

Carnival Cruiseline Information

Transfers to and from Pier – We can purchase these for you, but we must have the request, along with your air schedule, at least one week prior to sailing. Roundtrip transfers from MIA is \$32. and from FLL it is \$60 per person. **Flights** must arrive before 2:00 pm and depart after 1:00 pm for these transfers to be done with Carnival. Upon arrival at baggage claim there is a meet and greet starting at 10:00 am and motor coach services begin at 11:30 am.

This part is important pre-cruise information, including instructions on registering with Carnival, prior to sailing. The suggestions and regulations listed here are those of Carnival.

Fun Pass - All guests in your cabin must provide the required information in order to obtain a FunPass. Online registration is available until three days before sailing. Taking a few minutes now will let you start enjoying your long-awaited cruise that much sooner. The information that you have provided to Carnival may be shared with government agencies as required by law or as requested by such agencies. **If you are unable to complete the pre-registration forms on-line, please check in to the pier by 1:00 pm, as Carnival is required to have your immigration information to the government prior to sailing and they can deny you boarding. Please be sure to bring your passport and/ or your original or certified copy of a birth certificate and a government-issued photo ID (such as a driver's license) with you to the pier. Children under the age of 16 are only required to have their official birth certificate. Any guest without proper documents will not be allowed to board the vessel and no refund of the cruise fare will be issued. Documents – Your cruise boarding documentation, airline tickets, and shore excursion information will arrive in your final travel packet, 2-3 weeks prior to sailing.** Government regulations for U.S. departure ports require that a final departure manifest is submitted 60 minutes prior to departure. Guests must provide us with the required information prior to embarkation. The easiest and most convenient way is to complete our FunPass on line registration process (www.carnival.com/mycruise) at least (3) three days prior to departure. Guests that do not complete the registration process prior to embarkation are required to check-in at least 90 minutes prior to the published sailing time. In addition, U.S. Customs and Border Protection will no longer be accepting oral declarations to satisfy the requirements for identity and citizenship documentation. Guests must present the proper travel documentation at embarkation. For complete information on the required travel documentation, please visit the U.S. Government website (www.travel.state.gov). We would appreciate your assistance with helping us to comply with these new U.S. Government regulations. We strongly encourage you to complete the online registration process at least three (3) days prior to departure..

Sail and Sign- Sail & Sign is Carnival's cashless on board credit program which allows guests to charge purchases directly to a personal account for convenience throughout the cruise. Registration will take place on sailing day at embarkation or on board at the Information Desk. The completed application form (included in the cruise documents) must be submitted along with a 1) credit card, 2) U.S. currency, or 3) traveler's checks. Personalized Sail & Sign cards will be provided to all guests on a booking (including minors) and are valid for use immediately upon boarding the ship. The Information Desk can provide guests with a balance update at any time throughout the cruise. All charges will automatically be billed to the guest's credit card at the end of the voyage. On the final morning of the cruise, a statement detailing all purchases made with the Sail & Sign card will be delivered to the guest's stateroom. The total amount will be applied to the credit card presented during registration. For those guests who put down a cash deposit, if there is an overpayment at the end of the cruise, the guest will receive the overpayment in the form of a check attached to their detailed statement on the final morning of the cruise. Any inquiries regarding a Sail & Sign Account made after the cruise, need to be referred to the Guest Relations Department (71551) for researching. **Deposit with a Credit Card** - Credit Cards are accepted as a form of deposit to open a Sail & Sign Account at the start of the cruise. The following credit cards are accepted: Visa/MasterCard/Discover® Network/American Express/Diner's Club/Optima Card/Note: The American Express "Persona Select" is not an acceptable credit card. Regular ATM debit cards are not acceptable. Guests may use a checking account debit card as long as it is a registered MasterCard or Visa card. A guest traveling without his/her parents cannot use the parents' credit card even with the parents' written permission The cardholding guest must be an authorized signer by the card issuing bank. Upon completion of the Sail & Sign Application Form, the cardholder agrees to pay for the individuals indicated on the form; it is not necessary for these individuals to be booked in the same room as the cardholder. Important Note: A hold will be placed on the credit card or checking account debit card at the beginning of the cruise as a deposit for an onboard purchase. This will reduce the amount of available credit on the credit card or restrict the availability of cash in the checking account. The hold will be released and actual charges will be billed at the end of the cruise. **Cash Deposits** The following dollar amounts, per guest, are used as a deposit when the Sail & Sign Account is opened: 2-4 day cruises: \$100 deposit pp 5-8 day cruises: \$200 deposit pp 9 + day cruises: \$350 deposit pp Deposit with U.S. Currency or Traveler's Checks- U.S. Currency and traveler's checks are accepted as a form of deposit to open a Sail & Sign Account at the start of the cruise. As the guest approaches the deposit limit, the Information Desk will notify the guest that additional money must be deposited.

