



TIPS FOR SMOOTH SAILING!

Thank you for booking your vacation through Cruise Connections Canada. Please take a few moments to read this document which will help you prepare for your cruise. Be sure to review your confirmation to ensure all details are accurate. Should you find any discrepancies, please contact us immediately.

Our objective is that you have a worry-free vacation. If you have any questions, please contact our Customer Care Team and we will do anything to assist you.

BEFORE YOU SAIL

❖ Flying In

Cruise Connections is happy to arrange your air transportation and relieve you of the hassle of booking flights.

Benefits of booking air with Cruise Connections include:

- Dedicated Air Concierge Team
- We promise to get you to and from the ship and can customize flight times to allow for additional excursions, land tours and stopovers
- Exclusive rates with all major airlines
- We strive to find you the lowest prices

Please keep in mind the following:

Schedule

- Flights must be scheduled at least 4-6 hours prior to the ship's departure to allow for security and custom clearance and baggage transfers
- Your return flight should be similarly scheduled a minimum of four hours after the ship's return to also allow for timely transfers

Airline Restrictions

- Airfare is not guaranteed until full payment is received
- Once flights are ticketed, changes such as deviations or cancellations might not be permitted
- Airline Restrictions and Ticket Policies vary depending on airline. Our Air Concierge Team can assist you with further information.

Baggage Policies

- Baggage policies vary from carrier to carrier in terms of the number of pieces allowed and weight allowance
- Weight allowance is typically around 50 pounds for domestic flights
- Some airlines charge a fee for checked in items

Frequent Flyer Programs

- If you are a member of the frequent flyer program for the airline you are flying with, points may be credited to your account
- You can request a specific carrier or an affiliate through your cruise specialist
- Terms and conditions vary depending upon airline



❖ **Transfers**

Cruise Connections can arrange your transportation to and from the pier. We offer private transfers, group transfers, cruise line transfer and car rentals.

With cruise line transfers, typically, you will be greeted by a uniformed representative from the cruise line in the baggage claim area of the airport and be directed to your transportation.

❖ **Customize Your Vacation**

You can never have too much vacation. Whether it's a few days before or after your cruise, we can arrange shore excursions, admission to local attractions, ground transportation, hotel accommodation and more. Our connections in the travel industry allow you to get the best deals possible. Please consult with your cruise specialist for more information.

❖ **Travel Protection**

Your vacation is an important investment and like all investments, it is worth protecting. We strongly recommend opting for travel protection and to suit all your travel needs, we offer a comprehensive and competitive selection of plans through RBC Insurance, a leader in travel insurance.

From emergency medical coverage to cancellation and interruption insurance, RBC offers the best coverage, sure to give you peace of mind.

For as little as \$5 a day on a week long cruise, you can protect your well deserved vacation.

For more information and complete details on Travel Protection, including eligibility, please contact our Customer Care team or visit <http://cruise-connections.com/rbc/index.htm>.

PREPARING FOR YOUR VACATION

❖ **Travel Documents**

Passport

All travel requires government-issued proof of citizenship with photo, such as a passport, which must be valid for up to six months after completion of travel.

Visa

For visa requirements for specific countries the following websites may be helpful:

- Canadian residents – Visa Connection (www.visaconnection.com)
- U.S residents- Zierer Visa Service (www.zvs.com)

E-Docs and E-Tickets

Most cruise lines, airlines, hotels and transfer services are now offering convenient and "green" E-Docs and E-tickets.

- E-Docs will require an Online Advance Guest Registration



- Visit www.cruise-connections.com/registration to access procedures for online registration for all major cruise lines
- Your E-Docs and E-Tickets are typically available 30 days prior to your departure date
- Print your E-Doc and E-ticket confirmations, along with your baggage tags, and bring them when you check-in

Conventional “Paper” Documents

Some travel services issue paper documents which are typically sent to Cruise Connections first for verification.

- Paper documents are sent to us approximately 7 to 10 days before your departure date
- Documents are verified for accuracy and sent to you by overnight courier

❖ **What To Pack**

Many guests tell us that they end up using only half the items that they pack, and sometimes even forget to pack the essentials. Cruise Connections wants to make sure you are prepared for your upcoming vacation. Here are some tips to help you with packing:

Packing like a Pro

Pack in Advance

Start packing well in advance as last minute packing often results in forgetting items and packing items you may not use.

Check Policies

Check your airline and ship’s baggage policies beforehand to confirm weight allowance and the number of pieces you are allowed.

Plan Outfits

Review your itinerary and the ship’s dress code to plan your outfits in advance.

Pack for the Ship’s Climate

As most ships are heavily air conditioned, it is always good for gentlemen to pack a sweater and for ladies to pack a shawl or wrap.

Pack a Copy of your Documents

Pack a copy of your travel documents, insurance policy, and any current prescriptions for medications.

