

FAQs for Decanter Wine Experiences

Health and Safety

- What Covid-19 protocols do you have in place?

The safety and security of our travelers and tour staff are of the utmost importance. We have developed extensive policies and procedures for traveling during the pandemic in accordance with the World Travel & Tourism Council (WTTC) Safe Travels protocols. We continue to monitor developments regarding COVID-19, using many information sources. All trip participants (including staff) 12 years and older must show proof of having received a full dosage of a COVID-19 vaccine at least 14 days prior to the start of the trip. Everyone will be asked to wear face coverings when in crowded enclosed spaces. Motorcoaches will be cleaned nightly, and all restaurants and site visits will be screened to ensure that rigorous health and safety protocols are being followed.

Rates

- Are tips included?

Yes! Tips to local guides, restaurant staff, bell staff and drivers are all included in the trip price. Your Trip Expert and Tour Manager will not accept tips. The only time tips are not included is during free time and meals on your own.

- Are drinks included?

Wine is included in all group lunches and dinners. Any additional alcoholic beverages are not included in the program price.

- What about airfare?

Airfare to and from the starting and ending point of the program is not included in the price to give you maximum flexibility in choosing your preferences for air travel. This way, you can use frequent flier upgrades, depart from your airport of choice, or add pre- and post- trip extensions with no constraints. Please refrain from booking your airfare until your Guest Services Advisor reaches out to confirm your departure. We will be happy to help arrange airport transfers for you in France.

Trip Details

- How big will your group be?

Our trips have a maximum group size of 20 people. They are large enough to meet new people with diverse backgrounds, but small enough to be on a first-name basis with everyone.

- Are you able to accommodate dietary restrictions and preferences?

Every effort will be made to try to accommodate any special dietary requests you may have (e.g., low salt, vegetarian, or vegan). Please discuss your requests with us when

signing up for a trip. Most group meals will have set menus that showcase a variety of the region's seasonal specialties and will be paired with complementary wines.

- Are solo travelers welcome?
Yes, absolutely! There are always a good number of solo travelers on our trips, and they are welcomed with open arms. Group meals generally take place at medium to large tables, and our Tour Managers ensure that everyone is included in conversation. Because our trips are priced for doubles sharing a room, there is a supplemental cost for those who choose not to share.
- What do I need to bring on my trip?
We'll send you a detailed clothing and equipment list well before your departure, so you'll know what to bring. We'll provide the rest: comfortable accommodations, an engaging daily itinerary, expert trip management and access to people and places that will thrill and delight you.

Leisure and Activities

- What are the physical requirements of this trip?
Travelers should be in good health and able to walk up to 2 miles (with stops) over uneven terrain through vineyards and over cobblestoned streets and be able to navigate stairs unassisted. In city centers, we do try to walk from place to place due to traffic restrictions and in keeping with our commitment to environmental sustainability.
- How much free time should I expect to have?
Our trips are designed to give our travelers special insight and understanding of the places we visit. The talks and commentary by our experts and local guides are what make our itineraries special, and this kind of curated experience cannot be obtained on one's own. For this reason, our trips generally do not incorporate long periods of free time during the day, although night times and several dinners will be on your own.
- Will there be opportunities to purchase cases of wine to ship home?
Yes! We will be visiting wineries and specialty wine shops that will ship directly to your home. Shipping can be expensive, though, so you might consider transporting bottles in your checked baggage. Be sure to check your home country's regulations for transporting wine before departure.

Reservations & Cancellations

- Can I arrive early, or stay on after the tour ends?
Yes, absolutely! If you wish to arrive early at the first hotel on the itinerary or stay on at the last hotel, our Guest Services Advisors will be happy to facilitate the reservation of extra nights. Additional nights will be added to your final invoice and will be subject to

the same Terms and Conditions of your main program. Room upgrades are also available for an additional cost.

- What is your cancellation policy?

We currently have a flexible booking policy in place that allows you to cancel and receive a full refund up to 60 days prior to your scheduled departure. As always, you have the option to transfer your full deposit to a new departure. There is no refund for cancellations within 60 days of departure.

- Do I need trip insurance?

We strongly suggest purchasing travel insurance to help protect your investment and provide you with financial recourse should you face trip cancellation or interruption due to sickness or quarantine. When purchasing a policy, please consult with a trip insurance agent to review what COVID-19- related contingencies are covered. While ATA will do their best to recover any unused portion of your trip due to sickness, it is often the case that payments cannot be refunded. We recommend using our partner insurance provider, Travel Insurance Services, which offers three different policies for you to choose from.

- Once I reserve my trip, what happens next?

After you reserve your trip and pay your deposit, you will be sent detailed information about your itinerary and destination, insurance information, a Participant Information Form, a packing list, and other information needed to prepare for your trip. Your Guest Services Advisor will reach out when it's time to book airfare after a minimum of 16 travelers have enrolled on your departure. Final trip details will be sent roughly 2-3 weeks before departure.

- Still have questions?

Contact us by phone toll free within the U.S. at 1-877-298-9677 or outside the U.S. at +202-985-2828. We can also be reached by email at Reservations@academic-travel.com!