

# GOOD TO KNOW

## SAFETY FIRST

**MANDATORY SAFETY BRIEFING:** All guests must attend the mandatory safety briefing held before sailing on embarkation day. When the signal sounds, please proceed to your assigned muster station, which is printed on your Sail & Sign card. All guests traveling in the same stateroom must remain together. Carnival uses an electronic mustering system (Mobile Assembly Suit) and/or tally counter to account for each guest.

**ADDITIONAL SAFETY INFORMATION:** Safety instruction notices, muster station information and life jackets are located in each stateroom. Please refer to the placard behind your stateroom door, or our safety information video on your stateroom TV, for additional safety information. In the event of an emergency, safety instructions will be provided over the public address system.

*Please contact your Stateroom Steward or Guest Services should you require additional information.*

**MOVING SHIP:** Remember that you are on a moving ship. For your safety, please take extra precautions, use hand rails and watch your step.

**GOING ASHORE:** Guests under 16 years of age must be accompanied by an adult within the same travel group in order to get off the ship. Before disembarking at our ports of call you must declare or discard all agricultural products, including any fresh fruit, vegetables, meat products, plants, seeds and soil. Infractions may result in a \$300 fine.

## MEDICAL CENTER SERVICES

During regular hours of operation visit the Medical Center, 0 Fwd, or dial 4444.

**Medical Center and Doctor's Hours (Fort Lauderdale)**  
3:00pm - 6:00pm

**Medical Center and Doctor's Hours (Princess Cays)**  
8:00am - 11:00am and 3:00pm - 6:00pm

Medical Center Hours	Doctor's Hours:
8:00am - 12:00pm	8:00am - 11:00am
1:00pm - 8:00pm	3:00pm - 6:00pm

*The Medical Center staff is available for emergencies 24 hours a day by calling 911 from any ship phone.*

## SPECIAL NEEDS

If you have special needs that we were not aware of prior to sailing, please inform your Stateroom Steward or Guest Services. Captioning, when available, is offered on your in-stateroom TV. Should you require captioning for lounge movies or Seaside Theater, please contact Guest Services. Assistive listening devices are available upon request for shows in our Main Show Lounge. Our Guest Services team is available 24/7 to help with accessibility issues. Please note that our Guest Services Manager serves as the ADA Ship's Officer and is responsible for the handling of any disability-related claims during the cruise as well as reporting the resolution of any disability-related claims to our ADA Responsibility Officer.

## SMOKING AREAS

Cigarette and electronic cigarette smoking are permitted in the following areas:

- **Outdoors:** Decks 3 & 10 Starboard.
- **Indoors:** Henri's Nightclub, 5 Aft, and in the Tahiti Casino, 5 Mid, while playing at designated slot machines & tables.

*Note: Cigars and pipes are only allowed on Decks 3 & 10 Starboard. Smoking in non-designated areas, including staterooms and balconies, is prohibited and may result in a \$500 charge per violation and disembarkation.*

## SHIP'S TIME

Your ship has its own unique time zone no matter where you sail. What is it? The same as your port of embarkation! Always keep your time on ship's time, unless otherwise notified.

## STAYING CONNECTED

**CONNECTING TO ONBOARD WI-FI:** Carnival features ship-wide Wi-Fi. Connect free with your own device by putting it in airplane mode, turning on Wi-Fi, and connecting to Carnival Conquest Wi-Fi. You can also use our Internet Café computers. Once connected, you can browse and purchase our awesome satellite internet plans.

**SATELLITE INTERNET PLANS:** To log in, simply type [carnivalhub.com](http://carnivalhub.com) into the address bar of your device's browser while connected to Carnival Vista Wi-Fi and follow the prompts.

**CONNECTIVITY DESK:** We're here to help! Swing by our desk in the Atrium on days one and two of your cruise if you need help setting up Wi-Fi or downloading the Carnival HUB app on your device.

