



Silenus Vintners
10-Night Mediterranean Cruise
May 9 – 19, 2008
Frequently Asked Questions

What is included in the cruise price? All ocean transportation, shipboard accommodation, complimentary economy class air flights from Oceania Cruises' 20 major gateways, shipboard gratuities, all onboard meals, complete onboard service, daily and nightly entertainment, onboard wine seminars and winemaker dinners. The cruise price does not include government taxes, airport taxes, travel cancellation insurance, on-board medical services, spa packages, laundry and dry-cleaning, wines and liquors.

What determines the different prices? Each price listed corresponds to a different cabin category. On this cruise there are suites, oceanview cabins with a private balcony, outside cabins with an oceanview, as well as inside cabins. Deck plans for all Oceania ships can be viewed on their web site www.oceaniacruises.com. Pricing is based on two people per cabin. Single occupancy rates are available upon request. Some cabins can accommodate three or four people. These cabins must be requested.

What are the taxes? Government taxes and fees for this cruise are \$260 per person. Air taxes for this cruise are \$389 per person.

Do I need trip insurance? To safeguard your trip investment, we strongly recommend you purchase travel insurance. It is our policy to send every traveler a travel-insurance application, so please contact us immediately if this is not received within 7 days of your sending us this registration form. Be advised that by not purchasing insurance you *assume all associated risk of loss*.

What documents do I need to travel on this cruise? All persons must carry a valid, government-issued passport, which remains valid for six months AFTER your return date to the United States. The issued travel documents (air and cruise tickets) must reflect your EXACT proof of citizenship name. In other words the name on your U.S. Passport must match the name listed on all your travel documents. Please check the confirmation invoice enclosed for accuracy and notify our office immediately with any changes or corrections.

Do I need to check my passport now? Please take a moment to check your passport to make sure it is valid during the cruise and does not expire within six months beyond the return date of the trip. Should you need to renew your passport, we strongly suggest you begin this process immediately. To apply online, go to: <http://www.us-passport-service-guide.com/us-passport-office.html>

IMPORTANT – Passenger Information Form (PIF):

Please be advised that your final payment will not be processed and your cruise documents will not be delivered until a PIF is completed and submitted to Oceania Cruises. Due to Homeland Security requirements, all cruise lines now need to receive completed PIF's from their travelers. Items on this form include your passport information, your name, address and phone number and emergency contact information. The PIF can be found on the cruise line's website at www.oceaniacruises.com/pif, and you will also need your cruise booking number and a valid passport number. HMS can provide you with the booking number. Please visit the cruise line's website at your earliest convenience to complete this form.

What are my airline tickets options? There are three options:

1) *Oceania Cruises Free Air Program* – Oceania Cruises will determine the routing and carriers used for the free air program and these flights are booked to coincide with the sailing dates of the ship. Schedules will be available approximately three weeks prior to departure. This option inhibits the advance seat assignments, and poor flight times and multiple connections are possible

a) Should you wish to choose a specific flight or deviate from the prearranged Oceania air tickets to extend your stay, a \$75 per person for the Oceania Cruises' air deviation fee and \$50 nonrefundable per person HMS ticketing-management fee will be charged, plus any applicable additional airline fees. If the Oceania flight deviation is requested and confirmed, the \$75 fee becomes nonrefundable. However, if there is an additional cost for the requested flight that is determined to not be acceptable, then the \$75 Oceania deviation fee will not be charged. Oceania air fees are subject to change until ticketed. Oceania also offers discounted business and first class airfares. Please inquire, as these are frequently cheaper than the market rate. Please note, airline tickets issued by Oceania as part of the free air program are not upgradeable.

2) *Independent Air Arrangements* - As a full service travel agency, HMS Travel Group / Food & Wine Trails will be happy to research air for you to determine the best routing and lowest fare. If you opt to book your air independently, Oceania will provide a \$500 per person air credit. This offer can be withdrawn or changed by Oceania at any time. *Note: We strongly recommend that travelers who are concerned with their air scheduling pay the deviation fee to Oceania and request specific flight(s) or book their air independently through F&WT.*

3) *You book your own air independently.*

What are the 20 gateway cities included in the free air program ?

Twenty air gateway cities are offered – Atlanta, Boston, Chicago, Dallas, Denver, Houston, Los Angeles, Miami, JFK, Newark, Orlando, Philadelphia, Phoenix, San Diego, San Francisco, Seattle, Tampa, Toronto, Vancouver, Washington.

