

WELCOME TO SAN JUAN

IMPORTANT INFORMATION ABOUT THE DEBARKATION PROCEDURE

Dear Guest,

As your cruise draws to an end, it has been our pleasure to have you onboard this Southern Caribbean cruise. This letter will detail all the information you need to know to make your final debarkation process in San Juan as smooth as possible.

EXPRESS WALK-OFF

For Guests that would like to debark the ship and maximize their time in San Juan, you will have the option to take your luggage off the ship at your leisure once the ship has been cleared by the local authorities. You do not need to wait for your luggage to enter the terminal, and there is no need to claim it inside the terminal building. For those that wish to take advantage of Express Walk-Off, please note that no assistance with luggage is provided by onboard crew or shoreside representatives. We ask that you meet in D Lounge, Deck 4, Midship with ALL of your luggage at 7:00 a.m., where you may wait comfortably until the ship is cleared by local authorities.

BREAKFAST DINING ROTATION

Breakfast will be served in the same restaurant where you were scheduled to dine on the last evening of your cruise.

Guests on Main Seating: 7:00 a.m.

Guests on Second Seating: 8:15 a.m.

Please attend breakfast hours promptly.

Please note that room service is not available on debarkation morning.

Be sure to remember to bring your day bag with you to the restaurant as you will be asked to debark the ship following breakfast.

ALTERNATIVE BREAKFAST OPTIONS

Cabanas, Deck 9, Aft

Continental Breakfast service available from 6:30 a.m. - 8:30 a.m.

Cove Cafe Deck 9, Forward

Specialty Coffees available from 6:30 a.m. to 9:00 a.m.

LUGGAGE

Character, color coded luggage tags are provided to assist you in locating your luggage in the San Juan Terminal. Please write your stateroom number, name, address and number of bags on these tags. Remove any old airline or Disney tags. Attach the new tags to your luggage and place it outside your stateroom between 8:30 p.m. and 10:15 p.m. on the last night of your voyage for complimentary delivery to the ship's terminal. Any luggage not placed outside the stateroom by 10:15 p.m. must be hand carried by the Guest when debarking the ship.

We suggest that you keep all valuables, such as the items listed below, in your day bag to be kept with you throughout your journey:

- *Key to the World Card*
- Jewelry
- Medicines
- Cellular phones/ Cameras/ Laptop computers/ Tablets
- Passport/Birth Certificate
- Cash

As you will not have access to the luggage you place outside your stateroom the night before you debark, please remember not to pack any items you will need on debarkation morning (i.e. clothing). Your luggage will be placed in colored zones, according to your stateroom number, for easy recognition in the port terminal. Porters will be available in the terminal to assist as you proceed through U.S. Customs and Border Protection. The porters off the ship providing this assistance are employed by an independent company, so it is customary to provide a gratuity in recognition of their service.

U.S. CUSTOMS & BORDER PROTECTION

After collecting your luggage, all Guests (U.S. and non-U.S.) in your party must present themselves for inspection with U.S. Customs and Border Protection. Guests are required to have proof of citizenship and a U.S. Customs Declaration form (one per household) completed and in hand, ready for inspection. To expedite the passport control process, please have the head of household present all documentation and the U.S. Customs Declaration form together to the U.S. Customs and Border Protection Officer. Non-U.S. Guests entering on the Visa Waiver Program must present their passports and the ESTA approval form.

It is very important that you do not pack any of your citizenship documentation.

In accordance with Federal law, NO fruits, food stuffs or plant materials may be brought back into the United States. Heavy fines may be imposed on Guests found with these items. Green Palm handicrafts are discouraged for possible red mite infestation.

Non-U.S. Guests with Travel Visas must present their passports and travel documents.

U.S. Customs Declaration forms are available in multiple languages at the Guest Services Desk on Deck 3, Midship.

YOUTH ACTIVITIES

If you wish to return your Oceaneer Band, please visit Disney's Oceaneer Club or Disney's Oceaneer Lab, Deck 5, Midship before 12:00 a.m. on the final night of your cruise to receive a credit. You may also choose to keep your Oceaneer Band as a unique cruise memento!

SHUTTERS PHOTO GALLERY

Shutters will be open from 7:00 a.m. to 9:00 a.m. on debark morning for photo and CD sales only.

All Other Merchandise Shops Will Be Closed

LOST AND FOUND

For your convenience, all lost and found items from your voyage will be located at the Lost and Found desk in the luggage hall inside the terminal.

SETTLING YOUR ONBOARD ACCOUNT

If you placed a credit card on your account, there is no need to visit Guest Services, as your account will automatically be charged. If you are on a cash account, please settle your account prior to 7:00 a.m. on debarkation morning.

A copy of your shipboard account will be delivered to your stateroom by 6:00 a.m. on debarkation morning.

U.S. CUSTOMS ALLOWANCE

- Total Duty Free Allowance per person is \$800. Your total purchases in our Ports of Call or on the ship may be combined in any way to make up the \$800 limit per person.
- Total Liquor and Wine Allowance per person over 21 years of age
 - One liter
- Tobacco Allowance per person over 18 years of age
 - One carton (200 cigarettes) and 100 cigars

NOTE: In accordance with Federal Law, bringing any items manufactured in Cuba into the United States is prohibited, *INCLUDING* Cuban Cigars.

TRANSPORTATION

To : Luis Marin International Airport

• Continuous motorcoach transfers will be available after ships clearance in San Juan for all Guests who have purchased air or ground transfers through *Disney Cruise Line*®. You will need to claim your luggage in the terminal building and proceed through U.S. Customs after which time you and your luggage will board the same bus to the Luis Marin International Airport. Airline check-in will be done at the airport. You will need to present your *Key to the World Card* to board the bus.

To: Marriott San Juan Resort & Stellaris Casino - Caribe Hilton

Guests continuing their vacation with transfers to one of these hotels can debark the ship up until 9:00 a.m., as buses to these hotels both depart promptly at 9:30 a.m.

Early Flight Information

Should you have a flight out of the Luis Marin International Airport prior to 11:30 a.m. on debarkation morning kindly bring your airline tickets to Guest Services on Deck 3, Midship for additional information and assistance.

We wish you a safe journey home and look forward to seeing you on board for another magical *Disney Cruise Line*® voyage.

As a reminder, we kindly ask that you deposit your comment cards in the boxes provided outside each restaurant.

Please also ensure that your in-room safe is left OPEN when you leave your stateroom.

All Guests must vacate their stateroom by 8:00 a.m.

All Guests must debark the ship by 9:00 a.m.