



IMPORTANT ONLINE AND EMBARKATION UPDATE

August 26, 2016

Dear Travel Professional,

We know your clients must be really excited about their Fun Ship cruise from Port Everglades. So, we'd like to take a moment of your time to provide you with some important information regarding their Online Check-In and embarkation process.

Providing a good check-in experience is an important way to get your clients' cruise started on the right foot. With this in mind, we have implemented some changes to our Online Check-In and embarkation process, designed to enhance the guest experience. Here's what's new:

- Guests must pre-register online and select a check-in window. If your clients have already completed their Online Check-In, please have them re-visit us at www.carnival.com/Onlinecheckin to select their check-in time. A check-in time will automatically be assigned to guests who do not pre-select a window online.
- All guests will be required to show a paper or mobile boarding pass to access the cruise terminal.
- While they can print their boarding pass at any time, one will be emailed to your clients the morning of their cruise. Please remind your clients to bring it with them (printed or on their mobile phone).
- Due to limited space, guests who arrive prior to their check-in time will not be permitted to enter the cruise terminal and will be asked to return at their scheduled check-in time. This will be strictly enforced so we can achieve the desired guest experience.
- Guests who are part of our Priority Program (Diamond, Platinum and suites), have purchased transfers with Carnival or "Faster to the Fun" must still select a window online so we can prepare onboard, but are invited to come at their leisure.
- Although guests may access the terminal at 11:00 AM, based on their window selection, boarding is scheduled to begin at approximately 1:30 PM.
- For more information on this new process, please visit us at www.carnival.com/onlinecheck-inselection.

Please remember guests must check-in no later than 60 minutes prior to the ship's departure as indicated on their boarding pass.

We'll need your help passing this information along. Listed below are the bookings that need to be contacted.

We appreciate your assistance and look forward to having your clients sail with us. Most importantly, we thank you for your continued support.

Sincerely,

A handwritten signature in cursive script that reads "Arlene Marichal".

Arlene Marichal

Sr. Director, Guest Services – Contact Centers

Booking Number:
1KZ9Z7

Lead Guest Name:
NEESON

Agency Contact:
OCEAN HOLI

Sail Date:
10/29/16