Air transportation is available from 130 additional U.S. and Canadian gateways. Supplemental fees may apply for non-primary gateways.

How do I get my airline seat assignments? We are happy to affect your preferred seating request but seat assignments cannot not be guaranteed and may be cancelled or changed at the airlines discretion. Airlines hold back better seats for higher-fare passengers and these seats are frequently released closer to the departure date. We encourage you to call the airline directly to try to improve your seating and/or to check-in early to request a better seat on the day of your flight.

Are inoculations necessary for this sailing? Since recommended immunizations and other health precautions often change, we suggest that you consult with your physician, local health department or the Center for Disease Control and Prevention at (877) 394-8747.

How do I get to the ship in Barcelona, Spain? Oceania Cruises offers an airport transfer from the airport to the pier for \$57 per person for Oceania air passengers and \$67 for guests purchasing transfers who have booked their own air. A representative from Oceania Cruises will meet you outside baggage claim and direct you to a waiting motor coach for transfer to the ship. This service is only available if you arrive the same day the ship departs. If you arrive in Australia early, you will need to make alternate arrangements. Trip members wishing private transfers may contact our office for pricing and details.

How early can I board the ship? Guests may not embark the vessel any earlier than 3:00 pm, or the time specified in final documentation. Upon your arrival at the pier, Oceania cruise staff will collect your cruise ticket and passport at the check-in facility and give you an Oceania WorldCard embarkation card. This card serves as your stateroom key, onboard charge card and the ID required to embark and disembark the ship. After check-in, you may proceed directly to the ship's gangway where you are required to show the Security Officer your Oceania WorldCard along with a photo ID. Once you are onboard, ship's staff will be available to escort you to your stateroom. Luggage is delivered directly to your stateroom at least one hour prior to departure. If your luggage has not been delivered to your stateroom one hour prior to sailing, please notify the Reception Desk. A Mandatory Lifeboat Drill takes place within 24 hours of departure. The purpose of the drill is to familiarize guests with routine safety procedures such as life jacket use, muster stations and lifeboat locations. The Muster Station specific to each stateroom is posted on the back of each stateroom door. The time of the Guest Lifeboat Drill is listed in *Oceania Currents*, the daily newsletter placed in each stateroom.

How do I get to the airport from the ship in Civitavecchia, Italy? Oceania Cruises offers a transfer from the ship to the Rome airport for \$97 per person for those passengers who booked Oceania air. The cost for Guests wishing to purchase a transfer who booked their air independently is \$107 per person. A representative from Oceania will meet you at the pier to direct you to a motor coach bound for the airport. This service is only available if you are flying out of Rome the same day the ship arrives. If you plan to extend your trip in Europe, you will need to make alternate arrangements. Trip members wishing private transfers may contact our office for pricing and details.

What are the onboard dining options? The *Regatta* has four restaurants. The Grand Dining Room and Tapas on the Terrace do not require reservations; however, for the more intimate Toscana Restaurant and Polo Grill, advance reservations are required and can be made by calling the Purser's Desk. We suggest you make reservations for Toscana or Polo as soon as possible after boarding the ship.

Is there onboard room service? Yes! Complimentary room service is available 24 hours a day from an extensive menu.

When is wine included? Wine is included only during group events. At all other lunches and dinners, the cost of wine is paid by each individual.

Is there a corkage fee? Wine sales are important to cruise lines, just as they are for hotels and restaurants. Oceania, however, is one of the few cruise lines that allow us to bring our own wine onboard. Enjoy shopping for rare vintages while in port, but realize there is a \$15 corkage fee if bottles are consumed in a ship restaurant or bar. There is no fee if enjoyed in our cabin. Oceania has a different wine list for each of the four restaurants, but if we find a wine we like at one restaurant, we can order it from another. Read all the wine lists, including a reserve wine list that has to be requested.

Is there a dress code? All Oceania ships have a country club-casual dress code, which means no tuxedos or gowns are required.

What type of electrical outlets will be on the ship? There are several electrical outlets in each stateroom and bathroom. Available current is both 110v and 220v. You may use personal appliances from the U.S. without the need for electrical converters or transformers. Due to safety reasons, irons may not be used in your stateroom but are available in the self-service laundry facility.

