



# FOOD & WINE TRAILS WINE CRUISE

WITH AMERICAN CRUISE LINES

## FREQUENTLY ASKED QUESTIONS

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# 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 educational wine program with private parties, tastings, seminars and a winemaker's dinner in one of the ship's specialty restaurants. Only wine served at exclusive group events is included with the program.

**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 one to two optional shore tours available exclusively to the group. Food & Wine Trails 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. Discuss the possibility of a private excursion with your Travel Advisor.
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.

**Q: Can I bring bottles of wine onboard the ship and is there a corkage fee for F&WT Group Members?**

**A:** Guests are allowed to bring alcohol onboard the vessel with no corkage fee. ACL will provide any ice, mixers, juices, tonics, and glasses at no additional charge.

# AIR

**Q: What airport should I plan to fly into?**

**A:** All departure ports are located near major airports. Please reference your pre-cruise from American Cruise Lines, or refer back to your personal Travel Advisor, for a list of airports recommended for travel to your particular cruise departure point.

**Q: Can I extend my vacation before and/or after the cruise?**

**A:** On select sailings, American Cruise Lines includes one night in the embarkation city in the base fare price of your cabin. For additional questions regarding the options Food & Wine Trails Pre-Cruise Program package or extending your vacation post cruise, please ask your Travel Advisor.

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

**A:** American Cruise Lines include one free night in the embarkation city at a hotel of their choosing. With this comes an included group transfer from the hotel to the ship on embarkation day.

# RESERVATIONS

**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. Many of the American Cruise Lines shore tours are included, as well as the dining service, snacks, complimentary cocktail parties, and entertainment aboard the ship. Fares also include port charges and fees. Guests are not expected to leave a gratuity on board. Fares do not include shore tours (unless otherwise noted).

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

**A:** F&WT accepts AMEX, MC, and Visa. 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.

**Q: What accommodations are available for solo travelers?**

**A:** American Cruise Lines welcomes solo travelers and features a select number of single occupancy staterooms available on its ships. One person occupying a double stateroom will be charged 150% or 175% of the double occupancy rate depending on the type of stateroom chosen.

## BEFORE YOU GO

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

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

**Q: When are American Cruise Line shore tours available to book?**

**A:** Guests receive a link to a personalized online cruise portal 90 days prior to embarkation date. There, guests can access valuable documents and information about their cruise. 60 days prior to embarkation, guests may pre-reserve their Featured and Premium shore excursions in their personalized online cruise portal. Signature Shore Tours are available for purchase as soon as guests are booked for the cruise.

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

**A:** Casual sportswear is suggested during the day. Casual country club attire is recommended in the evenings. For dinner, men's clothing might include a sport shirt and slacks, with sport coat or sweater. Women might find a sweater and slacks, or dress appropriate. American Cruise Lines also recommends you bring comfortable walking shoes, a hat, light rain wear, and a jacket for cool evenings.



# ONBOARD

## **Q: What is dining like aboard American Cruise Lines?**

**A:** American Cruise Lines offers open seating at every meal in the glass-enclosed Dining Salon on the Main Deck. The atmosphere is informal – seating is unassigned and dress is resort casual. Each table offers an incredible outside view and meals are cooked to order, making dining a great time to share your experiences with companions and build new friendships. Your masterfully skilled chef creates delectable feasts for each meal (menus announced well in advance.) Carefully selected fresh seafood, meats and produce are often purchased in the regions we visit, allowing your chef to highlight the cuisine with local flavor. American Cruise Lines provides complimentary wine and beer during lunch and dinner services. A complimentary cocktail hour with full bar is hosted each evening before dinner. Glasses, ice, mixers, coffee and soft drinks are available at all times. For other liquor requests your Hotel Manager will assist you.

## **Q: Can American Cruise Lines accommodate special diet requests?**

**A:** Yes, they will work to cater any dietary needs. Please tell your FWT Travel Advisor and they will communicate this to the ship two weeks prior to embarkation. Refrigeration is available to store insulin or other medications requiring protection.

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

**A:** Each stateroom has 110 volt outlets.

## **Q: Can I smoke onboard?**

**A:** Smoking is only allowed in designated areas on the ships. Please note that smoking is strictly prohibited in staterooms and on private balconies.

## **Q: Is there internet access onboard?**

**A:** Yes. American Cruise Lines' ships feature free ship-wide Wi-Fi Internet access and complimentary computer access in its lounges. Depending on weather and locations, Internet connection may at times be unavailable.

# EMBARKATION & DISEMBARKATION

## **Q: When can I board the ship on embarkation day?**

**A:** Cruises depart at 1:30 PM or earlier if all passengers have arrived. Passengers may board as early as 10:00 AM on embarkation day – crew will carry your luggage to your stateroom. Passengers are recommended to arrive no later than 12:30 PM. Cruises sometimes return the evening before the last day of the cruise, and passengers may stay on board until 8:30 AM on day of disembarkation. Breakfast is served on the last day of every cruise.