



FOOD & WINE TRAILS

EPICUREAN TOURS FOR THE DISCERNING TRAVELER

Food & Wine Trails Wine Cruise on Oceania Cruises

Frequently Asked Questions

Q: Are the F&WT shore tours different than the Oceania shore tours?

A: Food & Wine Trails does create and operate shore tours Oceania Cruises, and you may see these listed when you are selecting your Oceania shore tours. These are NOT the Food & Wine Trails exclusive shore tours. Food & Wine Trails exclusive shore tours are only available to purchase through Food & Wine Trails.

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 specialty restaurants. Only wine served at exclusive group events is included with the program.

Q: What is the single supplement fee?

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: 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 and older. Guests are kindly reminded to consume alcohol in moderation. OCI reserves the right to prohibit and retain all alcohol bought ashore for consumption onboard the vessel.

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

A: Guests are limited to bringing six (6) bottles of wine per stateroom at embarkation or in any port of call to enjoy in their stateroom or suite with no corkage fee. Guest wine bottles opened in any public venue will be subject OCI's standard corkage fee. F&WT's group members are entitled to a discounted corkage fee of \$15 per bottle, but must identify themselves at the time of service. Discounts will be applied to the guest's shipboard account on the last night of the cruise and appear as a credit.

Q: Does OCI offer beverage packages?

A: Yes, OCI offers three beverage packages to guests at different price points:

- 1. Prestige Select:** This unlimited package includes beer, a selection of wines by the glass, most top shelf spirits and cocktails – all of which may be ordered at any onboard venue as well as through room service* during regular operating hours.
- 2. House Select:** This package includes beer and a selection of wines by the glass during lunch and dinner in any dining venue or through room service. Package price includes gratuities and must be purchased for entire cruise. Available with meals only.

Q: Is air included in the cruise fare?

A: No. The rates listed are cruise-only. For an additional fee, you can purchase Oceania Air. Please contact your Travel Advisor for more information.

Q: What type of flights does Oceania offer for an additional fee?

A: Oceania Cruises (OCI) contracts with major domestic and international airlines to secure Economy, Business and First Class air schedules for their cruise guests. This is in economy class on the cruise's departure and return dates from select gateway cities only. Supplemental fees may apply from over 100 non-gateway cities. These flights are often scheduled with multiple carriers and connections and arrangements and are released to passengers 30 days before departure. Please ask about prices to upgrade to Business and First Class seating or how to extend your vacation travel dates.

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 OCI's Air Department.

Q: Can I make independent travel arrangements?

A: Yes! Your Travel Advisor may assist you with your purchase of independent air tickets. If you elect not to use the free air tickets provided by OCI, 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. OCI reserves the right to withdraw or change the air and air credit offer at any time.

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

A: OCI offers airport transfers to and from the ship on the day of embarkation and disembarkation only. Prices range from \$70-\$200 per person. Your Travel Advisor 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 your own arrangements for transportation to and from the pier. Your Travel Advisor can help you select the best option.

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

A: Infants less than six months of age are not allowed to travel on OCI vessels. All guests under the age of 18 must be accompanied by and occupy the same stateroom or suite as an adult 20 years or older.

Q: When will I receive my final documents?

A: Approximately 45-60 days prior to departure, OCI will mail you your Cruise Vacation Guide. Your F&WT wine program documents will be emailed to you approximately 21 days prior to departure.

Q: What is Oceania Cruises' baggage policy?

A: Luggage must be handled pursuant to regulators and tariffs of airlines, government security requirements and ground operators. Luggage exceeding these limitations will be subject to charges by the individual operators. Fees for checked luggage are the responsibility of the guest. Please check with your specific airline(s) for their respective luggage policy. OCI reserves the right to refuse any items that maybe considered dangerous (explosives, firearms, liquid oxygen, combustible or illegal items).

All hand-carried luggage and personal effects are the responsibility of the guest at all times. OCI is not responsible for the loss of or damage to guests' luggage. Baggage insurance is recommended. Guests may bring a reasonable amount of luggage onboard an OCI vessel. No baggage of items heavier than 70 pounds will be loaded onto or off of the ship.