What should I pack? In all evening dining venues, we request that guests adhere to the appropriate country club-casual dress code. Shorts, jeans, t-shirts, athletic footwear or sandals are not permitted in the Grand Dining Room, Polo Grill and Toscana. As Tapas on the Terrace exudes a resort-casual ambiance, dressy shorts and casual shirts may be worn in the evenings. Tank tops and swimsuits are not appropriate attire for any onboard restaurants at any time

Is there somewhere onboard where I can exchange my currency? Currency can be exchanged at Reception, and representatives of local banks come on board in some ports of call. The fee for exchange is 5 percent.

What is the policy regarding tipping? How much you choose to tip is a personal matter and completely at your discretion. For your convenience, gratuities of \$11.50 per Guest per day are automatically added to your shipboard account. An additional \$3.50 per Guest per day will be added for those Guests occupying a Penthouse, Vista or Owner's Suite where Butler Service is provided.

Can I make and receive telephone calls or emails onboard? The ship will be equipped with C-Band satellite telephone services that can be direct dialed from each stateroom and billed directly to the guest. Rates will be approximately \$9.50 per minute for voice. E-mail will be available through the Internet Café with assistance available. The cost is \$2 per email both incoming and outgoing. If you wish to bring your personal laptop to use in your cabin, there is a \$25 one-time set up charge. The rate is 95 cents per minute, or you may purchase a package from Oceania as follows: 100 minutes = \$80, 200 minutes = \$140 or 500 minutes = \$300.

FIRST-TIME CRUISER GLOSSARY

ACCOMMODATION

A guest's stateroom or suite.

AFT

The back of the ship.

BAGGAGE ALLOWANCE

The amount of baggage, generally consisting of a guest's personal effects, carried by the cruise line free of charge.

BEAM

Width of the ship at the widest point.

BEARING

Compass direction, usually expressed in degrees, from the ship to a particular destination or objective.

BERTH

Dock, pier or quay (key); or, the bed or beds within the guests' staterooms.

CABIN CATEGORY

The price level of a stateroom based on location, size, and amenities.

CONCIERGE CLASS

An enhanced stateroom offering added amenities and services.

DEBARKATION

Exiting from the ship.

DECK

Each level (floor) of the ship.

DECK PLAN

An overhead diagram illustrating stateroom and public area locations.

DRAFT

Measurement in feet from waterline to lowest point of ship's keel.

EMBARKATION

Boarding the ship.

FATHOM

Measurement of distance equal to six feet.

FORWARD

Toward the fore or bow (front) of the ship.

GANGWAY

Ramp or stairway between the ship and the shore while the ship is docked.

GRATUITIES

The guest's personal expression of thanks (tips) to the ship's service personnel for services received.

GUARANTEES

The commitment that a stateroom in the same category as that purchased will be assigned. If one is not available, a stateroom in the next category of greater value will be assigned.

GUEST CRUISE/CRUISETOUR TICKET CONTRACT

Detailed terms of responsibility and accountability found in the cruise ticket.

GUEST RELATIONS

Onboard guest services and information center that assists with guest requests and arrangements.

HELM

Commonly the ship's steering wheel, but more correctly the entire steering apparatus consisting of the wheel and rudder and their connecting cables or hydraulic systems.

HULL

The outside shell of the ship from the main deck down to the keel.

KNOT

The measurement of the ship's speed. One knot is one nautical mile per hour.

LEEWARD

The side of an island or ship that is sheltered from the wind.

MIDSHIP

In or toward the middle of the ship; the longitudinal center portion of the ship.

OCEAN VIEW STATEROOM

An outside stateroom with a large porthole or window.

OCEAN VIEW STATEROOM WITH VERANDA

An outside stateroom with a veranda.

PORT

The left side of the ship when facing forward.

PORT CHARGE

An assessment which also includes port taxes, collected by the cruiseline and paid to a local government authority.

PORT-OF-CALL

A port at which the ship anchors and guests are allowed to disembark.

PORT TAX

A charge levied by local government authority to be paid by the guest. In some air/sea packages, port taxes are included in the final price.

ROLL

The side-to-side movement of the ship.

SAILING TIME

The actual hour at which the ship is scheduled to clear the dock and sail.

SHORE EXCURSION

Optional off-the-ship tours at ports of call that can be purchased at an extra charge.

STARBOARD

The right side of the ship when facing forward.

STERN

The back end of the ship.

TENDER

A small boat used to transport passengers from the ship to the shore. Tenders are used when the harbor is not deep enough for the ship to dock.

TRANSFERS

Transportation between the ship and airports, hotels, or departure points for shore excursions.

WINWARD

The side of an island or ship against which the wind is blowing.