Shore Excursions – You can visit www.carnival.com and browse through the shore excursions section online. Here you will find detailed information regarding the various shore excursions that may be offered at the destinations and ports your cruise visits. If

you are within 120 days of sailing, have a valid booking number, have met all deposit requirements for each guest you will be booking shore excursions for, but not yet within 3 days prior to your sailing, you may book online. Some excursions have a limited capacity so booking early may ensure that the excursions you want are available. Upon boarding your ship, you will find a detailed listing of all available excursions for your cruise. You will also receive a shore excursion order form - listing all of the prices, departure times and meeting places for each excursion -- as well as instructions on how to book these excursions onboard. Some of our ships offer an interactive television system, which allows you to book your excursions from the convenience of your stateroom.

Age Requirements - Guests are required to be 21 years old (on embarkation day) to travel. Guests under the age of 21 must be accompanied in the same stateroom by a parent or guardian 25 or older. The exceptions Carnival will make to this policy is:

Married minor couple - The booking must be documented that the couple is married. The couple must have proof of marriage at embarkation or they will be denied boarding without the benefit of a refund. Guest ages will be verified at embarkation. Guests not conforming to this policy will be denied boarding and assessed a 100% cancellation penalty. NO exceptions will be made at embarkation. The Group policy is slightly different because of stricter group terms and conditions including mandatory chaperones, damage deposits and other considerations.

Infants- Minimum age for sailing will be generally 6 months and 12 months for Transatlantic, Hawaii and South American cruises. This is a company policy, which takes into consideration the safety, and comfort of the infant as well as the other guests. Carnival has fully researched the legality of the policy and it is not discriminatory and does not violate any applicable law. Carnival will not make exceptions and do not allow for the signing of waivers or releases to make an exception to the policy. Fly-Aweigh infants (6 to 23 months of age) will be charged the "Cruise-Only" rate as long as the infant sits on a parent's lap on the airplane. If the parent requests an airline seat, then the infant will be charged the standard Fly-Aweigh rate.

Traveling with minors - Guests under the age of 21 must be accompanied by a parent, grandparent or guardian 25 years or older in the same stateroom. Minimum age for sailing will be generally 6 months and 12 months for Transatlantic, Hawaii and South American cruises. Please note that adult guests are responsible for the safety and behavior of their minor guests. Guests under the age of 21 staying at any hotel in conjunction with Carnival's Fly Aweigh® program or vacation packages may be required to be accompanied by a guest 21 years or older in the same room as per each hotel's policy. Permission for minor guests to fly unaccompanied is determined by the airlines as per each airline's rules. Guests should check with their scheduled airline for eligibility. Carnival assumes no responsibility for guests under the age of 21 traveling unaccompanied by air. Our Camp Carnival®, Circle "C" and Club O2 programs features supervised activities for children 2-17. Please note that guests under 16 are not permitted in the spa and guests under 18 are not allowed in the casino.

When traveling with a minor and both parents/legal guardians are not cruising, we strongly recommend bringing an original signed letter from the absent parent/legal guardian authorizing the minor to travel with you. This will expedite processing by the Department of Homeland Security. Please note that a notarized letter to this effect is required if debarking with children in Mexico. In addition to the above requirements, all guests 16 years of age or older must provide an official photo ID. When an infant reaches 24 months of age, an airline ticket is required by the airlines.

Service Gratuities - For your convenience, we automatically charge the gratuities for dining and stateroom staff to your onboard Sail & Sign account. The total amount is \$11.00 per guest, per day (our recommended guideline) as follows: \$ 4.00 Per Day Stateroom Services \$6.00 Per Day Dining Room Services \$1.00 Per Day Alternative Services: distributed to other kitchen and hotel service staff. For Cruises-To-Nowhere, gratuities of \$10 per guest, per day must be prepaid. Our Staff is totally committed to exceed your expectations in every way possible. If you are not satisfied with the service you receive, we encourage you to contact the Purser's Information desk while onboard. This will allow us to address your concerns in a timely and appropriate fashion. At your discretion, you may adjust the gratuities at any time. These are good for all passengers over the age of 2. For beverage purchases, fifteen percent of the bill is automatically added to the Sail & Sign charge. Room Service staff may be tipped as service is rendered. Tipping your matre'd is at your discretion, based upon the service you receive.

