

# GOOD TO KNOW BEFORE YOU GO

## CRUISE DOCUMENTS

Upon completion of Online Check-In, you will be able to print your cruise documents, including luggage tags, boarding passes, and general information. Additionally, within Cruise Details you will be able to view your reservation, purchase shore excursions and transportation to/from the pier, set your dining preferences, make spa appointments, and view Frequently Asked Questions, among other things. Guests who purchased our Fly2Fun program can also access their flight information here.

## ONLINE CHECK-IN ADVANCE REGISTRATION

We're required to provide U.S. Department of Homeland Security with specific guest information prior to departure. So that we can comply with this you must provide advance information - otherwise we can't set sail! The easiest and most convenient way is to complete the Online Check-In process via Manage My Booking at [www.carnival.com/onlinecheckin](http://www.carnival.com/onlinecheckin). You'll need your Carnival booking number, ship name and sail date, as well as the last name and date of birth of any one guest in the booking. Once you complete Online Check-In, you'll be able to print your boarding passes, purchase shore excursions, set your dining preferences, make spa appointments and more. If you need assistance with navigating the Online Check-In procedure, simply contact your Travel Agent- or if you booked directly with us, contact our Service Specialists on 0808 234 0680 (Monday to Saturday).

## HOW DO I MAKE A BOOKING?

It's easy. Here are the three ways to book your next Carnival cruise...

### OPTION 1

Contact one of our appointed UK Travel Agent Partners

### OPTION 2

Telephone via reservations centre on 0808 234 0680

- Payable in British pounds sterling (£/GBP)
- Based on English law contract for full ABTA and ATOL protection
- For full UK Terms & Conditions please refer to [www.carnival.co.uk](http://www.carnival.co.uk)
- Guests will be able to review and manage their reservations via [www.carnival.co.uk](http://www.carnival.co.uk)

### OPTION 3

Online via our US Website [www.carnival.com](http://www.carnival.com).

## MORE QUESTIONS?

Find out everything from preparing for your cruise to tipping at [www.carnival.com](http://www.carnival.com).

## ACCESS TO CRUISE DOCUMENTS, BOARDING PASS AND LUGGAGE TAGS

'Manage My Cruise' helps you get ready for your cruise. Use Online Check-In to prepare for your cruise ahead of time, and spend less time in line. Plan and book your favorite activities like spa appointments, shore excursions and speciality restaurant reservations. View and print your cruise documents including boarding pass, luggage tags, and general information to get you and your bags ready to go. Arrange for transportation to get you to and from the pier. For details please contact your Travel Agent or visit [www.carnival.com](http://www.carnival.com).

## EMBARKATION

For information regarding directions, and parking, visit our Cruise Terminal Information & Parking section <https://help.carnival.com/app/home>. Since our final boarding times and process may vary by port, please check with your Travel Agent or refer to your Boarding Pass for complete details.

## CANCELLATION BY GUEST, REFUNDS

If you are cancelling your booking prior to your final payment date, there is no penalty to cancel unless you have booked a specific promotion with a non-refundable deposit and/or fare. Cancellation guidelines, penalties and refunds vary. For specific details, please refer to the instructions below:

- For booked individual guests, log in to your [www.carnival.com](http://www.carnival.com) profile and click on the 'Is there a penalty for cancelling this booking?' link within the 'My Cruise Details' section, review your Cruise Ticket Contract or contact your Travel Agent.
- For booked groups, partial ship charters or full ship charters, please refer to your charter contract or group booking agreement for terms and conditions.

## SERVICE CHARGES

Please refer to [www.carnival.com/FAQ](http://www.carnival.com/FAQ) for the most updated information.

## LIQUOR AND BEVERAGE POLICY

Please refer to [www.carnival.com/FAQ](http://www.carnival.com/FAQ) for the most updated policy.

## SERVICE GRATUITIES (TIPS)

Please refer to [www.carnival.com/FAQ](http://www.carnival.com/FAQ) for the most updated information.

## GUESTS WITH DISABILITIES

Carnival has made substantial modifications to enhance our guests' ability to move about our ships. Our ships have accessible staterooms, accessible elevators at each elevator bank with tactile controls and audible signals, and accessible routes throughout most areas of the ship. We strongly encourage guests to inform us if they are traveling with wheelchairs/scooters at the time of booking, or as soon as the need is known, to ensure they have a stateroom that best accommodates their needs. Accessible staterooms are reserved for guests who have a mobility disability or a disability that requires the use of the accessibility features that are provided.

Guests traveling with scooters must charge and store their device in their stateroom. At no time, can a scooter be left in the corridor. Guests must be prepared to collapse their device so it can be safely stored in a way that allows for safe exit from their stateroom. Guests should ensure their stateroom doorway is large enough to accommodate their mobility device.