Q: How is luggage handled at embarkation and disembarkation?

A: If you did not receive luggage tags with your Cruise Vacation Guide prior to departure, 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.

Q: When can I board the ship?

A: Guests are required to be on board the vessel at least one hour prior to the scheduled departure time. Early boarding is available to guests booked in Concierge-level staterooms and above.

Regatta, Insignia, and Nautica:

Penthouse Suites and above: 11:00 AM

Concierge Verandas: 12:00 PM

All other staterooms: 1:00 PM

Marina and Riviera:

Oceania, Vista, and Owner's Suites: 11:00 AM

Penthouse Suites and Concierge Verandas: 12:00 PM

All other staterooms: 1:00 PM

A lunch buffet is served from 11:30 AM – 5:00 PM.

Q: Can I smoke onboard?

A: Smoking is expressly forbidden in all staterooms and suites, on verandas, or in any areas of the ship other than officially Designated Smoking Areas. Guests choosing to disregard this policy will be disembarked at the next port of call and may be subject to cleaning and damage fees.

Q: Does the ship have medical services onboard?

A: Each of the ships is equipped with limited medical facilities and staffed by international medical personnel. Customary Emergency Room fees and charges do apply for medical services and are dictated by the services performed by the ship's medical staff. Oceania has established contacts throughout the world with several different emergency rooms/hospitals where onboard doctors can refer patients for medical care if needed.

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 OCI in writing at the time of deposit. OCI has the right to refuse or revoke passage to anyone who, in its judgment, is in a physical, mental, or emotional condition unfit for travel or whose comfort onboard may be compromised due to situations beyond the care that can be provided by OCI.

Q: What special diets are available on the ships?

A: Special arrangements can be made if you require diabetic, gluten-free, lactose-free, Kosher, vegetarian, or vegan food. Other diets must be requested for approval and, in some cases, may require additional medical documentation.

Q: Does the ship have room service?

A: Complimentary room service is available 24 hours a day from the OCI room service menu.

Q: Is there a dress code?

A: Recommended onboard clothing is resort or country club casual. For evening dining, elegant casual resort wear is suggested. Jeans, shorts, t-shirts, or tennis shoes are not to be worn at dinner.

Q: Does the ship have valet and laundry facilities?

A: Dry cleaning and laundry services are offered onboard for an additional fee.

Q: What kinds of outlets do the staterooms have?

A: Each stateroom has two 110-volt outlets and two 220-volt outlets.

Q: Is there a fee associated with specialty restaurants?

A: OCI does not charge an additional fee to dine in the ship's specialty restaurants.

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

A: OCI uses a cashless system based on the US dollar. All onboard purchases and services, other and the Casino, will be billed to an onboard account. You will be required to register an American Express, MasterCard, or Visa card during the embarkation process.

Q: Can I exchange my money for local currency?

A: Euros may be purchased from reception. For destinations in Europe that do not utilize the Euro, OCI will endeavor to provide currency exchange services onboard or provide the guest with information on currency exchange services available ashore. All foreign currency exchange transactions will be charged to the guest's onboard account and a 5% transaction fee will be applied.

Q: Can I cash a traveler's check or personal check on the ship?

A: Traveler's checks may be cashed onboard OCI ships. OCI does not charge a service fee for cashing the checks into US currency. A 5% transaction fee will be added to your onboard account if you require foreign currency. Personal checks are not accepted.

Q: What computer facilities and wireless internet connectivity (Wi-Fi) are available?

A: Wireless internet access is available throughout each of Oceania Cruises' ships, including suites and staterooms. Internet-enabled computers are also available in the Oceania@Sea Internet Center located aboard each vessel.

Internet packages are nonrefundable at the time of purchase. Please be advised that bandwidth-heavy applications such as Skype, YouTube, and MagicJack are not available.

One login is provided per suite or purchased package, and it may be used across a variety of devices – but on one device at a time. Service and speed will vary depending on the location of the ship and time of day. Internet packages may be purchased once you get on board the ship by visiting the Oceania@Sea Internet Center or by simply logging on through a WiFi-enabled device.