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(800) 854-0500

## IMPORTANT PRE SAILING INFORMATION, PLEASE READ CAREFULLY.

Thank you for arranging your vacation through Cruises Inc. We appreciate and value your business. Please take a few moments to review this important fact sheet. If you have any questions or concerns, please contact your Cruise Specialist.

### **SAILING DATES:**

Be sure to check the sailing date shown on your Cruises Inc. invoice against the cruise line brochure to confirm that our invoice corresponds to the ship and itinerary that you selected. Please bring any discrepancies to our attention immediately.

### **TRAVEL DOCUMENTS:**

Cruise & airline documents are sent to Cruises Inc. directly from the cruise line approximately two weeks prior to sailing. Our documentation staff reviews the documents for accuracy and then forwards them to you immediately (If your cruise includes an airline ticket provided by the cruise line (an Air/Sea package), these documents are sent to you via Federal Express.) Cruise only documents that are received by us more than three weeks prior to sailing will be shipped via the US Postal Service. In the case of "last minute" bookings (within 2 weeks of sailing), documents may be designated by the cruise line as Pier Pick Up. You will be provided with a confirmation letter to use at the pier.

### **AIR/SEA PACKAGE:**

If you have purchased an air/sea package provided by the cruise line, please read the following information about air/sea packages carefully!

- The choice of airline, routing and flight times are at the discretion of the cruise line. No changes or deviations are permitted once the tickets have been issued. While they endeavor to use the most convenient flights, not all flights are non-stop, some may require plane changes or overnight travel.
- Cruise lines may use chartered flights or regularly scheduled airline flights. They may also use alternate airports that are located near the port. For example, cruises departing from Miami may use Ft. Lauderdale, and Vancouver departures may use Seattle as gateway airports.
- If you purchased an air/sea package from the cruise line, they monitor these specific flights and may elect to delay the sailing to await your late arriving flight. **THEY DO NOT MONITOR FLIGHTS THAT ARE NOT BEING USED FOR AIR/SEA PASSENGERS AND GUESTS ARRANGING THEIR OWN FLIGHTS ASSUME ALL RISK AND EXPENSE FOR LATE ARRIVING AIRCRAFT.** It is always a good idea to consider flying to the port of embarkation the day prior to the cruise in order to avoid unforeseen delays, particularly during holidays and from areas known for seasonally inclement weather.
- With an air/sea package, you may receive ground transfers to and from the ship. Generally, vouchers for this service are provided in your documents. At the airport, representatives from the cruise line will be available at the baggage claim area to provide directions to the transportation. They generally carry a sign with the name of your cruise line and are easy to spot. If, for some reason, you do not wish to use the transportation provided, there

is usually alternate ground transportation available outside the airport terminal at prevailing rates.

- Baggage handling at the airport is generally not included in Air/Sea programs. The cruise line representative at the airport can give you further guidance on your specific cruise line's policy. If, for any reason, you are unwilling to accept the Cruise Line's
- Air/Sea policies, you must contact your Cruise Specialist as soon as possible before making the final payment. Remember, once the tickets are issued, any changes made will incur fees.

The following alternate air arrangements are available to you:

- Most cruise lines offer special AIR DEVIATION PROGRAMS that allow you to request specific airlines and routing for a fee of \$50 - \$100 per person plus any additional airfare. *Deviation fees are non-refundable.* The deadline for these requests is usually 60 days prior to the sailing date. Cruises Inc. urges you to request an air deviation, if you have any concern about cruise line arrangements. If you are interested in this program, please contact your cruise specialist. If you make your own arrangements, the cruise line assumes no responsibility. If you encounter problems or miss the ship, it is your responsibility and may result in monetary loss to you.
- Airline Seat Selection: The airlines pre-assign seats whenever possible. Please contact the airline directly after you have received your documents to confirm your seat assignments, as well as any special requests such as special meals, wheelchair assistance, adding frequent flyer numbers. The airlines pre-assign approximately 70% of the total number of seats prior to the departure date. All other seats will be assigned on the day of departure. If your seats have not been assigned in advance, they will be assigned at the check-in counter on your day of departure. If you are a frequent flyer of that airline, you may be able to view or arrange seats online by visiting that carrier's web site.

### **CRUISE TICKET & DOCUMENT PACKET:**

When you receive your cruise tickets, be sure to read everything thoroughly and call your Cruise Specialist if there is anything you don't understand. In this packet, there will be paper cruise line baggage tags that must be filled in and placed on your luggage. If you need extra luggage tags, please feel free to call us. If your ticket does not include your cabin number OR if you are traveling on a "Guarantee" basis, the luggage porter at the pier will have a list and will be able to provide you with your cabin number. Be sure to fill in your cabin number on your cruise line baggage tags to ensure proper delivery to your cabin. For your convenience, we have also enclosed permanent Cruises Inc. plastic luggage tags, with our compliments.

### **TENDERING IN PORT:**

Docking/Tendering - In some ports, due to size restrictions or berth availability, the ships may not dock, but instead anchor in the harbor. Tenders are used to transfer passengers back and forth between the port and the ship at no charge to you. If you have any physical limitations, tendering may prove to be challenging and should be a consideration in the selection of ship and/or itinerary.