**CELLULAR PHONE SERVICE:** Stay connected at sea using your cellular phone. International roaming charges apply.  
*To avoid all charges, put your phone in airplane mode. You can still connect to the ship's Wi-Fi but will not be connected to your network carrier.*

**SATELLITE COVERAGE:** While we do our best to keep everyone connected at sea, our Wi-Fi and live TV programming may be affected by satellite coverage availability.

## IN-STATEROOM CALLING

*Your PIN number, if prompted, is your stateroom number.*

Medical Emergency.....	911	The Point Steakhouse.....	1078
Medical Center.....	4444	Renoir Restaurant.....	3030
Guest Services.....	7777	Monet Restaurant.....	3050
Spa Carnival.....	1199	Room Service.....	8000

**WAKE-UP CALLS:** Press the wake-up call button, or dial 37. Wakeup calls are set in military time (i.e. 7:00am = 0700, 5:00pm = 1700). Please follow the voice prompts.

**STATEROOM-TO-STATEROOM CALLS:** Calls to other staterooms are free by simply dialing the stateroom number.

**SHIP-TO-SHORE TELEPHONE SERVICE:** All calls, whether domestic or international, toll-free, calling card, credit card and collect are \$1.99 per minute. Charges will be posted automatically to your Sail & Sign account.

**Calls to the USA, Canada and Caribbean Islands:**  
*Dial 36 + 1 + area code + number.*

**Calls to all other countries:**  
*Dial 36 + 011 + country code + area code + number.*

## CARNIVAL HUB APP WITH ONBOARD CHAT

Get the FunTimes on your phone! Carnival's own app, available for Android and iOS devices, is free to download and use. It features schedules, open times, maps and much more to help you plan your time on board. It offers a convenient onboard chat feature for \$5 per voyage so you can connect with your family and friends on board all cruise long.

**DOWNLOADING CARNIVAL HUB APP BEFORE SAIL AWAY:**  
Download the app before the ship sets sail by visiting the Google Play or App stores.

**DOWNLOADING CARNIVAL HUB APP AFTER SAIL AWAY:**

1. Put your phone in airplane mode and connect to Carnival Conquest Wi-Fi.
2. Visit [carnivalhub.com](http://carnivalhub.com) and follow the prompts to download from the Google Play or App stores free.
3. If your connection times out, try again.

## MONEY MATTERS | SAIL & SIGN®

**YOUR AWESOME CARD:** Your Sail & Sign card is not only the key to your stateroom, it's also the key to all your fun on board allowing you to conveniently make purchases around the ship. Plus, together with a government-issued photo ID, it's your boarding pass in our ports of call. What a card!

**MANAGING YOUR ACCOUNT:** Want to take a peek at your charges throughout the cruise? You can easily manage your account using the Carnival HUB app or through any of our kiosks. The kiosks are located next to Guest Services, 3 Fwd and in front of The Fun Shops, 5 Fwd.

At the end of your cruise, if you have a credit card on file with us there's no need to check out unless you are notified in writing. If there are \$10 or more of unused funds from your cash deposit, we will mail a refund check to your address on file. Unused funds of less than \$10 will be donated to St. Jude Children's Research Hospital unless claimed.

**GRATUITIES:** For your convenience, we will add the recommended amount per person per day to your Sail & Sign account to cover gratuities for the dedicated Carnival team members who work hard to provide you with a fun and memorable vacation experience.

If you'd like to acknowledge a particular team member for "over and above" service with additional gratuities, your Guest Services team will happily make those adjustments. If, on the other hand, there's a reason you are not pleased with our service, just stop by Guest Services so we can work together to make things right.

**ATMS:** ATMs are available across from The Fun Shops, 5 Fwd and next to the Casino Cashiers, 5 Mid.

## POOLSIDE TOWELS AND DECK CHAIRS

Fun and sun await! To make your time soaking up the sun or simply enjoying the great outdoors even better, please note the following:

**TOWELS:** You may use the Carnival Beach Towels from your stateroom; simply return them to your Stateroom Steward. Towels are also available at the Towel Station on Lido, Deck 9 for your convenience.

