

IMPORTANT CRUISE INFORMATION

Dear Cruiser,

We thank you for choosing Springdale Travel. Below are general tips that will help you to prepare for your cruise. Please visit www.SpringdaleTravel.com/mycruise for complete information, paying special attention to cancellation penalties. Please call Springdale Travel if you have any questions.

CONFIRMATIONS & DOCUMENTS

Please check over all confirmations you receive for any discrepancies. Make sure all names are spelled correctly, and be sure they match that of your required travel documents: either a passport or certified copy of your birth certificate. Make sure all travel information is correct (dates, ships, itineraries, etc), and if not, please contact your agent to make any necessary changes. **Due to security procedures implemented by the cruise lines, it is required that all passengers pre-register themselves prior to boarding.** Please visit www.SpringdaleTravel.com/mycruise to complete the pre-registration process on-line and print your documents. If you are receiving paper documents, they usually arrive in our office 10-14 days prior to the departure date and you will be notified when they are ready to be picked up.

TIPPING

Tips are not included in the price of your cruise. Tipping policies and guidelines vary from one line to another. Most cruise lines offer the opportunity to **pre-pay your gratuities** by including them with your cruise cost. If you pre-pay your gratuities, you **cannot** adjust them once on board. Most cruise lines automatically add gratuities to your shipboard account, at approximately \$10 - \$15 per person per day. Recognizing that tipping is a personal matter, you may alter or change these amounts with the Front Desk at any time, if your tips have not been pre-paid. Please ask your agent for specifics regarding your cruise vacation.

PASSPORT

Passports are required for all air travel to any international destination and for select cruises. For up to date passport requirements, please go to www.travel.state.gov. Passports and/or Visas are required for travel to certain destinations (ex: Europe, South America); please check your documents or contact your agent for travel requirements that apply to your specific booking. A voter registration card is not valid proof of citizenship per U.S. Customs. ***Springdale Travel and all cruise lines recommend that you obtain a passport for all international travel. In the event of an emergency requiring air travel from an international port, passports will be required to re-enter the United States.***

INSURANCE

The price for insurance varies with your age, trip cost, and the length of your trip. Most policies cover you in case of cancellation due to sudden illness, injury, or death within the immediate family, as well as for medical emergencies while on your trip. **Coverage will vary based on policy. INSURANCE IS OPTIONAL, BUT HIGHLY RECOMMENDED!** Insurance must be purchased within 2 weeks of your initial deposit in order to cover pre-existing medical conditions. You may decline to purchase insurance by signing a waiver and returning it to our office, or by visiting our website –www.springdaletravel.com - and clicking on Insurance Waiver.

ALCOHOLIC BEVERAGES

Alcoholic beverages, soft drinks and bottled water are not included in the price of your cruise.

DINING ON BOARD

Dining on board is based on a first-come, first-served basis. If your choice of dining time is unavailable at the time of booking, you may request to be placed on a wait list. Your cruise line will make every effort to assign you to your requested dining time. If you do not clear the wait list prior to departure, you will be seated at an alternate dining time. In this instance, Springdale Travel cannot guarantee any requests to be seated with other passengers. You should contact the maitre d' upon boarding the ship to request your dining time and table arrangements.

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SPECIAL NEEDS, INFANTS, MINORS AND PREGNANCY

Please advise your agent of any special medical or dietary needs that you have (diabetes, wheelchair or walker, etc.), including pregnancy. Restrictions concerning pregnancy, infant minimum age requirements, and policies concerning minors vary by cruise line. Policy violations could result in denied boarding. Travel insurance does NOT cover cancellation due to normal pregnancy.

SHORE EXCURSIONS

You have the option to book shore excursions for each port-of-call you will visit. These excursions are not included in the price of the cruise. Most cruise lines now allow guests to pre-register for shore excursions via their website. Please ask your agent for recommendations and details.

CRUISE LINE ITINERARY/VESSEL

Please note that the cruise lines may at any time for any reason change, alter, or cancel an itinerary, or vessel without prior notice. Itinerary changes may be due to inclement weather, political unrest, or unforeseen mechanical problems. Keep in mind though that your ship is as much your destination as the ports you will visit. Also, in the event of strikes, lockouts, riots and stoppage of labor from whatever cause or for any other reason whatsoever, including inclement weather, the ship owner may at any time cancel, advance, or postpone any scheduled sailing and may, but is not obliged to, substitute another vessel and shall not be liable for any loss to guests by reason of such cancellation or substitution.

FLIGHT SCHEDULES/ARRANGEMENTS

Springdale Travel highly recommends flying to your departure city one day prior to your cruise departure. As a full service agency, we can provide you with numerous flight options. If you choose to purchase cruise line air, the cruise line will secure flights that will correspond with the departure time of your ship. Many air carriers and plane sizes are considered and any could be used, and you must accept the schedule chosen by the cruise line. Air deviation requests are available at an additional charge. We are advised of cruise line air schedules approximately 30-45 days prior to sailing, and will pre-assign your seats at that time. **All airlines now charge fees for checked luggage. ALL FLIGHTS MUST BE RE-CONFIRMED 48 HOURS PRIOR TO DEPARTURE.**

LEGAL ISSUES

Should you have any recorded legal issues, such as misdemeanors or DUI's, this may affect your ability to enter into a foreign country. Visit www.travel.state.gov, click on International Travel and select the country you are visiting. Here you will find information regarding entry requirements.

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