ritz-Carlton Yacht Collection Spa includes exceptional massages, facials, and a variety of locally inspired treatments await you within our serene onboard oasis. Enjoy a rejuvenating spa treatment in one of five private rooms, or al fresco, paired with ocean views. Plus, a full-service Beauty Lounge, Gentleman's Grooming Salon, and a sauna, steam room and quiet zones allow you to truly disconnect. Reservations are encouraged in advance of sailing through the online guest portal, My Yacht Account. Once you arrive on board, Spa reservations can be made in person, through your Personal Concierge or via the mobile app. Additional fee applies. The Gym is home to a health and wellness program that integrates fitness and spa with lectures and nutrition that can be customized for each guest. From personal training in the Gym to sunrise yoga and mat Pilates in the Fitness Studio, each voyage has opportunities to maintain a healthy lifestyle.

Q: Can I exchange my money for local currency?

A: Cash is not accepted for purchases on board the yacht. Most major credit cards are accepted and will

be authorized upon check-in, and any onboard purchases will be charged in U.S. dollars to your onboard account and settled before final departure from the yacht.

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

A: Complimentary Unlimited Wi-Fi is provided for all guests wishing to send and receive emails, browse online and post photos to social media. Enhanced Wi-Fi is available to guests for an additional \$38 USD per day, per device and supports streaming services for up to four devices per suite. Analog cellular and data services are also available for you to make and receive calls on your personal device for an additional charge. Step-by-step connection instructions are provided in your suite and when you download the official digital mobile app. Email and printing services are available from the Guest Services team 24 hours a day.

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

A: When the ships arrive in a port of call, guests are requested to wait in the public areas or in their stateroom until an announcement is made with instructions for safe disembarkation. In certain ports, guests will be brought ashore in tender boats. When tendering is required, you will be instructed where and when to board the tenders. **Guests are required to 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 associated costs.

Q: Are there activities for kids to enjoy onboard?

A: Ritz Kids: Families exploring the world together are welcome aboard The Ritz-Carlton Yacht Collection. With its own dedicated space on board, Ritz Kids is an educational and fun-filled program that encourages children ages four to 12 to explore the world around them. Three sessions will be offered: morning, afternoon and evening. The morning and afternoon sessions are \$45 USD per child per session, and the evening session is \$65 USD per child per session. Enhanced programming will be available during holidays and summer months.

Q: Are visitors allowed onboard?

A: Due to global health and safety requirements, guests wishing to invite visitors on board should contact The Ritz-Carlton Yacht Collection Special Services team who will be happy to assist. Please email special.services@ritz-carltonyachtcollection.com for the latest information.

DINING AND BEVERAGES

Q: What special diets are available on the ships?

A: Most dietary requests can be accommodated on board. Dietary preferences such as gluten free, low sodium, peanut allergies and more should be noted in My Yacht Account prior to sailing. A wide variety of pre-cooked frozen kosher meals are available to order at an additional cost with advance notice prior to sailing. These kosher certified meals are sealed and wrapped in foil and will be heated on board in a non-exclusive environment. At the time of filling out dietary preferences in My Yacht Account, guests will need to indicate their preference for kosher meals.

Q: What bars and lounges are available onboard?

A: There are 6 bar/lounge areas onboard. The Marina Terrace (light bites and handcrafted cocktails), The Humidor (cognac), The Bar (intimate cocktail lounge serving top labels from around the world + premium champagne and caviar pairings), The Living Room (comfortable lounge by day and cocktail lounge with a piano bar, dancing and live music by night), The Observation Lounge (lounge with cocktails), The Observation Terrace (lounge, cocktails and socializing al fresco).

Q: What Restaurants are available onboard?

A: There are 6 restaurants plus in-suite dining. The Evrima Room (intimate, locally inspired creations), Talaat Nam (Southeast Asian cuisine + sushi bar, family style table experience), S.E.A (see below for more details), Mistral (lunch, dinner or cocktails with seafood bar), The Pool House (leisurely breakfast to late-night dining), and The Living Room Café (from coffee/pastries at the espresso bar from day to night). In-Suite dining you can order all day, including late nights.

Learn more about the [dining experience](#) and [public spaces](#) onboard Evrima.

Q: What is S.E.A?

A: S.E.A. (SPECIALTY DINING) is a dining experience designed by Chef Sven Elverfeld of Aqua, the three Michelin-starred restaurant at The Ritz-Carlton®, Wolfsburg. This namesake offers an inspired European tasting menu in a sophisticated setting with a contemporary feel. The dress code in S.E.A. is Yacht Sophisticated — meaning collared shirts are not required, but highly recommended. Ball caps, hats, shorts, and flip-flops are not permitted during dinner service. Reservations are encouraged in advance of sailing on our online guest portal, My Yacht Account. Once you arrive on board, reservations for S.E.A. can be made in person, through your Personal Concierge or via the mobile app. Additional fee applies.

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

Q: Does the ship have medical services onboard?

A: A trained physician is on call 24 hours a day. The professional services of this physician, as well as certain medications, are available on board at reasonable costs. If you require ongoing medication, or have specific dietary needs, you should bring an ample supply of medications or dietary supplements with you in your hand-carried luggage.

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

A: Guests with medical condition(s) or special needs requiring treatment, attention, or accommodation during the voyage, or needing to travel with medical apparatus, including wheelchairs, motorized scooters, oxygen therapy, etc., must advise Ritz-Carlton Yacht Collection in writing at the time of deposit. The Ritz-Carlton Yacht Collection strongly recommends guests requiring a wheelchair travel with someone who is able to assist them during the voyage and on land. Guests requiring special assistance while on board, including those who are medically oxygen dependent or hearing impaired, are asked to please notify our Special Services team at special.services@ritzcarltonyachtcollection.com. Expectant mothers are required to supply a medical certificate to validate that it is safe for them to travel. The Ritz-Carlton Yacht Collection cannot accommodate women who have entered their 24th week of pregnancy at the time of sailing.

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

A: Having medical equipment brought onboard is handled on a case-by-case basis. Please contact your Travel Consultant for more details.

EMBARKATION & DISEMBARKATION

Q: When can I board the ship?

A: The Ritz-Carlton Yacht Collection will have the yacht's schedule taken into consideration.

Arrival times will vary by voyage and the port of departure. Generally, arrival day check-in will open for guests at 12:30 PM. Guests must be on board two hours prior to departure time.

On departure day, guests will normally be asked to depart their suites by 8:00 AM, which allows the yacht's Ladies and Gentlemen to prepare for incoming guests. Departing guests are welcome to enjoy the public areas of the yacht while waiting to depart with the majority of services open for their comfort. Depending on the clearance from local authorities, guests can begin to depart the yacht between 8:00 AM and 10:00 AM.

From the yacht's gangway, guests are guided to the terminal to identify their luggage before meeting their ground transportation.

Q: How is luggage handled at embarkation and debarkation?

A: You will receive luggage tags at the pier before embarking. Your luggage will be delivered directly to your stateroom on embarkation day. 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 should weigh no more than 70 pounds per piece.