

F.A.Q.

When will I receive my documents?

Once your booking has been paid in full we will forward your documents approximately 1 month prior to departure.

What documents do I need?

We will provide your air and cruise documentation, including your hotel and transfers vouchers if booked. If your passengers are travelling to the U.S. they must now complete an additional security form online www.cbp.gov/esta. ESTA will affect passport holders from all countries currently participating in the visa-waiver scheme including UK passport holders.

It is the responsibility of all passengers to ensure that they have the correct travel documents for their holiday. Entry and transit requirements are subject to change and guests or travel agents are advised to check the requirements with the Consulate or Embassy of all countries for the itinerary. Carnival assumes no responsibility for advising guests on immigration requirements. **Any guest travelling without proper documentation will not be allowed to board the ship and no refund of the cruise fare will be issued**

How do I check in for my cruise?

Once your clients receive their documents they must complete their "fun pass" online at www.carnival.com in order to speed up the check-in process at the port. For those passengers with transfers booked they must enter their arrival and departure flight details when completing the fun pass, in order that our travel representatives meet them.

What is my luggage allowance?

The main restriction on luggage allowance relates to airline travel and baggage limitations. Since many airlines operate different policies, we recommend that you visit the website of the airline you are travelling with for the most up to date information.

Will I receive luggage labels with my cruise documents?

All luggage labels are now provided on arrival at the port.

Can I pre-book shore excursions?

Shore excursions can be booked in advance of travel by visiting www.carnival.com. Guests boarding in Barbados are currently not able to pre-register for shore excursions before their cruise

Can I make bookings for a group of passengers?

Of course you can! Carnival is perfect for groups and offers attractive group fares. Please discuss your group requirement with our experienced Group consultants either by calling our telephone number listed or emailing us at groupsuk@carnival.com

How old do you have to be to travel unaccompanied?

Guests travelling unaccompanied are required to be 21 years old (on embarkation day). Guests under the age of 21 must be accompanied in the same stateroom by a parent or guardian 25 or older. Infants must be at least six months old (12 months for some longer cruises) to be eligible to travel. The exceptions Carnival will make to this policy are:

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.

Domestic Partners/Same-Sex Union minor couple - The booking must be documented that the couple are legal Domestic Partners/Same-Sex Union. The couple must have legal proof of partnership/union 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.

Camp Carnival – Children's Activities

Carnival's Youth programmes feature supervised activities for kids and teens ages 2-17. Guests under 18 are not permitted in the casino and the disco.

How do I pay for expenses and purchases onboard ship?

The currency onboard all Carnival ships is the US\$. For your convenience, charges for most of your onboard purchases are made to your Sail & Sign account. Carnival accepts American Express, VISA, MasterCard and cash for deposit on your account. A minimum deposit will be required for cash accounts: 2-4 day cruises – US\$100; 5-8 day cruises US\$200; 9-day or longer cruises US\$350.

Your card will be pre-authorized for US\$60 per person for each day of your cruise. At the end of your cruise, you will receive a final statement, and your card will be charged only for the actual amount of your purchases. For banks outside the USA and Canada, please inform your credit or debit card issuer in advance that your card will be used on a Carnival Cruise Lines ship. This will help prevent delays in obtaining pre-authorization on board. Some banks may keep the pre-authorization in place for up to 30 days, therefore you are encouraged to use a credit card. U.S. \$ travellers cheques and cash may be cashed at Guest Services to make your deposit. All onboard charges will be assessed in U.S. dollars.

Medical/Pregnancy/Special Needs

Pregnancy: Please note that guests who are 24 or more weeks or more into their pregnancy at the time the cruise commences will not be permitted to sail. All pregnant guests 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.

Special Needs: Carnival seeks, to the extent feasible, to accommodate guests with special requirements. In situations where a guest with special requirements, such as a guest in a wheelchair, would be unable to be comfortably accommodated due to vessel safety barriers and other criteria, we may require the guest to bring an able bodied companion or to make alternative arrangements. It is mandatory that Carnival be notified of any medical, physical or other special requirements at the time of booking.

What amenities are in my stateroom?

All staterooms have an amenity basket displayed in the bathroom. The amenities are subject to change and are only sample sizes. The basket may include such things as: his/her razors; shampoo and conditioner; body wash; Tylenol; deodorant; hard candies. Supplies will be replenished by the room steward, if quantities allow.

What not to pack!

Due to safety precautions, the following items are not permitted onboard any Carnival ship: Irons, heating pads, candles, firearms or weapons of any kind, pepper spray and mace, metal detectors, VCR's, Nintendo or Play units, musical instruments, radios/Boom boxes. Wrapped gifts may have to be unwrapped on request.

What is the tipping policy onboard?

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 \$10.00 per guest, per day (our recommended guideline) to cover these staff. An additional 15% service charge will automatically be added to beverage purchases and charged to your onboard account.

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. 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 Seaview Bistro on the Lido Deck is open nightly, and has a more relaxed theme.

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.

What if I have a special diet?

Special diet requirements may be requested at least two weeks prior to sailing; however, there may be limitations. Please reconfirm this request with your waiter at your first meal.

Luggage and Porterage

Q. Why was I asked to unlock my bag before giving it to a porter?

A. In order to maintain a safe and secure environment, Carnival prohibits certain items onboard, i.e., weapons, candles, irons, alcohol, or other dangerous goods. According to our policy, Carnival conducts security scanning of all luggage and if prohibited items are found, they will be removed and stored for safekeeping until the end of the voyage. You were asked to unlock your bag so we could conduct the necessary security screening.

Q. What happens to the items you remove from my bag?

A. The retained item(s) will be delivered to your stateroom on the last night of the cruise. Unsealed liquids that are prohibited will be discarded, as well as any unclaimed items left after the voyage.

Q. Are you going to refund me for the alcohol you threw away?

A. We only discard opened bottles of alcohol/liquor and there is no compensation since it is a prohibited item that should not have been packed.

Q. Who is going to be looking through my personal belongings?

A. To maintain the integrity of the search, a member of our Security team along with a member from our Housekeeping staff will conduct the search. They will wear gloves and take proper precaution when handling your belongings, including carefully documenting the items which have been retained and/or discarded.

Q. What happens if you find a locked bag?

A. Luggage will not be delivered to the guest's stateroom until the guest has unlocked the bag and given our security personnel an opportunity to properly screen the bag.

Q. I have cruised on Carnival before and did not have to unlock my bags. When did this policy go in effect?

A. You are right, although we have had this policy for many years; it is now being strictly enforced.

More information regarding life onboard, including formal wear and gift orders can be found on our US website www.carnival.com. For Carnival Cruise Lines UK booking conditions and general conditions regarding "fly cruise" and "cruise only" bookings it is important that you refer to the current Carnival Cruise Lines UK brochure.