

F.A.Q.

Frequently Asked Questions

Q: What temperatures hi/lows 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. Because we travel to Amalfi in May/June and Tuscany in September/October, we always recommend guests bring layers to adjust for cooler temperatures in the evenings.

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. WhatsApp is widely used in Europe as it offers free chat and phone service within the Country and back to North America.

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. The Italy-specific adapter feature three identical prongs in a single row.

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

A: Yes! 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 (Euro) 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. Restaurants are beginning to offer Gluten Free options more readily than they used to. 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 May (Amalfi) and September (Tuscany), 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 room safes 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 items 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, non-slip walking shoes are a must as our tour prides itself in getting in and around the ancient towns and villages and agricultural lands, 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 10,000-12,000 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.

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 to learn more about the history, and, of course, a love of food and wine!

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)

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