Pack Medications

Be sure to pack an adequate supply of your medications.

Pack Liquid Items in Your Checked Baggage

As liquid containers over 30ml are often not allowed on carry-on baggage when flying, be sure they are properly sealed and pack them in your checked baggage.

Prepare Your Electronics Beforehand

Charge electronics (camera, phone, laptops etc.) before you travel and also pack the adaptor, extra batteries, memory sticks and extension cord. It is a great idea to pack an outlet adaptor to use as most staterooms have either European or North American outlets.



Consider Packing Light

To lighten your baggage, you may want to consider using your ship's laundry facilities (detergent, irons, etc. are available). For gentlemen, consider renting formal wear such as tuxedos onboard instead of packing your own.

Don't Forget

Remember to pack sunglasses, sunscreen, hats and comfortable walking shoes. Also pack a small bag that can fit your camera, a bottle of water and sunscreen which will be useful for excursions.

Final Tips

- Be sure to leave a copy of your flight schedule, itinerary and emergency contact number with someone at home
- Remember - you have to carry your baggage, so don't make it too heavy
- One of the best things about your cruise is that there will be plenty of places to shop—both onboard and in port—for anything you may have forgotten, or for that special souvenir!

❖ **Baggage**

For your convenience, porters are available to help with transporting your baggage at the airport and the pier. Typically, a gratuity is expected.

We suggest that you keep all valuables and the following in your carry-on baggage:

- Identification (passport, licence etc.)
- Travel documents (tickets, passes etc.)
- Any medication
- Electronics (laptops, cameras etc.)
- Jewellery
- A change of clothes so you are able to freshen up onboard the ship before your checked baggage arrives

❖ **Cruising Attire**

Gone are the days when you had to wear a tuxedo every night on a cruise. For the most part, today's contemporary cruiseships promote a relaxed and casual atmosphere. During the day, cruising attire is generally casual. In the evening, your attire should reflect your dining choice which typically falls into three categories - Resort Casual, Informal and Formal.

Resort Casual

Comfort and relaxation are definitely reflected onboard cruiseships. When dining, your attire should be similar to what you would wear to a nice restaurant at home:

- For ladies - Skirt or pants complemented by sweater or blouse
- For gentlemen - slacks, open-collar shirts

Please keep in mind that beach attire, shorts, ball caps and casual jeans are typically not permitted in the main dining room.



Informal

Informal nights allow you to step it up a notch and still give you the comfort and ease of resort casual. Informal attire includes:

- For ladies - skirts/dresses, slacks or sweaters
- For gentlemen - slacks, open-collar shirts, sport jacket or sweater, tie not required

Formal

Everyone loves to dress up. Most cruises feature at least one or more formal night, giving you the opportunity to look your best and step out in style for an evening of sophistication. Most cruiseships offer formal wear rental. Evening attire includes:

- For ladies - evening gowns, cocktail dresses, or elegant pant suit
- For gentlemen - tuxedo, dark suit or dinner jacket and slacks, tie required

Still trying to figure out which suit to pack or which dress looks best? Visit www.cruise-connections.com/cruiseattire for more suggestions.

LIFE ONBOARD

Feel pampered from the moment you board your ship. Your baggage will be delivered to your room while you familiarize yourself with your home away from home.

❖ **Staterooms**

While sailing, your stateroom will provide you with the utmost comfort and ease. Whether it's an oceanview stateroom or a mini suite with balcony, you will marvel at the space efficiency and soon find that there is a place for everything. Staterooms can feature a variety of amenities including flat screen televisions, desks, private safes, hair-dryers, mini-bars and bathrobes available on loan.

❖ **The Staff Onboard**

From the Captain to the stewards, the staff is onboard to make to your voyage as smooth as possible. Whether you are a cruising veteran or it's your first time out to sea, there is no need to worry about anything! The staff can assist you in a variety of ways. Whether you are in need of extra towels or a delicious crème brûlée, just ask and the staff will assist you.

❖ **Cashless Cruising**

Don't worry about having cash while onboard your ship. All ships operate on a "cashless" system, with guests using their passenger identification card to make onboard charges: one card for all your shopping needs! Use your card to purchase bar beverages, souvenirs, spa packages and more.



Currency Onboard

Most ships' onboard currency is U.S. dollars. At the end of the week, you can settle your account with cash, traveler's cheques or credit card. For your convenience, ATMs and currency exchange facilities are typically available onboard all cruiseships.

SO MUCH TO DO!

You've arrived at your dream vacation and are wondering where to start. There are a number of resources available, including newsletters and Onboard TV Programming, to inform you of the activities and events taking place both onboard and onshore. More details are accessible at the Reception Desk onboard your ship.