*If you'd like to keep the towel you've been given to borrow, charges will be posted to your Sail & Sign card.*

**RESERVING DECK CHAIRS:** In respect for other guests' need for some sun, please do not reserve deck chairs. After 40 minutes, towels will be removed and kept safely at the Towel Station.

## LAUNDRY SERVICES

Want to get a head start on your laundry? We can help!

**VALET AND WASH & FOLD SERVICES:** LauLaundry bags are available in your stateroom. Simply complete the form and contact your Stateroom Steward. It's that easy!

You can also run a load or iron that shirt yourself.

**LAUNDERETTES & IRONING ROOMS:** Launderettes and ironing rooms are available for a fee across from the following staterooms:

Deck 1 across from 1359	Deck 2 across from 2367
Deck 6 across from 6387	Deck 7 across from 7339
Deck 8 across from 8351	Deck 9 across from 9270

## WHAT'S HAPPENING ON BOARD?

Check out the daily FunTimes, delivered to your stateroom each evening. It includes all the information you need to maximize your time on board. The Carnival HUB app has additional features like account summaries, an interactive ship map and onboard chat, so you won't miss a beat!

## AGE RESTRICTIONS

You must be 21 years or older to be served alcohol on board, and 18 years or older to play in the casino or enter the nightclub. Photo identification may be required in the nightclub. Certain venues and pools have additional age restrictions, listed in the FunTimes.

## DINING

**RESTAURANTS:** Your dining time and assigned table are printed on your Sail & Sign card. There are three seating options:

Early Dining: 6:00pm

Late Dining: 8:15pm

Your Time Dining (YTD): If you have been assigned to Your Time Dining, you may join us at your leisure any time between 5:45pm-9:30pm.

**LIDO DECK:** If a casual atmosphere is more your scene, stop by Lido for our delicious buffet any meal of the day.

**ROOM SERVICE:** 24-hour room service is just a phone call away! Please refer to the menu in your stateroom for our delicious offerings.

It is customary to extend a gratuity upon service. *Please note that room service breakfast will be extra busy on port days and may require additional time to accommodate all orders. We have delicious breakfast options on Lido, 9 Mid.*

## EVENING RESTAURANT ATTIRE

**CRUISE CASUAL:** You'll love the casual, resort-style vibe! Enjoy dinner in your comfiest vacation dining wear, but please note that the following attire is not allowed in the restaurants: cut-off jeans, men's sleeveless shirts, gym or basketball shorts, baseball hats, flip-flops and bathing suit attire.

**CRUISE ELEGANT:** Ooh-la-lal! Sometimes it's fun to get all dolled up and debonair on vacation! We know you'll look totally swanky, but please note that the following attire is not allowed in the restaurants: jeans, men's sleeveless shirts, shorts, t-shirts, sportswear, baseball hats, flip-flops and bathing suit attire.

*Check the FunTimes or the Carnival HUB app daily for specifications.*

**WE MEAN BUSINESS:** Carnival Cruise Line is proudly committed to ethical business practices, protecting the environment and providing a safe and secure vacation for our guests. Any person who believes these commitments have been violated should report the matter online at [www.carnivalcompliance.com](http://www.carnivalcompliance.com) or by calling 888-290-5105.

**CARING FOR OUR AWESOME PLANET:** Carnival Cruise Line is committed to sustainability, with the goal to be the industry leader in environmental excellence. Please help to conserve energy, water & reduce waste for a sustainable future. Please note, all garbage must be disposed of in the appropriate bins on board and discharge of any garbage into the sea is prohibited. Carnival Fun Ships® are proudly certified by ISO14001 Environmental Management System. For more information, please visit [www.carnival.com/environmental-reports](http://www.carnival.com/environmental-reports).



GET FUNTIMES ON YOUR PHONE!  
[www.carnivalhub.com](http://www.carnivalhub.com)