Dining – Dining requests will be accepted but are not guaranteed. All dining rooms are smoke free. Your table assignment will be given upon arrival at the pier or in your cabin. If you are unhappy with your assignment please see you matre'd as soon as possible. Dining times are 6:15 pm early dining or 8:30 pm for late dining. Lobster is served on every cruise. There is complimentary room service available 24 hours a day. Special diet requests may be made, no later than two weeks prior to sailing.

What to wear - Casual attire is the order of the day. We suggest shorts, sundresses, tank tops, etc. for the ladies, and for men; shorts, polo shirts, T-shirts, etc. will do. We suggest you wear rubber-soled, low heeled or flat shoes for extra traction while onboard. The use of any footwear with wheels, including but not limited, to Heelys© shoes, is prohibited on board our ships. For dining you may want to dress up a bit and/or bring along a light sports jacket or cardigan. Most evenings we have a Cruise Casual dress code, but there are those Cruise Elegant evenings one or two nights throughout your "Fun Ship" voyage, where you will have the opportunity to showcase your more elegant attire. For those who want casual attire for dinnertime, the Sea view Bistro on the Lido Deck is open nightly, and has a more relaxed theme. Both dress codes for the dining rooms are described below.

Cruise Casual Dining Dress Code: Gentlemen - Sport slacks, khakis, jeans (no cut-offs), dress shorts (long), collared sport

shirts; Ladies - Casual dresses, casual skirts or pants and blouses, summer dresses, Capri pants, dress shorts, jeans (no cut-offs). Not permitted in the dining room during the Cruise Casual dinner for ladies and gentlemen: gym shorts, basketball shorts, beach flip-flops, bathing suit attire, cut-off jeans, and sleeveless shirts for men. **Cruise Elegant Dining Dress Code:** Gentlemen - Dress slacks, dress shirts. We also suggest a sport coat. If you wish to wear suits and ties or tuxedos, by all means we invite you to do so. Ladies - Cocktail dresses, pantsuits, elegant skirts and blouses; if you'd like to show off your evening gowns, that's great too! Not permitted in the dining room during the Cruise Elegant dinner for ladies and gentlemen: shorts, T-shirts, beach flip-flops, bathing suit attire, jeans, cut-off jeans, sleeveless shirts for men, sportswear, and baseball hats. **Special Sailings For Canada/New England/Alaska cruises:** Sweaters, lightweight jackets and raincoats are suggested. Casual clothes that can be layered easily are highly recommended. Bring a heavier sweater if you are traveling to the glaciers, along with a raincoat and umbrella, because it is often cold and windy in such areas. **For South America and Europe cruises:** Comfortable shoes and a just-in-case raincoat. Bring a sweater if you are traveling to the glaciers, along with a raincoat and umbrella, because it is often cold and windy in such areas. Special note: It is essential that you wear the proper apparel when visiting the Vatican and other religious sites (no bare legs or shoulders).