If a portable room kit (includes visual-tactile alert system that provides alerts for the door knocking, telephone ringing, alarm clock and smoke detector) or a TTY kit (teletypewriter with interface to our Guest Services Desk which is manned 24/7) is required, please contact Guest Services once on board. Braille signage is available on board our ships, indicating stateroom numbers and public room names, and select Braille format documents are available with four weeks advance notice. Our Carnival Fun Times are always available in audible format through your in-stateroom TV.

Sign language interpreters are available on a request basis, on all cruises departing from and returning to a U.S. port, for guests who use sign language as their primary means of communication. To request a shared sign language interpreter, please inform the Guest Access Department at the time of booking, or at your earliest possible convenience. We will always make reasonable efforts to obtain a sign language interpreter at the time of the request. Since interpreters are subject to availability, a 60-day notice is strongly encouraged whenever possible.

Carnival Cruise Line only permits service/working dogs on board. A working/service dog is legally defined and is trained to meet a disability related need. We do not allow guests to sail with therapy/companion dogs or service dogs in training. Service dogs must have current vaccinations; these vaccinations are in addition to what governing port officials require. It is the guest's responsibility to contact the Department of Agriculture or your service dog's veterinarian to obtain information on the requirements at each port. The failure to have the required vaccinations or documentation may result in a service dog not being able to sail or disembark at a port of call.

Guests undergoing dialysis treatment must complete a risk acknowledgement form and submit a letter from their nephrologist indicating they are fit to sail no later than 5 weeks prior to sailing. Failure to do so will result in cancellation of the booking.

For children with disabilities, the parent or guardian will be required to complete a registration form, once on board in order to participate in any Carnival youth program activities. When registering the child, the staff will work with the parents to determine what special assistance will help aid the youth staff in how to best serve the child while participating in the activities. We do not provide one on one attention, but if this is necessary, the parent, guardian, or assigned helper is welcome to stay and participate with the child during activity times. Youth program rules still apply to all children, in terms of administration of medication, illness, hours and unacceptable behavior while in the program.

If you need to travel with your own medical equipment, medications or supplies, it is important that you hand carry. Please do not pack these items with your checked luggage. If you are traveling with injectable medication(s) and need a container for disposal, please contact the Housekeeping staff once onboard. Portable medi-coolers are available on a first come first serve basis at the Guest Services Desk to store medications that have specific temperature requirements. If a cooler is not available, our Medical Center onboard can assist you with storage. Or you may bring your own personal size cooler for this purpose (12" x 12" x 12").

If you have food allergies, please advise your dining team once on board to discuss your meal options. Food allergies can only be accommodated in our main dining rooms.

For complete details, please visit us at <http://www.carnival.com/about-carnival/special-needs.aspx>

## PREGNANCY POLICY

Guest understands and acknowledges that in addition to the limitations in medical care described in Clause 2(a) of the cruise ticket contract, prenatal and early infant care, in particular, may require specialized diagnostic facilities and/or treatment that are not obtainable during the cruise on board the ship and/or ashore in ports of call. Therefore, any Guest who has entered, or who will at any time during the cruise enter, the 24th week of estimated gestational age in her pregnancy, agrees not to book a cruise or board the ship.

Accordingly, due to the limitations in medical care, both on board and in various ports of call, women who have entered their 24th week of pregnancy at any time during the time of the cruise will not be allowed to board or sail with the ship. Any pregnant woman who attempts to board the vessel who has entered her 24th week of pregnancy, or who will enter her 24th week of estimated fetal gestational age at any time during the cruise, risks denial of boarding and/or disembarkation without compensation or refund.

## MINOR GUESTS

Standard booking rates apply for minors. Guests under the age of 21 years must travel with a relative or guardian 25 years or older. Exceptions include legally married couples and qualified military personnel. For both exceptions, proof (proper documentation) must be provided at embarkation. Failure to provide documentation or not conforming to this policy will result in denial of boarding and no compensation will be provided. Infants must be at least 6 months of age at the time of embarkation in order to sail. Children must be at least 12 months of age at the time of embarkation to sail on trans-ocean crossings and remote itineraries, where there are more than 2 consecutive sea days. Please note that adult guests are responsible at all times for the safety and behavior of their minor guests. When minors (under 18) are not traveling with a relative, we strongly recommend bringing an original signed letter from the absent parent/legal guardian authorizing the minor to travel. This will expedite processing by the Department of Homeland Security. When minors under 18 are not traveling with a relative it is also recommended that a parent provide a signed consent letter authorizing any unforeseen necessary medical treatment while traveling. Guests under the age of 21 staying at any hotel in conjunction with Carnival's Fly2Fun 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 unaccompanied guests under 21 years of age traveling by air. Carnival's youth programs feature supervised activities for kids and teens ages 2-17. Guests must be 18 or older to visit the onboard casino; teens 12-17 years of age may use Spa Carnival and the fitness center if accompanied by a parent or guardian.

