

Frequently Asked Questions

What time should we arrive at the port?

We suggest that all parties arrive to the port around noon, but no later than 2:30pm.

Is transportation included in the cost?

No, transportation fees are not included in the cost of the cruise; however, your travel agent can arrange your transportation.

Is there a Doctor on the ship?

Yes, a qualified physician and nurse from the cruise lines' medical staff are on call 24 hours a day. A professional fee will be charged. If you should come down with a contagious disease, or even suspect a contagious disease, it is compulsory that you report it to the ship's doctor for the safety of everyone on board. Should you be on any medication, or want the medical staff to be aware of any special needs, please contact the infirmary. This will ensure they will be prepared should you need assistance.

What if I have a special medical requirement?

To a feasible extent, cruise lines seek to accommodate guests with special needs. For example, service animals are permitted onboard ships if prior arrangements have been made at the time of booking. Guests with special needs, such as a guest in a wheelchair, may find it necessary to bring along a companion to assist or make alternative arrangements.

Are all tips included?

All on-board gratuities are included. The longshoremen who handle all the baggage at the terminal are not employed by the cruise line, and therefore their tips cannot be prearranged. A \$1.00 per-checked-bag gratuity is customary for these individuals.

What should I do if I have special diet requirements?

Advise your travel agent of any special diet requirements at the time of booking. There may be limitations in the ability to meet some needs. Please reconfirm your request with your waiter at your first meal.

Which beverages are complimentary?

Freshly brewed regular and decaffeinated coffee, assorted teas, iced tea, lemonade, milk and tap water.

Are the sodas or other refreshments in the cabin included?

No, these items are optional at an extra expense. This includes any "honor bar" items in a cabin refrigerator, should your cabin come equipped with one.

What is the policy for bringing and purchasing beverages onboard?

Alcoholic beverages will not be sold or served to anyone under the age of 21. Soft drinks and non-alcoholic beverages are available for purchase onboard - a 15% gratuity is added to all beverage purchases. You are permitted to bring a small quantity (12-pack or less) of non-alcoholic beverages on board in your luggage (cans/bottles of soda and/or bottled water). Coffee, tea, juices, and water do not need to be purchased.

What is the policy for purchasing alcohol on or off the ship?

The legal drinking age onboard is 21 and is strictly enforced! We do not allow the purchase of drinks or bottles of liquor by adults for minors. Possession of alcohol by a minor will not be tolerated and any found will be confiscated, even if found in cabin.

What is the dress code in the dining room?

Depending on the evening the attire may vary. At no time are bare feet, swimming suits, shorts and T-shirts permitted in the dining room area during dinner.

Are there other dining options for dinner?

Yes, casual dining is available every evening. However, for the best dining experience, we highly recommend that student groups eat together in the dining room at their assigned seating.

How is the seating arranged in the dining room?

You will be assigned a table based on your group's assigned tables. Student groups are always assigned main seating dining around 6:00pm (specific time depends upon the ship), and specific tables are assigned based upon your cabin.

Can I request to sit with my friends?

The cruise lines make all seating assignments before the sail date, but student groups have "round robin" seating, which your onboard representative will explain at your onboard Welcome Meeting.

What should I pack?

Casual attire is the order of the day, both onboard and ashore. For one or two nights, a dark suit or formal attire is suggested. For other evenings, the dining dress code for men ranges from sport coat and tie to casual sportswear and for the women, a dress or dress slacks to casual resort wear.

Is there a limit to the amount of luggage I can bring?

No, there is no set limit to the amount of luggage brought onboard as long as it fits in the guest's cabin. However, if a guest is flying to the port of embarkation, the airlines do have baggage restrictions. It is the responsibility of the guest to check with the airline directly.

Is there any baggage protection?

We highly recommend that all guests purchase a vacation protection policy covering baggage and contents and accidents. If you choose not to purchase insurance, the cruise ship's liability is limited and may not cover your loss.

The cruise ship cannot accept liability for loss or theft of money, jewelry, or other valuables left in the stateroom or public areas on-board. Safe-deposit boxes are available in your stateroom or at the Purser's Desk.

Do you supply shampoo/conditioner/soap?

The ships supply shampoo, body wash, and bar soap in each stateroom. However, if you are picky about brand or scent, you should plan on bringing your own products. If you should forget any sundry toiletry items (like conditioner, razors, toothpaste, etc.) you can purchase them at one of the gift shops.

Do I need to bring towels for the pool?

No, towels are provided on the pool deck.

Are beach towels provided?

Yes, special large beach towels, but if you lose them there is a \$22 replacement fee.
Other specialty beach supplies, like sunblock and aloe vera gel, are available for purchase, in the gift shops, but you'll pay a lot less if you bring them from home!

Safety Deposit Boxes

Are located in most staterooms on Carnival Cruise Lines, and at the guest relations desk only on Royal Caribbean. The cost for either is free.

What is the policy for gambling?

Guests must be at least 18 to enter the casino.

What is the policy for the lounges, shows & disco?

Guests under 18 should be accompanied by an adult while in the lounges or theatres onboard.
Guests under 18 should not be in the disco after 11pm.
All ships have special teen programs in which the disco will have certain time dedicated to teens or the teens will have their own disco area. Anyone 18 or older cannot enter the teen area.

Are there movies onboard?

Yes, first-run movies on TV in your room. The ratings of the movies do vary.

Are there shops onboard?

Yes, duty-free shops, they are closed while in port.

Spa & Gym

Guest must be at least 17 in order to use the gym/spa facilities onboard without an adult accompanying them.

What activities are there on board the ship for my students to do?

The main show, teen disco, deck activities, arcade, and for other ideas please check with the ship about planned teen activities.

Mailing and Business Activities

You can buy stamps and send mail from the Guest Relations Desk.
Internet access is available for guests to access e-mail and the Internet for a nominal fee.

When do we get our damage deposit back?

If you paid a damage deposit, you will receive it back four to six weeks after the cruise.

Is there a jail on board the ship?

There is no jail, but if someone is breaking the law or behavior is destructive to the ship and people aboard, they will be confined to their room by security until the next port of call, or until the end of the cruise when the ship is in the final port.