❖ Daily Activity Newsletter

Each evening you will receive a Daily Activity Newsletter, a comprehensive list of the over 80 to 100 activities that may be taking place onboard your ship the following day. Take a moment to plan your activities and keep the newsletter with you throughout the day. Some of the great activities available day and night include:

- *Enrichment programs*
- *Dancing Lessons*
- *Virtual golf sessions*
- *Culinary courses*
- *Rock climbing*
- *Movies and theatre shows*
- *Cocktail hour meet and greets*
- *Casinos gaming*
- *Theme nights*
- *Art auctions*

Children and Youth Activities

Cruising is the perfect vacation for the entire family. Most cruise lines offer fantastic programs specifically for young ones ages 2 to 17, giving children the chance to experience cruising with peers their own age.

Hours of Operation

- Hours are typically from 9am - 10pm everyday
- Some ships offer baby-sitting for children of all ages, including 2 and under, for a nominal fee from 9am - 1am

Age Groups

- Programs are usually designed for ages 2-7, 8-12 and 13-17
- Each age group has their own space, and often own pool and stage area

Parents can feel worry-free and guilt free about these services. Programs are facilitated by certified youth counsellors and there is something for every child to engage in while parents can enjoy some onboard time alone!

Guests tell us that their kids never want to leave the shipboard program area, which can feature Nintendo Wii®, Sony PlayStation® and even a stage for karaoke performances!



Children's Programs often include;

- Arts and crafts
- Movie nights
- Computer and science labs
- Sporting events and dance classes
- Teen-only centres and arcades with the latest video games
- Children and youth specific shore excursions

Please visit www.cruise-connections.com/familycruising for information on children's programs with various cruises lines.

DINING CRUISE STYLE

You may have heard that culinary pleasures beyond belief will be awaiting you on your cruise. What you've heard is true. The cuisine onboard is excellent and with limitless choices available, from dining in the comfort of your room to an elegant meal at a specialty restaurant, it is almost impossible to not indulge.

Menus feature food from all over the world including Italian, French, Asian and Greek cuisine. Seafood, steakhouses and sushi restaurants are also common, along with staples, such as fast food dining and deli entrees.

Today's modern ships don't just offer food but a full out dining experience. All meals, non-specialty coffee, tea and juices are included in the price of your cruise package. Soft drinks, bottled water and alcoholic beverages may be at an additional charge.

Main Dining Room

The central showcase of the dining experience onboard any ship, the main dining room allows you to enjoy five course meals with a waitstaff and, typically, the tablemates of your choice. Dinner in the main dining room is typically offered at 6pm or 8:30pm. Reservations are recommended.

Casual Dining

If you prefer flexible dining times, casual dining is perfect. Open for breakfast, lunch and dinner, casual dining is typically available at the pool side grill and a buffet style restaurant onboard your cruise.

Specialty Dining

Most ships offer one or more alternate restaurants featuring a variety of choices. From Italian, French and Japanese to whatever you fancy, there is something on the menu that is definitely worth experiencing. Minimum charges may apply.

Room Service

If you desire a midnight snack or want to relax in your room and enjoy breakfast on your balcony, cruiseships offer room service round the clock and it is included in your fare.



❖ **Afternoon Tea**

As an added bonus, most ships also offer Afternoon Tea! Typically available around 4p.m., it comes complete with finger sandwiches, scones and pastries and is a quaint relaxing dining experience prior to dinner.

❖ **Special Requests**

With just 24 hours notice, the staff onboard would be happy to specially prepared meals at your request. Whether it's a special dietary need or if you are in need of a little something extra, please see the Maitre D' and they will do their utmost to tend to your special request.

❖ **Make that special occasion one to remember!**

All cruise lines would be honoured to help you enjoy your special occasion while onboard their ships. Is it a cake, champagne or flowers that will make your birthday or anniversary even more memorable? Whether your desire is a private, intimate celebration or a more elaborate soiree, our customer care team can help you plan in advance. Fees may apply.

ONBOARD SERVICES

Just a few of the services to take advantage of while on your cruise

❖ **Health & Spa**

Relaxation, rejuvenation and revitalization are just three of the reasons why cruises are so enjoyable. Take advantage of state of the art spas and fitness centres onboard your ship. Enjoy a deep tissue massage or a purifying facial – it is all up to you! Costs vary based on service.

❖ **Laundry & Dry Cleaning**

Ease yourself of worry of doing laundry when you return home from your trip. Most ships offer laundry and dry cleaning services for an additional fee.

❖ **Keeping in Touch**

Consider the amenities onboard a part of your floating office or living room. Take advantage of these convenient features and stay connected.

On your ship you will typically have access to:

- Daily Newspapers
- Ship to Shore Telephones and Fax Service; fees apply
- Internet (wi-fi access and computer centres); packages available for purchase onboard

Mobile phone service is also usually available onboard. Roaming charges may apply, please check with your phone carrier.