## MEDICAL SERVICES

Should you require medical attention while on board, there are medical staff members available to assist you 24 hours a day. The medical centers on board the Carnival fleet meet or exceed the Medical Facilities Guidelines established by the International Council of Cruise Lines and the American College of Emergency Physicians. The members of the medical staff have experience in the fields of Emergency Medicine and/or Family Practice and are certified in Advanced Cardiac Life Support. The physicians on board are independent contractors and, as such, are entitled to render services at a customary charge. The charge for their services and any other medical expenses will be applied to your Sail & Sign account.

## ADVANCED OR DELAYED SAILINGS

In the event of strikes, lockouts, riots, and stoppage of labor from whatever cause, or for any other reason whatsoever, including inclement weather, the ship owner may at any time cancel, advance or postpone any scheduled sailing and may, but is not obliged to, substitute another vessel and shall not be liable for any loss to guests by reason of such cancellation or substitution. Reservations are subject to change in the event of a full-ship charter.

## RESPONSIBILITY

Carnival neither controls nor operates, nor is responsible for, the actions of independent contractors, such as airlines, railroad companies, ground transporters, tour operators, and on board concessions (including but not limited to the gift shops, spa, beauty salon, fitness center, entertainers, golf and art programs, and video/snorkel concession). Carnival denies any responsibility or liability for late arrival of your flight or train or for any illness, injury, damage, loss of cruise time or other irregularities resulting therefrom. Carnival's responsibility does not extend beyond the vessel. You are responsible for arriving at the respective ports on time for embarkation and for re-joining the vessel on time at each port of call. If Guest misses a ship's scheduled departure at a port of call, Guest assumes full responsibility for expenses for their travel home or to join the vessel at the next port of call. Carnival reserves the right to refuse or discontinue passage to anyone when, in Carnival's judgment, it would be considered a risk to the guest's own safety and well-being or the health, safety, wellbeing, comfort and enjoyment of any other guest or crew member. Cruise passage is subject to the terms and conditions shown on Carnival Cruise Line "Terms and Conditions of Passage Contract Ticket," including the procedure for the resolution of disputes, which must take place in Miami-Dade County, Florida. (Copies of the ticket are available upon request or in the "Guest Services" section of Carnival's web site.) All prices are quoted in U.S. dollars.

## ITINERARY CHANGES/CRUISE CANCELLATION

Itineraries are subject to change and Carnival may change the duration and/or itinerary of the cruise at any time. The port of call, as well as the sequence, time and/or day of arrival may change. We will make every effort to operate the scheduled itinerary for your cruise. However, due to the nature of a cruise vacation, itinerary changes sometimes become necessary for safety, weather, emergency debarkations, mechanical breakdowns, governmental advisories or other reasons. For complete information on Carnival's cruise cancellation or change of itinerary policy, please review your Cruise Ticket Contract or visit [www.carnival.com/FAQ](http://www.carnival.com/FAQ).

## CRUISE RATES

The price of every Carnival cruise vacation varies according to the voyage, length of cruise, date of booking, departure date, category, and guest or cabin occupancy. Book early for the most significant savings. Carnival reserves the right to increase published fares and airfare supplements without prior notice. However, fully paid or deposited guests will be protected, except for fares listed, quoted, advertised or booked in error through any web site, Carnival salesperson, travel agent or any other source. Carnival reserves the right to correct cruise fares quoted in error. For additional information, please review your Cruise Ticket Contract. Shore excursions, medical services, special events or live concerts, items of a personal nature – such as bar beverages, gift shop purchases, beauty salon/barber shop and massage services, gambling and service/porterage gratuities – are not included in the cruise rate. Taxes, Fees and Port Expenses, as used by Carnival, may include any and all fees, charges, tolls and taxes imposed on us by governmental or quasi-governmental authorities, as well as third party fees and charges arising from a vessel's presence in a harbor or port. Taxes, Fees and Port Expenses may include: U.S. Customs fees; head taxes; Panama Canal tolls; dockage fees; wharfage fees; inspection fees; pilotage, air taxes, hotel or VAT taxes incurred as part of a land tour; immigration and naturalization fees; and Internal Revenue Service fees, as well as fees for navigation, berthing, stevedoring, baggage handling/storage and security services. Taxes, Fees, & Port Expenses may be assessed per passenger, per berth, per ton or per vessel. Assessments calculated on a per ton or per vessel basis will be spread over the number of passengers on the Ship. Taxes, Fees and Port Expenses are subject to change and Carnival reserves the right to collect any increases in effect at the time of sailing even if the fare has already been paid in full.

