

# WELCOME TO COPENHAGEN

## 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 voyage! This letter will detail all the information you need to know to make your final debarkation process in Copenhagen as smooth as possible.

### EXPRESS WALK-OFF

To participate in this program, simply pack your bags at your convenience and keep them inside your stateroom until the morning of departure. We ask that you meet at the Deck 3 Forward elevator lobby by Keys Lounge with all of your luggage. Once the ship has been cleared by the local authorities, and the Express Walk-Off announcement has been made at approximately 7:15 am, you may debark the ship with your luggage at any time. Please note that no assistance with luggage is provided for this option. Guests who opt for Express Walk-Off must be within their Customs allowance and not owe any Duty.

### BREAKFAST DINING ROTATION

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

#### Lumiere's

Main Seating - 6:45 am & Second Seating - 8:00 am

#### Animator's Palette & Rapunzel's Royal Table

Main Seating - 7:00 am & Second Seating - 8:15 am

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.

Cove Café will be available for specialty coffees from 6:00 am to 9:00 am Deck 9, Forward.

### LUGGAGE

Character colored luggage tags are provided to assist you in locating your luggage in the Copenhagen 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 7:15 pm and 10:15 pm 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 pm must be hand carried by the Guest when disembarking 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/National Identification Card
- Cash

Note: Guests traveling by plane must pack all liquids of more than 100 ml in their checked luggage.

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 you. The porters off the ship providing assistance are employed by an independent company, so it is customary to provide a gratuity in recognition of their service.

### TRANSPORTATION

For all Guests who pre-purchased transfers, motorcoach transportation is available to Copenhagen International Airport (CPH) upon arrival. For Guests with hotel stays arranged by Disney Cruise Line and pre-purchased ground transfers, motorcoach transportation to the Marriott Copenhagen Hotel and Tivoli Hotel & Congress Center is scheduled to depart the cruise terminal at 9:30 am. Transfers to the Copenhagen International Airport and shuttle service to the Copenhagen City Center may be purchased upon disembarkation based on limited space availability. Please be prepared to present your Key to the World Card for transportation confirmation. Guests who are extending their time in Copenhagen should proceed to the pick-up and drop off area or taxi stand for independent transportation.



## 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 planning to pay with cash or Traveler's Cheque, please settle your account at the Guest Services Desk prior to 7:30 am on debarkation morning. For your convenience, a copy of your shipboard statement will be delivered to your stateroom by 6:30 am on debarkation morning.

## ALCOHOL PICK-UP LOCATION

Guests who purchased alcohol in the shipboard Duty-Free Shop or had alcohol collected at any of the ports, may retrieve their items on debark morning in Keys, located on Deck 3, Forward, during the hours of 6:30 am to 9:00 am.

## 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 midnight 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 am to 8:30 am on debark morning for photo and USB sales only.

All Other Merchandise Shops Will Be Closed

## CUSTOMS ALLOWANCE FOR ENTERING THE EUROPEAN UNION

### Liquor Allowance:

- 4 liters of still wine
- 16 liters of beer (only for VAT and excise duty)
- 1 liter of alcohol with strength exceeding 22% OR
- 1 liter of spirits (above 22% alcohol and beverages to which alcohol has been added).
- OR
- 2 liters of alcohol with strength not exceeding 22%

The allowance is per person over 18 years of age.

### Tobacco Allowance

- 1 carton of cigarettes (200 cigarettes)
- OR,
- 50 cigars

The allowance is per person over 18 years of age.

\*Each amount represents 100% of the total allowance for tobacco products and any combination of those products must not exceed 100%.

### Perfume/Other Goods Allowance

- Perfume - max 100cl per Guest
- Not to exceed 430 Euros (Is not cumulative for the same product - i.e. cannot have multiple bottles of perfume)

## LOST AND FOUND

For your convenience, all lost and found items from your voyage will be located at the Guest Services Desk located on Deck 3, Midship.

## FOREIGN EXCHANGE

Foreign exchange services will not be available from Guest Services on debarkation morning.

Be reminded that Guests going ashore in port with more than 10,000 euros (or cash equivalent in any other currency), are required to declare it to customs upon arrival, or risk having it confiscated if stopped by local authorities.

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 am

All Guests must debark the ship by 9:00 am