Money issues – Checks - Guests may use their personal checks on board to acquire a cash advance. Global Cash Access (GCA) provides this service by debiting the guest's checking account, using the account number on the check. The guest must have available monies in the checking account that the check is drawn on. Important Note: Just like debit cards, the money is immediately debited from the guest's checking account. For this service, GCA charges 5.5% of the value of the cash advance requested or a flat fee of \$5.50 if the amount requested is \$100 or less. Since the guest's checking account is debited (same as if using a debit card), the personal check is returned to the guest. Both the Information Desk and the Casino offer this service. The available monies currently available in the guest's checking account determine limits. **Cash Advance on Credit/Debit Card** **Travelers Checks** - Traveler's Checks can be cashed on board at the Information Desk; since Traveler's Checks are considered as cash, there is no fee for this check cashing service and no limit to the dollar amount cashed. Canadian Traveler's Checks can be cashed on board at the Information Desk at the current exchange rate. **Cash advances** - Global Cash Access (GCA) provides guests with cash advance services by using the guest's credit card or debit card, provided that the guest has an available limit. For this service, GCA charges 5.5% of the value of the cash advance requested or a flat fee of \$5.50 if the amount requested is \$100 or less. Both the Information Desk and the Casino offer this service. Limits are determined by the available credit limit on the guest's credit card or debit card account. Credit Cards and Debit Cards Accepted Visa, MasterCard, The Discover Novus Card, Diners Club International, The American Express Card, JCB Card, Arriva (GCA's own credit card which guests may apply for, on board, in the casino). Maestro Interlink, Star, Pulse Pay, NYCE, MAC, Cash Station, We do not accept Cashier's Checks and Bank Checks. **ATM Machines** - Guests are able to withdraw funds and make balance inquiries on their checking and savings accounts while the ship is in port or at sea. Please note: The supply of money may be depleted prior to the end of the cruise. Following is a list of major credit cards and Networks accepted: Honor, Tyme, Shazam, American Express, Magic Line, Oath, Mac, Master Card (Cirrus for Non-U.S.), Visa (Plus), Nyce Pulse, Yankee and Alert. There is a \$5.50 fee per transaction for this service, which is controlled by the bank sponsoring the ATM's, Bank Atlantic of Fort Lauderdale, Florida.

Medical Treatment - Should a guest require medical attention while aboard one of Carnival's vessels, the Infirmary staff is available to assist 24 hours a day. The Infirmary is equipped to treat minor non-emergency matters. Physicians are available to render services at a customary fee. While at sea or in port, the availability of medical care may be limited. **Medical Infirmary Hours** - The Medical Infirmary on board has daily office hours, which are listed in the Carnival Capers. The medical staff is on call 24 hours a day for emergencies. The hours may vary from ship to ship and whether the ship is in port or at sea: Infirmary Hours: 8:00am - 8:00pm Doctor's Hours: 9:00am - 11:00am; 3:00pm - 6:00pm. **Medical Service Fees** - A charge for medical services will be billed to the guest's Sail and Sign Account and a receipt will be provided for the guest to submit to their insurance company upon return for possible reimbursement. The physicians on board are independent contractors and are entitled to render services at a customary fee, which may vary, from ship to ship based on the time of day. The basic fee does NOT include medication, tests or treatment. **Medication** - Motion Sickness: complimentary Meclizine (Bonine) is available from the Infirmary, Room Service or the Information Desk, free of charge. A motion sickness shot can be administered to those who are actively vomiting, but not as preventive medicine; there is a fee for the shot. The Infirmary does not have motion sickness patches nor wristbands. Over-the-Counter medications for cold, cough, upset stomach or other minor illnesses can be purchased at the Infirmary from 8:00am-8:00pm. In addition, the shops on board may carry some of these items. Prescription drugs and vitamins may not be readily available either on board the ship or in the ports-of-call. **Medical Staffing and Equipment** - In order to maintain a safe and comfortable environment for our guests, our infirmaries meet or exceed the standards established by the International Council of Cruise Lines and the American College of Emergency Physicians. Qualified physicians staff the infirmaries, and nurses who are committed to providing the highest quality of shipboard medical care. Each ship in the fleet carries one doctor and three nurses; the Destiny, Triumph and Victory each carry two doctors and four nurses. Doctors on our ships are required to have a current and valid medical license from the USA, one of its territories, or Canada, Australia, New Zealand or South Africa, or have full registration with the British General Medical Council of the United Kingdom or current full registration with the British General Medical Council of the United Kingdom, or current full registration with the medical council of a member country of the European Union. In addition, doctors must demonstrate competent skill levels and hold current

certification in basic and advanced cardiac life support and cardiac care, have experience in general medicine or general practice including emergency or critical care, and have one to three years clinical experience and minor surgical skills, and board or similar international certification is preferred. The doctors on board are independent contractors. Shipboard medical facilities are set up to provide reasonable emergency medical care for guests and crew. In cases of extreme emergency where more comprehensive facilities are required, patients are referred to shore side facilities. In addition to standard lifesaving equipment such as defibrillators and external pacemakers, our infirmaries carry some of the latest in medical technology including thrombolytic therapy, electrocardiograph machines, lab equipment, pulse oxymeters and x-ray machines on many of our ships. **Pregnancy** - Pregnant women are only allowed to sail if pregnant for 24 completed weeks or less at time of cruise disembarkation. All pregnant women are required to produce a physician's letter stating that mother and baby are in good health, fit to travel and the pregnancy is not high-risk. The letter must also include the estimated date of delivery (EDD).