## TOBACCO AND MARIJUANA SMOKING POLICY (U.S.)

Carnival Cruise Line is dedicated to the safety of all guests and crew. We want all our guests to have a safe, fun and memorable vacation.

Smoking is a fire and safety hazard on a ship. Consequently, it is strictly limited to specific exterior deck areas and designated casino/night club spaces that can be monitored. All guests are expected to adhere to the following safety guidelines:

- All staterooms and suite accommodations, including outside balconies, are NON-SMOKING. This policy applies to all forms of smoking, including but not limited to cigarettes, cigars, pipes, vaporizers, electronic cigarettes and marijuana.
- Carnival recognizes that some state and local governments in the U.S., and in the destinations we visit, might allow marijuana use. However, Carnival Cruise Line follows U.S. federal law, which strictly prohibits possession and use of recreational/medicinal marijuana and other illegal controlled substances.
- Any violation of this policy will result in a \$500 charge, per violation, posted on the guest's Sail & Sign® account and may also result in the disembarkation of all guests in the stateroom.

- Guests who are disembarked for violating our policy will be responsible for all financial charges and expenses to return home, and no refund of their unused cruise fare will be provided. Additionally, they may be prohibited from sailing with Carnival Cruise Line in the future.
- Our smoking policy is included in Carnival's Cruise Ticket Contract. Follow the link for ship specific public smoking areas.

## TRAVEL DOCUMENTATION

Proper travel documentation is required at embarkation and throughout the cruise. Even though a guest has completed registration using Online Check-In, it is still the responsibility of the guest to present the required travel documents at the time of embarkation. Guests should check with their travel agent and/or government authority to determine the travel documents necessary for each port of call. Any guest without proper documents will not be allowed to board the vessel and no refund of the cruise fare will be issued. Carnival assumes no responsibility for advising guests of proper travel documentation.

If your cruise includes travel to Cuba, visit [www.carnival.com/FAQ](http://www.carnival.com/FAQ) to view required travel documentation as well as a Travel Affidavit, required for all guests, including children.

## DO I NEED AN ESTA TO TRAVEL?

For the majority of Carnival sailings you will need an ESTA. Please check with the relevant embassies of the ports on your itinerary. For example sailings from Barbados require a ESTA as San Juan is a US territories. You will be refused boarding if you do not have the right documents.

## ON BOARD ATTIRE

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 dinner time, the Lido Restaurant is open nightly, and has a more relaxed theme. However, shirts and shoes/footwear (flip-flops) must be worn at all times inside the Lido Restaurant.

- Cruise Casual Dining Dress Code: Gentlemen - Sport trousers, khakis, jeans (no cut-offs), dress shorts (long) and collared sport shirts; Ladies - Casual dresses, skirts, pants, capris, dress shorts, jeans (no cut-offs), blouses and tops.
- Not permitted in the dining room during the Cruise Casual dinner for ladies and gentlemen: cut-off jeans, men's sleeveless shirts, gym or basketball shorts, baseball hats, flip-flops and bathing suit attire.
- Cruise Elegant Dining Dress Code: Gentlemen - Dress trousers, 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: jeans, men's sleeveless shirts, shorts, t-shirts, sportswear, baseball hats, flip-flops and bathing suit attire.

For cool weather destinations (Alaska, Canada and New England), clothes that can be layered such as sweaters, a lightweight jacket or raincoat are recommended; pack a small umbrella as well.

Please note – if you are visiting the Vatican or other religious sites, proper apparel is essential – bare legs and shoulders must be covered.

## STAY IN TOUCH

### PHONING HOME AT A LOW RATE

For our guest's convenience, the ship's telecommunications network offers direct dialing via satellite from the stateroom telephone. This is available 24 hours a day regardless of the ship's location. The rate is \$1.99 per minute, and charges are billed to the guest's on board Sail and Sign Card.

### WIRELESS INTERNET SERVICES

To keep you connected while at sea, every one of our ships provides satellite Internet access facilitated through the Internet Café and through the bow-to-stern ship-wide Wi-Fi network for complete details, visit [www.carnival.com/FAQ](http://www.carnival.com/FAQ).

## ACCURACY OF CONTENTS

The contents of this brochure are accurate at the date of printing. Carnival reserves the right to change any or all policies or practices described herein. Please refer to [www.carnival.com](http://www.carnival.com) for up-to-date information. The Cruise Ticket Contract will at all times govern the rights and responsibilities of Carnival and all passenger cruise purchases.

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1 World's Leading Cruise Lines include Carnival Cruise Line, Costa, P&O Cruises Australia, P&O Cruises UK, Princess Cruises, Holland America Line, Cunard, and Seabourn.