

## DETAILED INSTRUCTIONS ON HOW TO CHECK IN FROM CARLE

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**HOW TO COMPLETE ONLINE CHECK-IN starting on October 5th.**

**Must be completed by October 18th.** Don't delay in case of any issues.

Guest are required to provide us with check-in information by completing their Online Check-in and selecting their Arrival Appointment, within 14 days prior to sailing and no later than midnight (eastern time) prior to the sailing date.

Don't wait until the last minute!

Please note - We recommend using a desktop computer should you encounter connectivity issues with your mobile device while completing Online Check-in.

Guests must enter their legal first name and last name in 'Online Check-in' as it appears on their travel documentation. Guest names that are different on their reservation to what they have entered as their legal name will be given an advisory to contact Carnival's call center to have their name changed, to reflect the name they have entered in 'Online Check-in'.

Information Pre-Populated in 'Online Check-in'

The 'Online Check-in' system will pre-populate the following fields based on the information in the guest's reservation; if this information needs to be changed, the guest must call their travel agent or Carnival (if booked directly):

- Title
- First name
- Last name
- Gender

For guests that have previously sailed with Carnival (past guests), the 'Online Check-in' system will pre-populate the following fields based on existing information in the Past Guest database; guests will have the ability to make the necessary changes to any of these fields:

- Date of Birth
- Email Address
- Telephone Number
- Have you sailed with Carnival before?
- Permanent Home Address section (Address Line 1, Address Line 2, City, State/Province, Zip Code and Country)

### **STEP 1 - GUEST INFORMATION**

Select the guest that you want to check in.

General Information: First Name / Last Name / Gender / Date of Birth

Permanent Address: Country / Address Line 1 / Address Line 2 / City / State/Province / Zip/Postal Code

Contact Information: Mobile Phone / Email Address

- The guest can subscribe to Carnival's mobile travel alert service to receive text alerts. Terms and Conditions apply. Text alerts will only be sent to guests for important updates and or urgent notices.

Emergency Contact: First Name / Last Name / Relationship / Phone Number

- In the event of an emergency while on board, provide us with a name and contact number of the nearest relative not traveling with you

Medical Conditions:

Does anyone have medical conditions?

- Medical Conditions Include: Wheelchair Assistance, Blind, Allergies, Dialysis, Wheelchair, Diabetic, Deaf, Sharps Container, Oxygen, Other

- Will guest be pregnant at the time of the cruise?

o Based on age, all women will be asked the above question.

o Pregnancy Policy: Pregnant guests who enter the 24th week of estimated fetal gestational age before or at any time during the cruise will not be allowed to sail.

## **STEP 2 - TRAVEL DOCUMENTS**

In this section, we request you tell us what type of travel document you will use to board the ship. We recommend that US citizens use a valid passport.

Note: Online Check-in does not validate the information entered is valid/correct/acceptable.

U.S Citizens

Citizenship Information: Country of Citizenship / Country of Residency

Acceptable documents for travel - Which travel document will you be bringing on your trip?

- Passport: Document Number / Country of Issuance / Date of Expiration
- Passport Card: Document Number / Date of Expiration
- Naturalization Certificate/Certificate of Citizenship (original)
- Birth Certificate (original)
- Enhanced Driver's License (EDL)

If applicable, Redress Number or Known Traveler ID number

Canadians

Acceptable documents for travel - Please select the citizenship document and fill out the appropriate information

- Passport: Document Number / Country of Issuance / Date of Expiration

Non U.S Citizens / Non Canadian Citizens

Acceptable documents for travel - Please select the citizenship document and fill out the appropriate information

- Passport: Document Number / Country of Issuance / Date of Expiration
- Permanent Resident Card (for U.S Permanent Residents)

## **STEP 3 - TRAVEL PLANS**

This information is collected to create a hassle free vacation before and after the cruise. For Europe sailings and guests who have pre-purchased transfers, this information will be required.

The guest will not have the ability to opt out.

Will you be parking a car at the pier? (Yes or No)

Will you be flying to or from this cruise? (Yes or No)

If flying, please provide your Arrival (before cruise) - and - Return (after cruise) flight details to search for your flight: From / To / Departure Date / Departure Time / Airline

- Based on flight information entered, a list of flights will be generated. The guest has the option to modify search or select their itinerary or enter manual flight information to add connecting flights, if applicable.

