

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 accommodation 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 in the group tour activities as you like. 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: 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 is 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 Italian leather shoes, bottle of wine or unique treasure

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 we visit in Tuscany 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. Remember to pack a corkscrew in your checked baggage too! Helpful to have in your room and not something that is typically provided.

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 serious food allergies, in writing, in advance of our departure. **Tuscany Tours feature red meats and pasta** that are the signature of this agricultural region; whereas our coastal **Amalfi Tours feature the fresh and abundant seafood** of the Tyrrhenian Sea.

Q: What to pack?

A: Packing 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. You may wish to bring a supply of hand sanitizer and masks.

Our accommodation features hair dryers in every room as well as WiFi access and most rooms will have a mini refrigerator. While our accommodation 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. If our Villa has laundry facilities, please pack soap sheets, pods or powder for your convenience. Pack a facecloth if you use them as they, and facial tissues, are not part of the standard set of room amenities 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.

Q. What if I have mobility issues?

A: We're so glad you've asked in advance as we always want to ensure guest safety!

Our tours are rated ACTIVE by the travel industry meaning that travellers who will truly enjoy this tour need to be able to participate in longer physical activities, such as stretches of longer walking tours, walking over uneven terrain, climbing stairs and periods of standing. More specifically for our tours, **participants must be able to embark and disembark from coaches and boats without assistance as well as have no serious mobility concerns, and not challenged by stairs, steep inclines, motion sickness or vertigo.** Walking tours include destinations where stairs and traditional cobblestone streets can be challenging. We spend **minimal time on the tour coach and maximum time walking. (averaging 15,000 to 20,000 steps per day).** While we go at a comfortable pace for the group, we will visit historic Cities built on hilltops that feature steep inclines, cobblestone streets, and few handrails to support climbing/descending, so we suggest that you plan for comfortable, non-slip footwear accordingly.

Special note:Amalfi Coast Tour, Path of the Gods hike:

Non-slip hiking shoes are required for this 6KM hike along the ancient pathway overlooking the Amalfi coast. Our guide will not allow guests without the proper footwear so please ensure you pack proper hiking shoes with grip for loose gravel, smooth rock surfaces and both loose and hard packed dirt.

We will be on rocky, uneven ground and gravel footpaths, so our guide requires guests to have hands free while walking. Backpacks are required for anything you wish to carry; bottle of water for example.

If you suffer from vertigo or motion sickness, this tour may be a challenge for you.

Q: Do I need to know the Italian language to feel comfortable touring on my own?

A: Italians have a great respect for people trying to converse in their language, so don't be shy to engage in conversation. **We strongly recommend downloading the Google Translate app that gives you just-in-time translation assistance. So helpful!**

Q: Will Italy be a good trip for me?

A: We do everything in our power to ensure an amazing experience for our guests and invite you to read alumni testimonials on our website. 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, who are independent and interested in

more hands-on, authentic cultural experiences, daily walking tours, as well as the opportunity 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/>

Q. What's the "fine print" on these tours?

A: We're so glad you asked. Thank you for taking the time to read these important terms & conditions surrounding our tours. AND, as always, contact us directly with your additional questions: darlenestewart04@gmail.com / 905.396.1120

All quoted rates are per person, based on double occupancy in Canadian dollars. Non-refundable deposit per person is required at time of booking. This package is 100% non-refundable at final payment. For full payment terms and conditions, please ask your CAA Travel Consultant. CAA South Central Ontario reserves the right to cancel or re-schedule any tour departure in accordance with operating requirements (minimum number of participants) or circumstances beyond its control. Fees such as luggage are additional. No refund for unused services. Our tours are rated as **ACTIVE**: Travellers who will truly enjoy this tour need to be able to participate in longer physical activities, such as stretches of longer walking tours, walking over uneven terrain, climbing stairs and periods of standing. More specifically for our tours, **participants must be able to embark and disembark from coaches and boats without assistance as well as have no serious mobility concerns, and not challenged by stairs, steep inclines, motion sickness or vertigo**. Walking tours include destinations where stairs and traditional cobblestone streets can be challenging. ©CAA trademarks are owned by, and use is authorized by, the Canadian Automobile Association. TICO Ont. Reg. #50014517. CAA Travel (South Central Ontario) Inc., 60 Commerce Valley Drive East, Thornhill, ON L3T 7P9. (2403-10/19)