**TRIP CANCELLATION & INTERRUPTION INSURANCE:**

Cruises Inc. has negotiated a very comprehensive and competitive Trip Cancellation & Interruption Insurance program that is available exclusively to our valued customers.

For your protection, the Travel Companion Insurance Protection plan has been automatically added to your invoice. If you do not wish to have this coverage, contact Cruises Inc. immediately. If you elect to retain coverage, payment of the premium must be made before or with the final payment to Cruises Inc. *Travel Companion may be purchased at any time up to 10 days following the final trip payment. However, it must be purchased within 7 days of deposit for the Waiver of the Pre-Existing Condition Exclusion.*

This information is only a general summary of the coverage. Please read the Travel Companion Insurance Protection Program brochure completely for details on the program, including restrictions, limitations and exclusions of this program. To qualify for the program, you must insure the entire cost of your trip. Coverage includes trip cancellation/interruption, trip delay, baggage, emergency medical and emergency dental. The Travel Companion Insurance Protection Program does not take effect until the premium is paid to Cruises Inc.

If you have any additional questions on coverage after reading the Description of Coverage, please contact Travel Guard at (866) 363-8188. A special department has been established at the Travel Guard office exclusively for Cruises Inc. customers. We do strongly recommend this coverage. Please understand that if you decline trip coverage, you place the cost of your entire vacation and other expenses at risk for total loss. Be sure to bring your Insurance Policy Booklet with you on your vacation.

**PROOF OF CITIZENSHIP AND THE BORDER SECURITY ACT:**

The United States government has adapted the "Border Security Act". This requires the cruise lines to collect and provide key personal information prior to your sailing. You can pre-register by visiting the cruise line's consumer websites or contacting our customer service department at 800-854-0500 for assistance. Failure to pre-register may result in delayed boarding at embarkation. Note: Cruise lines may deny boarding of any passenger who fails to provide acceptable proof of citizenship and other required travel documents. In the event of denied boarding, no refunds for the cruise or airfare will be made. This is NOT an event covered by trip insurance.

*It is the responsibility of each traveler to obtain required travel documentation and visa requirements from local authorities, immigration offices or embassies having jurisdiction over intended foreign destinations. This includes vaccinations, when needed. For destinations that require a visa, a "multiple-entry type" is generally specified. We strongly suggest all cruise passengers travel with a valid passport, regardless of the cruise itinerary.*

**FOR CRUISES TO THE CARIBBEAN, ALASKA, CANADA, BERMUDA, & MEXICO:**

United States & Canadian citizens must have valid proof of citizenship. This can be in the form of a valid passport, original or certified copy of a birth certificate (photocopies are not accepted), certificate of naturalization, certificate of citizenship, or a report of birth abroad of a United States or Canadian citizen. A

voter's registration, driver's license and/or Military ID card is no longer acceptable documentation. In addition, **All guests 16 years of age and older** must also provide proof of identity, which consists of either a valid driver's license or government identification card that includes a photograph and a physical description.

Permanent residents of the U.S. are required to present their Alien Resident (green) Cards in order to be allowed to sail. All non U.S./Canadian citizens are required to have valid passports and valid U.S. multiple re-entry visas, if applicable. Non U.S./Canadian Nationals eligible for admission under the Visa Waiver Pilot Program must have valid un-expired passports.

**FOR ALL CRUISES TO EUROPE, ASIA, AFRICA, AND SOUTH AMERICA:**

All passengers must have valid passports for travel. It is mandatory that passports be valid for at least 6 months after the return date of the trip. Passports must be signed by the bearer, where indicated, in order to be valid.

**HAWAII ITINERARIES may require passports; please check with your Cruise Specialist.**

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**It is important that guest names on travel documents (passports, birth certificates, etc.) and photo identification are identical to those on the cruise and airline tickets. In the event of a different name (name change, marriage, etc.) documentation supporting this change is required.**

**Minors accompanied by only one parent, if requested, must present a notarized written permission letter from the absent parent unless sole legal custody has been granted in a divorce proceeding. Proof of the decree must be provided.**

**If traveling with adults other than parents or legal guardians, minors must present a notarized written permission letter from both parents granting permission to travel and authorizing medical treatment in case of an emergency. Passengers may be refused boarding at the airport or by the cruise line, if they are unable to produce required documentation.**

**The following is a list of agencies that can provide valuable travel document information:**

**A. Briggs 800-806-0581  
[www.abriggs.com](http://www.abriggs.com)**

**Zierer Visa Service 800-421-6706**

**[www.VITALCHECK.COM](http://www.VITALCHECK.COM)**

**[www.USPASSPORT.NET](http://www.USPASSPORT.NET)**

**[www.travel.state.gov/foreignentryreqs.html](http://www.travel.state.gov/foreignentryreqs.html)**

**INS Customer Service (for non-U.S. citizens)  
800-375-5283, [www.INS.USDOJ.GOV](http://www.INS.USDOJ.GOV)**

**We also recommend that you contact the embassies of the countries you will be visiting to obtain the latest travel advisories for those destinations.**