- Based on flight information entered, a warning message will appear if it conflicts with our airport transportation guidelines or if the flight is the day after the sailing departure.

How will you be getting to/from the pier - select transportation: Personal Vehicle / Friend/Family drop-off / Rental Car / Taxicab / Airport Shuttle / Bus (not provided by Carnival) / Train / Other Arrival Appointment

What time are you planning on arriving at the port terminal on embarkation day? Select an arrival time and we'll save you a place in line. The time you select applies to everyone in your stateroom. Guests who arrive early will be asked to wait until their designated arrival window.

#### **STEP 4 - ONBOARD EXPENSES**

Carnival operates a cashless system onboard - all guests must be added to an expense account for onboard services and purchases, even if they are not given charging privileges. Since the onboard currency is the US Dollar, all monetary transactions on your onboard account (i.e, billing, charges, disbursements, etc.) are managed in USD.

Set up your onboard spending account

Who is the main account holder?

Please select the type of account you would like to open. Credit or Debit / Cash Account

- Credit or Debit Card: Open your onboard expense account (billed In USD) using any major credit or debit card. We accept: Visa / MasterCard / American Express / The Discover Card / JCB / Diner's Club

- Cash Account: Open your onboard expense account using cash. Please know you must deposit cash at the cruise terminal before boarding. We accept only US Dollars.

Terms & Conditions - Accept Terms: Once the method of payment is selected, guests are asked to accept the Terms and Conditions of the Onboard Expense Account. Once they have read them, they must select their name from the dropdown and click 'Accept Terms'.

Credit Card/Debit Card Information: First Name / Last Name / Card Type / Credit Card # / CVV (for credit cards) / Expiration Month and Year

- Please provide the information as it appears on your credit/debit card. Authorization will not be obtained until the day of the voyage. On the morning of sailing, the credit/debit card provided will be charged with an initial hold of \$100 USD (for cruises 5 days or less) or \$200 USD (for cruises 6 days or more). Throughout the cruise, incremental holds will be obtained as needed, applied by your card's issuing bank. If any payment is given to replace credit/debit card previously

provided, the hold will remain on your account, as determined by your card's issuing bank, which will reduce the amount of funds available on your credit/debit card.

Set spending Privileges: Who can charge to this spending account?

Select them by clicking their name.

- If you are traveling with minor children under 18 years of age, you may enter a spending limit in the field by their name.
- In order to complete your minor's booking, they will need to be added to an adult's onboard expense account but do not necessarily need to be given charging privileges. Please include any applicable minor in your own booking.

### **STEP 5 - CRUISE PREFERENCES**

What is your bedding preference?

- This option is for the first two guests only.
  - o 2 twin beds or 1 king bed
- Accommodations for additional guests may be available in the form of upper berths, a convertible sofa or trundle bed.

### **STEP 6 - CRUISE TICKET CONTRACT**

Almost done! To complete your online check-in, you must agree to the Cruise Ticket Contract. This page provides Terms and Conditions about the cruise. This information should be reviewed thoroughly.

Each adult traveler must accept for themselves and their minor children, but cannot accept for other adults. Any passengers that don't complete this section will need to visit the check-in desk during embarkation to accept these terms. To complete your online check-in, you must agree to the following cruise ticket contract.

- Cruise Ticket Contract: Guest must scroll through the cruise ticket contract and review thoroughly. Guest will certify that he/she is an adult with full legal authority to enter into this cruise ticket contract for themselves and/or on behalf of their minor guest(s) selected.

Do you accept the Smile & Go Policies and Procedures?

- Please see our privacy notice for more information about our use of Facial Recognition.
- Note, the US Customs and Border Protection (CBP) leverages facial recognition in some ports and that program is subject to their privacy practices. If you don't want to participate, simply inform a CBP officer at the port.

### **STEP 7 - CHECK-IN SUMMARY**

Once the Cruise Ticket Contract has been accepted, this completes the Online Check-in process. This is indicated by the guest name(s) appearing in green and the prompt will read 'This guest has completed Online Check-in'.

Why is this important? Completing this process before you arrive at the port will make the boarding process even easier. Once your Online Check-in is complete, you'll be able to print your boarding pass, luggage tags and even additional documents from home, to save you time when boarding..