



CRUISES INC.

America's Cruise Specialists™

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“IMPORTANT FACTS YOU MUST KNOW BEFORE YOU SAIL”

TRANSPORTATION HINTS

If you are a member of the frequent flyer program of the airline utilized for your cruise, mileage points may be available for this trip. Please advise the ticket agent at the check-in counter. You will need your frequent flyer number in order to do this. This is subject to the rules and regulations of the air carrier. Be sure to save all airline stub receipts to ensure proper mileage credit. (Frequent Flyer upgrades to first class are usually not allowed with the cruise line air/sea package.)

PORTERS

At the airport and the pier, porters are available for your convenience; however, their tips are **not** included in the price of your cruise package. The recommended tipping is \$1.00 per bag.

LUGGAGE ONBOARD

The cruise line allows you to bring as much luggage as you like onboard. However, most airlines have strict per passenger baggage limits. Also keep in mind that your luggage will need to be stored in your cabin for the duration of your trip. Once you board the ship, your luggage will be brought to or left just outside your cabin. Please be aware of the fact that the delivery of your luggage may take a few hours and may arrive after the ship has set sail.

Hint: pack some light weight clothing (shorts etc.) in the bag you are carrying on to the ship for warm weather cruises. This way, you will not have to wait for luggage to be delivered to your cabin. You can change into comfortable clothes and jump right into the fun on deck.

CRUISE ACCOMMODATIONS STATE ROOMS

Accommodations on most ships can range from cozy interior staterooms to luxurious suites. If you have selected an interior cabin, there will be no window or porthole. Ocean view staterooms feature a window or porthole, while balcony cabins offer private verandas. Mini-suites offer an extra level of comfort and amenities, often including concierge or butler service. It is possible to upgrade your accommodations. Before sailing, contact your Cruise Specialist for availability & fees. Since most ships sail at 100% capacity, upgrading once onboard is not usually available, but you are always welcome to check at the reception desk.

Be sure to make use of the “DO NOT DISTURB” and “MAKE UP ROOM” signs that are in your cabin to enable your cabin steward to best serve your needs. Your cabin steward can also provide you with extra towels, pillows, or blankets, upon request, and can convert twin beds to double/queen size beds, when so equipped. If you are occupying a cabin on a triple, quad, or quint basis, one or more roll-away beds may be utilized.

DINING

We have included your dining request in your cruise line reservation record. The cruise lines make every effort to honor these requests. **HOWEVER, IT IS NOT GUARANTEED.** If, for any reason, you are not pleased with your assigned dining time or table assignment, please see the Maitre' D as soon as possible once onboard, and request a change. He will do everything possible to accommodate your request. On ships with “fixed dining times,” you are assigned a table that you will use for the entire cruise. If you are not happy with your table mates, tell the Maitre' D after your first meal and he will discreetly move you to another table, if possible. On some cruise lines, the dining room may operate under an “open seating” basis, in which you are seated as you enter the dining rooms. Other lines have added one or more “specialty restaurants” that may or may not charge a small fee and are available on a reservation basis. Your Cruise Specialist can assist you in understanding the many dining options open to you.

ROOM SERVICE

Most ships offer complimentary room service, with a limited menu, 24 hours a day. It is customary to offer a \$1 or \$2 gratuity to the room service steward with each order.

MEALS

All onboard meals are included in your cruise package. The ship will offer you several choices for breakfast: early-risers coffee and pastries served on deck, a buffet, and a full breakfast served in the dining room. You also have the option of having breakfast served in your cabin. There are also several choices offered for lunch: buffet, hot dogs and hamburgers on deck, and a full luncheon selection served to you in the dining room.

Most ships offer afternoon tea with snacks at about 4:00 p.m. Dinner is served in the dining room. Several ships offer specialty restaurants

as an alternative to the main dining room. And, last but not least, there's usually a late night buffet or snacks are usually available.

Most ships offer a light “Spa” menu for people desiring food prepared with fewer calories. If you have special dietary needs, please see the Maitre' D and he will do his utmost to help you. Soda, bottled water, and alcoholic beverages are not included in the price of your cruise package.