Luggage - Guests are encouraged to limit their checked luggage to two suitcases per person, with each suitcase not to weigh more than 50 pounds and not exceed 16"h x 24"w x 30"length. Please attach your Carnival Cruise Lines luggage tags PRIOR to leaving home and make sure that they are still on your bags when checking in with us. Guests have the option of carrying luggage on board at embarkation and off the ship at the end of the cruise as long as it does not exceed 24"w x 16"h. This is an advantage you may want to consider, as it will allow for quicker easier access to your bags. **LARGE COOLERS RESTRICTION:** Carnival Cruise Lines does not allow guests to bring large coolers on board its vessels. Small, personal-sized coolers no larger than 12" x 12" x 12" for the purpose of housing small quantities of non-alcoholic beverages and/or medications are permitted as carry-on luggage. Screening and movement of large coolers through embarkation is an impediment to the boarding and security screening process and therefore large coolers are not permitted as carry-on or checked luggage. Please note that Carnival assumes no responsibility for carry-on luggage. Alternatively, curbside porters are available at the pier to take luggage to the vessel for delivery to your stateroom by shipboard personnel. Customary tip is \$1 per bag. Please be sure each piece of luggage is locked and has a tag listing your name and stateroom number. Curbside porters are not employees of Carnival; therefore, if you experience any problems, please report them to porter management on site. Any luggage left at the pier will be forwarded at your expense. Claims for luggage loss or damage must be made in writing to the debarkation personnel prior to leaving the pier area. If you are traveling by air, please remember that each airline has its own luggage restrictions on the maximum number, size, and weight of bags allowed per person. You are responsible for contacting you airline to learn about their individual luggage restrictions and policies.

Debarkation Baggage Advice – While onboard, you will be given numbered debarkation tags to place on your luggage. Please fill out the information on the back of the tag, and remember your zone number. When your zone is called, please proceed off the vessel to claim your luggage. It is easy to pick up the wrong bag, so check to make sure your name is on it. If your luggage is left at the pier, it will be forwarded to you at your expense. Claims for lost or damaged luggage must be made in writing with our debarkation personnel before you leave the pier area. . **All suitcases that are collected the night before you return to home port so be sure to pack anything you may need that night and the next morning in your carry on bag.**

Hurricanes - Hurricane season encompasses the months of June through November. Due to the unpredictable nature of hurricanes it may not be possible to give information about itinerary changes in advance of the sailing. Carnival's main priority is the safety of our guests and crew, as well as the vessel. It is rare for a cancellation to occur due to an impending hurricane. In some instances an itinerary deviation is implemented to avoid a storm. Hurricanes have been known to change their course drastically at the last minute. Guests that have any questions should contact our Reservations department the day prior to sailing, as that is when we will have definitive information. We will always make decisions that assure the cruise experience will be a great one and that all on board are totally safe.

Laundry Services - Laundry Services In addition to self-service laundrettes on each ship, there is a valet laundry service on board; dry cleaning is not available. **Self-Service Laundrettes:** Each ship has at least 2 self-service laundrettes located on the stateroom decks. There are two or three washers and dryers, and one iron and ironing board in each laundrette. The cost is \$2.00 per washer load and \$2.00 per dryer load. Vending machines dispense small boxes of detergent and water softener at \$1.00 per box. Note: Due to local environmental requirements, the washing machines in the guest' laundrette will be closed in port, per each ports specific requirements; the dryers and irons will be available for guest use.

What is the Fountain Fun Card - We will offer to all guests the option to purchase a "Fountain Fun Card" which will allow them unlimited soft drinks for the duration of the cruise at a one-time purchase price (including gratuities). The "Fountain Fun Card" can be purchased at the casino; lobby and pool bar onboard the ship. For a seven-day cruise the cost is \$28 for ages 17 and younger and \$38.50 for 18 and older. In all locations where beverage service is offered, guests may receive a glass of the soft drink of their choice - one glass will be served at a time and only to the guest whose name appears on the card. The card cannot be used through room service. NOTE: A 15% gratuity will automatically be added on at the time of purchase of the Fountain