

BOOKING INFORMATION

How do I book my complimentary cruise? Please call 1-888-294-6225 Mon-Sun 9am-10pm or Sat-Sun 9am-6pm EST. Please have your cruise certificate number (located on the front of your certificate), or your Casino Account Number ready when you call.

When can I sail? Valid sailing dates are noted on the front of your cruise certificate.

Do I need to sail, or can I send a family member or friend in my place? Yes. While you can bring any guest you would like, this certificate cannot be gifted or transferred.

Do I need a passport to travel? Passports are required to travel internationally and on specific voyages. For additional details on required travel documents please visit <https://help.carnival.com/>

Can I purchase a cabin upgrade? Yes, upgrades are based on availability and can be purchased at prevailing rates; based on availability

Can I bring additional guests? Yes, a third and fourth person can be added to your cabin for an additional charge; based on availability.

What itineraries are offered with my cruise certificate offer? Offered itineraries are noted on the front of your cruise certificate.

Where can I find a list of voyage dates for the itineraries listed on my cruise certificate? A map with some of our ports is provided on this document. For a full list of ships and available sail dates, visit www.carnival.com.

Does Carnival offer beverage packages? Yes, you can purchase beverage packages for bottled water, soda, coffee, certain alcoholic beverages and all-inclusive packages. For more details and pricing please ask your Carnival booking agent when you call in to book.

Does Carnival offer transportation to and from the airport? Carnival does offer airport-to-ship transfers which you can purchase when you make your cruise booking. Just ask your booking agent for details and pricing based on your selected sailing port.

Can I use my cruise card to get funds in the casino? Yes, there is no charge at the slot machines for using your cruise card to access funds. You can charge up to \$3,000 per day on your cruise card to play in the casino. For any transactions done at a table game, or at the cashier's cage, there is a 3% service fee. Please see the casino staff onboard for further details.

Do you offer casino credit lines? If so, how can I establish one? To apply for a line of casino credit, please complete an application at least two weeks prior to your sail date. The minimum credit line is \$2500. Please visit <https://oceanplayersclub.com/contact/> to complete our application.

What are the health and safety guidelines on Carnival ships? For up-to-date policies, please visit <https://www.carnival.com/legal/covid-19-legal-notice/covid-19-guest-protocols>



WHAT COSTS ARE MY RESPONSIBILITY?

- **Taxes/Port Expenses** – As a general guideline, taxes and port expenses for a 7-day cruise to the Caribbean or Mexico are approximately \$150 per person, per cruise.
- **Booking Deposit** – A \$100 non-refundable per person deposit (applies to the first two guests only) is required at the time of booking. This amount will be converted to Onboard Credit and will be visible on your stateroom folio on the first night of your cruise.
- **Gratuities** – Gratuities range from \$16.00 to \$18.00 per person, per day, depending on your stateroom type*. You can pre-pay your gratuities at time of booking, or they will automatically be added to your stateroom folio at the end of the voyage.
- **Additional Costs** – Should you book a shore excursion, choose an alternate specialty dining venue, purchase alcoholic beverages, etc., you would also incur additional costs.

For additional questions regarding Carnival Cruise Line or your cruise certificate offer please contact 1-888-294-6225.

We look forward to hosting you on Carnival.
Bon Voyage!