JUST IN CASE

❖ **Medical Services**

Your health and safety is always important. All ships feature a full medical centre with doctors and nurses should you require medical attention during your voyage.

❖ **Motion Sickness**

With the comfort and advanced design of today's ships, it's easy to forget you are sailing on water. However, if motion sickness is an area of concern, please consult your physician who can advise you on a number of preventative options.

THE FUN CONTINUES ON LAND

❖ **Shore Excursions**

Whatever you are in the mood for, shore excursions can make it possible. They are the best way to embrace local attractions and sight-seeing opportunities while giving you the chance to experience the culture of a foreign city.

There are a variety of choices at each port. Activities can range from mountain biking and hiking to dining with the locals and horseback riding.

Our customer care team can book your excursions prior to your cruise and offer you the best adventures at a discounted price.

We are also able to book private excursions which are surprisingly affordable and offer an intimate experience.

❖ **Arriving in Port**

Port Information

Visit www.cruise-connections.com/ports to find out about your port city in advance and start planning your adventures.

Docking & Anchoring

You will have continual access to your ship while you are docked at a variety of ports. With anchoring, transportation from the ship to port will be done easily with the use of motorized tenders. There will always be gracious crew members available if you require assistance. Consult the ship's activity newsletter for times and frequencies of transfers.

❖ **While in Port**

While in port, your ship is a floating resort! Feel free to get on and off as often as you like and explore the scenery. Should you choose to stay onboard, there are still activities on the ship that you can participate in. All lounges, restaurants and leisure facilities are also available; however casinos and shops will not be opened while you are in port.



Tips for Exploring

While enjoying your port city is typically safe and the local people are friendly, here are a few words of caution:

- Try not to carry too much cash; traveler cheques are more secure
- Don't travel alone; enjoy the scenery and activities in a group or with a partner
- Have the phone number of your port agent with you should you require assistance; this information is available at the reception desk onboard your ship
- Double check the "All Aboard" and "Sail" time

GRATUITIES

❖ Thanking Your Staff

With the great service onboard your ship you will want to remember those who helped to make your vacation great.

- Most ships have adopted automatic gratuities which will be included in your account
- Typically, gratuities are \$12 - \$15 USD per guest, per day
- If a staff member has done an exceptional job, additional gratuity is always appreciated and is given at the end of the cruise

SAYING GOODBYE

Book Your Next Cruise While Onboard

Before you leave, take advantage of some great savings by booking your next cruise. Making a refundable deposit while onboard will get you the best prices and great upgrades. When you return home, your cruise specialist will also be able to provide you with even more perks.

Packing to Leave

It is a good idea to pack your first bag at least two days before the end of your cruise, giving you that much more free time to enjoy your final days onboard.

On the last night of the cruise, the ship will require you to pack and leave your bags outside of your stateroom. No need to worry though, the ship will also do a sweep of the hallways from midnight straight up until early morning, making sure all bags have been collected.

Be sure to leave out your outfit for the next day and make sure you have all your travel documents, identifications, any medications, cash and valuables with you. Also perform a final check of your stateroom and safe to ensure you have collected everything.



Settling Your Account

We strongly recommend settling your account prior to the final day to avoid long lines. A few days before the end of your cruise, ask for a copy of your account to review and settle charges up to that date. On the final night of the cruise, you will receive an updated printout of your account and, if not contested, it will be automatically charged to your credit card on file, saving you more time.

Breakfast

With everything completed the night before, you can relax and enjoy your breakfast when the ship arrives back in port. Breakfast will generally be offered earlier than usual.

Leaving the Ship

While waiting to disembark, the staff and crew is there to ensure that your disembarkation goes smoothly and can answer any questions you may have.

It typically requires 1 - 2 hours for Customs Officials to clear the ship after it has docked.

Disembarkation from the ship is done using a colour tag method. You will receive a colour tag from your stateroom steward which determines the time you will leave the ship. Please visit the reception desk should you wish to change your time.

Typically disembarkation is as follows:

- Express walk off - carrying your own bags
- Travelers with airport transfers before noon
- Travelers with airport transfers after noon
- Cruise-only travelers (no transfers)

Disembarkation is usually completed by 10:30am.

❖ The Fun Doesn't Have to End!

Remember, Cruise Connections can assist you in booking hotels, rental cars and tours of your disembarkation city. Let your cruise specialist inform you of all the attractions you can explore.

❖ SMILES ARE FREE!

The staff & crew onboard your ship is anxious to please you. A friendly word and a pleasant smile are always appreciated.

We hope you enjoy your fantastic cruise and look forward to helping you plan your next vacation. Allow our friendly and knowledgeable cruise specialists to help you get the best savings.

We thank you for your loyal support and are glad to service you with all your cruising needs.

BON VOYAGE!



The helpful information contained in this flyer applies to most cruise lines. However, please read the brochure for your cruise for specific information.