If you are celebrating a special event - anniversary, birthday, etc., please be sure to let your Cruise Specialist know. We will notify the cruise line. Most lines will provide you with a special dessert for those occasions. Be sure to reconfirm this request directly with the Maitre' D. If you forget to tell your Cruise Specialist, don't worry - just give the Maitre' D one day's notice to comply with your wishes.

GRATUITIES

Tipping is a very personal matter. Like shore side service staff, many cruise line staff rely on gratuities as part of their income. There are a number of ways that specific cruise lines handle gratuities for the staff. The Cruise Director will explain the breakdown of the tipping guidelines during the disembarkation talk and there is generally information in the daily program. Most cruise lines allow you to add a suggested daily gratuity amount to your ship-board account. Some provide envelopes for your use at the end of the cruise. Because these programs vary from cruise line to cruise line, please take a few minutes to understand how the process works so as to avoid confusion at the end of the cruise. You may also wish to tip the Head Waiter or the Maitre' D if they rendered extra any service for you.

ONBOARD CHARGE ACCOUNTS

Virtually all ships today operate on a “cashless” system similar in nature to a good resort hotel. You establish an account, upon check-in (with a major credit card or cash deposit.) Then, you are able to charge your drinks, spa purchases, gift shop items, and other services to your stateroom and settle your account at the end of the cruise. **HINT:** If you agree with your charges on arrival day and wish to keep them on the same credit card, you will not have to wait in line at the purser's desk to settle the bill. Just

take your statement and disembark - in a manner similar to "Express Check Out" at a hotel. If you wish to, you can settle your charges with cash, Traveler's Checks or a different credit card, but you will have to stand in line on arrival day to do this. Most ships do not accept personal checks.

WHAT TO WEAR

During the day onboard, dress is casual. On most ships, there are two "dress-up" nights for seven day cruises, one "dress-up" night for shorter cruises, and three "dress-up" nights for ten day cruises. Some ships offer special theme nights such as Western Night or Caribbean Night. Refer to your cruise line brochure for specifics or the Daily Information Sheet while onboard. Some cruise lines have reduced or eliminated formal nights in favor of suggesting a "resort casual" approach.

- **FORMAL** - On these nights, you may get as dressed up as you like. Gentlemen, if you have a tuxedo, now is the time to wear it. However, if you don't have one, don't worry - a dark suit is fine. Ladies, a long or short cocktail dress or cocktail pants outfit is appropriate.

- **INFORMAL** - Gentlemen will be asked to wear a jacket and tie or open collar and for the ladies, a dress or a pant suit is appropriate.

- **CASUAL** - Gentlemen, an open shirt and slacks are fine, and for the ladies, casual elegance is appropriate.

HINT: All public rooms and lounges on ships are air conditioned and may be a little too cold for your personal tastes. For the ladies, it's a good idea to bring a shawl or a light jacket. **NOTE:** Shorts, cut-offs, tee shirts, baseball caps, and bathing attire are never appropriate in the main dining rooms at dinner. On many ships, there is an alternative venue, such as the Lido Buffet, which is open for dinner on "formal" nights for those who prefer not to dress.

HEALTH SPA & WORKOUT AREAS

Most ships provide a wide variety of beauty and spa treatments. Be sure to sign up as soon as possible after you've boarded to avoid disappointment. In most cases, the costs for optional treatments can be charged to your ship-board accounts. Gratuities are generally not included for massage therapists and spa attendants and may be added to the bill.

Workout rooms and gyms can range from "basic" to extensive. Hours and equipment may vary and can be determined from your daily program. Use of most equipment, such as treadmills and cardio equipment, is at no charge. Some cruise lines charge a modest fee for classes such as spinning, yoga or aerobics.

WHILE YOU ARE IN PORT

When you are in port, the ship is always available for meals and limited activities. However, the casino and shops will not be open. Think of the ship as your floating hotel. Please remember to bring your ship identification and photo ID when disembarking the ship. **PORTS OF CALL LECTURES AND SHORE**

EXCURSIONS - Once you have set sail, the Shore Excursion Office will open, enabling you to purchase the different shore excursions that will be offered for each port. These shore excursions vary in cost. Obviously, you are not obligated to purchase any of them. Before you arrive at each of the ports, there will be a lecture describing each port and detailing the different attractions. Be sure to attend so that you can decide what you'd like to do at each port. This lecture is usually rebroadcast on your in-cabin TV. It will also be most informative for those people who do not want to take an excursion and who wish to be on their own. To assist with your vacation planning, you may wish to purchase a travel guidebook from a local bookstore.

