

F.A.Q.

Frequently Asked Questions

Q: What temperatures hi/low can we expect during the trip?

A: The best resource, is of course, www.theweathernetwork.com in terms of checking how the temperatures will be during the days you will be in Italy. Generally, we've experienced a low of 16C (60F) to highs of 27C (81F) in temperature swing during the month of September and October. Much like North American summers, hot days and cooler evenings so dressing in layers is advised.

Q: Do we have access to WiFi / Internet?

A: The hotel offers free WiFi access in every bedroom. There are WiFi cafes in every main city area. **Suggestion:** Turn OFF your smart phone's cell service and use WiFi apps for free access and no roaming data charges. Always consult with your service provider to ensure your coverage outside of your home country.

Q: Lost passport? CDN Consulate Contact Details

A: Consular Section of the Embassy of Canada in Rome;
Via Zara 30 - 00198 Rome
Tel.: (+39) 06-85444-2911 options 1, then 2
Fax: (+39) 06-85444-2912
E-mail: consul.rome@international.gc.ca
Emergency Service Monday to Friday, 9 a.m. – 4 p.m

Q: Power Adapters for phones, tablets, laptops.

A: CAA sells Italy-specific power converters to both power and protect your electronics.

Q: Do we have free time during the trip? Do we have to join every tour?

A: Engage daily as you see fit. Our driver, will park the shuttle in a local bus lot. Should you wish to explore on your own, we simply ask that you pay strict attention to the rendezvous plan, which will have a prompt time and specific location for departure. Exploring Italy's hidden streets is not only a necessity; it is one of this trip's great pleasures!

Q: I've heard about pickpockets.

A: As you would expect with most travel destinations, tourism can mean "big business" for those with bad intentions. We ask that you be just as diligent about your personal belongings and security as you would at home.

Q: How much money should I bring every day?

A: The amount of spending money you bring on a daily basis is really dependent on your personal shopping preferences. Stores accept VISA and MasterCard readily. American Express less-so. Cash in king when making a deal with shop owners or street vendors so we recommend having some euros on you each day, should you see that pair of Gucci shoes, bottle of wine or unique souvenir you've always wanted. As you see on our itinerary, there is plenty of free time each day and guests often enjoy grabbing a snack on their own between breakfast and the wine tours in the afternoon. The wineries always serve a healthy amount of local meats, cheeses, breads and olive oil.

Wine is provided with dinner; however, you may wish to purchase some of your favourites to enjoy at the hotel or back at home.

Tipping Guideline: (Gratuities for all meals are included in your tour price.)

- Tour bus driver – 25 Euros per guest at the conclusion of the tour
- City Guides – 2-3 Euros per guest per guided experience.
- Hotel Staff & Housekeeping – at your discretion.

Q: Food Allergies?

A: We'll ensure your requirements are met to the best of our abilities and as best as the region allows. A few restaurants will offer Gluten Free; however, we strongly encourage you to travel with food staples if you have strong food sensitivities. We ask that you advise us of any specific concerns and requirements, in writing, in advance of our departure.

Q: What to pack? Mobility concerns?

A: As we said above, bringing layers to accommodate warmer days and cooler nights is a great idea. We've experienced hot summer-like weather well into September so were grateful for lighter clothing during the day AND the option to put on a jacket if required at night. We strongly recommend being prepared for a rainy day with a raincoat, umbrella or travel poncho.

Our accommodation features hair dryers in every room as well as WiFi access and mini refrigerators. While hotels typically stocks plenty of shampoo/conditioner and body soap, we recommend bringing any specialty skin care needs so that you have exactly what you need; especially if you have specific skin sensitivities. Pack a facecloth if you use them as they are not part of the standard set of room linens in Italy and something our guests often request.

Comfortable walking shoes are a must as our tour prides itself in getting in and around the villages and vineyards for an intimate and up-close experience. **We spend minimal time on the tour coach and maximum time walking. (averaging 13,000 to 20,000 steps per day).** While we go at a comfortable pace for the group, (this isn't a race), we will visit historic Cities built on hilltops that feature cobblestone streets, so suggest that you plan your comfortable, non-slip footwear accordingly.

Special note for the Amalfi Coast Tour Guests:

- non-slip shoes with grip for hiking are strongly recommended. We will be on rocky, uneven ground and gravel footpaths during some of the excursions.
- If you suffer from vertigo or motion sickness, this tour may be a challenge for you.

Q: Do we have wake up calls?

A: Breakfast is generally between 7-9am. You'll notice that there are very few clocks in Italy so we do recommend traveling with your own means of an alarm clock or use the clock features on your cell phone.

Q: Will I learn any Italian? I'd like to learn a few phrases.

A: Italians have a great respect for people trying to converse in their language, so don't be shy to engage in conversation.

****Suggestion** - In your orientation emails, you will find two phrase sheets that will be extremely useful. We suggest that you review them before the trip, should you wish to learn a few key phrases, or simply brush up on what you already know!

Q: Will Italy be a good trip?

A: YOU BET IT WILL! Our tours have been ongoing since 2010 and our guests include a fabulous group of curious and adventurous travelers. We welcome groups, couples and single travelers. We serve the novice and the well-traveled individuals who are independent and interested in more hands-on, authentic cultural experiences, daily walking tours (high physicality at 13,000-20,000 steps per day), and the chance to explore on their own too!

Q. What travel advisory websites can I review to stay informed:

A: We suggest that all of our guests ensure that they review the latest travel guidance that has been vetted as credible and reliable resources provided by our trusted partners at CAA Travel:

<https://travel.gc.ca/travelling/advisories>

https://travel.gc.ca/travel-covid/travel-restrictions/entering-canada-checklist?utm_campaign=gac-amc-covid-20-21&utm_source=flying-canada-checklist&utm_medium=redirect&utm_content=en

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/arrivecan.html>

<https://www.iata.org/en/programs/covid-19-resources-guidelines/destination-tracker/>

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