DAILY INFORMATION SHEET

The cruise line will provide you with a daily information sheet that will be placed in your cabin each evening. This lists all the activities that will take place the following day. It's a good idea to carry this with you so that you'll know exactly what's going on at all times. Most cruise lines have separate sheets for children's activities that may be obtained from the Purser's Desk or your cabin steward. Many cruise lines also print these programs in other languages, such as Spanish, German, and French. Contact the front desk, if you prefer to view these programs in alternate, available languages.

CHILDREN'S PROGRAMS: Most cruise lines offer children and teen's programs. Depending on the line, they range from limited to extensive. Organized baby-sitting services may be available and can be arranged at the Purser's Office. There is usually a fee for this service.

THINGS TO BRING

- Remember to bring a good pair of sunglasses; the glare of the sun on the water can be hard on your eyes.
- A tote or beach bag and fanny-pack are also handy.
- For the tropics, sun-screen lotion with a high SPF is a must! The sun is very strong in the Bahamas, Mexico, & Caribbean, even in the winter.
- There will be many activities onboard that will occupy as much of your time as you like. If you'd prefer to relax, you might want to bring along some magazines, books, and/or small craft-work. There is a small library on board for your convenience. This is the time to pamper yourself.
- Don't forget to bring very comfortable walking shoes for walking around the ship and ports. And don't forget film and a camera.
- To better appreciate the scenery and possible wildlife, you might want to bring binoculars.
- Shops onboard range from small sundry boutiques to large shopping arcades. It is a

good idea to bring along an adequate supply of all toiletries and cosmetics, as the brands and selection offered onboard may not match your personal preferences.

ALL GOOD THINGS MUST END

DISEMBARKATION & BREAKFAST

When the ship arrives back in port on the last day of your cruise, breakfast will be served earlier than usual. It usually requires one to two hours for the customs officials to clear the ship after it has docked. Keep in mind that there are, on average, 700-2000 people (depending on the size of the ship) all leaving the ship at the same time. **RELAX! DON'T RUSH! EVERYTHING WILL GO SMOOTHLY!** You may be required to go through customs prior to disembarking the ship. There will be plenty of time for you to do this, so there is no need to disrupt your scheduled breakfast seating. Don't stand in the hallways waiting to disembark. Relax on deck or in one of the lounges. Let the majority of guests disembark first (unless, of course, you have a very early return flight). Each cruise has its own disembarkation procedure. The cruise staff will provide full details onboard.

CARRY-ON/OVERNIGHT BAG-PACKING TO LEAVE THE SHIP

It's a good idea to pack a carry-on with your medications and a change of clothing. Most ships issue color-coded disembarkation tags to be attached to your luggage. Luggage that you wish to have taken ashore is then left in the hallway outside your cabin on the last night of the cruise. (usually by 2 a.m. or so). Make sure your valuables, medication, **PROOF OF CITIZENSHIP/PASSPORT**, bathroom toiletries, and your disembarkation clothing remain behind. Once luggage leaves your area or goes ashore, it cannot be retrieved. Some cruise lines have begun to offer "Express Disembarkation." This means you can disembark early (when announced) by proceeding ashore, carrying or rolling **ALL** of your luggage. Keep in mind that you still need to proceed up or down in elevators, through gangways, and, possibly, on stairs and/or escalators as you make your way through Customs and Immigration and then to the street exit. *This is not a good idea unless you have very limited luggage and are extremely physically fit. Once you elect this option, you cannot send your luggage ashore. Unlike hotels, bellmen are not readily available to assist you.*

LATE RETURN FLIGHT

If you have a late return flight (i.e. 4:00 p.m. or later), don't waste your time sitting in the airport. Many cruise lines offer tours of your disembarkation city that may be purchased onboard.

NOTICE: The information contained herein is general in nature and may vary from cruise line to cruise line. It is intended to be used for general guidance only. Please review the information contained in your respective cruise line's cruise documents and "Welcome Aboard" brochures for more specific information, or consult your Cruise Specialist.