

# 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 with us. 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

To participate in this program, simply pack your bags at your convenience and keep them inside your stateroom until the morning of departure.

Once the ship has been cleared by the local authorities and the Express Walk-Off announcement has been made at approximately 7:45 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.

You can debark with all of your luggage any time after 7:45 am.

### 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 First Seating in Animator's Palate: 6:45 am.  
Guests on Second Seating in Animator's Palate: 8:00 am.  
Guests on First Seating in Tiana's Place: 7:00 am.  
Guests on Second Seating in Tiana's Place: 8:15 am.  
Guests on First Seating in Triton's: 7:00 am.  
Guests on Second Seating in Triton's: 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 Cafe will be open from 6:30 am to 9:00 am on debark morning for your convenience.

### LUGGAGE

Character, color coded luggage tags are provided to assist you in locating your luggage in the Port of 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 before 10:30 pm on the last night of your voyage for complimentary delivery to the ship's terminal. Any luggage not placed outside the stateroom by 10:30 pm must be hand carried 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 are employed by an independent company so it is customary to provide a gratuity in recognition of their service. On Debarkation morning Guests may wait comfortably in any of our public lounges until they hear the announcement for their colored Disney luggage tag before debarking the ship.



## U.S. CUSTOMS & BORDER PROTECTION

After collecting your luggage in the terminal, all Guests (U.S. and non-U.S.) in your party must present themselves for inspection to U.S. Customs and Border Protection. Guests are required to have proof of citizenship and travel documentation in hand, ready for inspection.

To expedite the passport control process, please have the head of household present all documentation 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 or plant materials may be brought back into the United States. Heavy fines may be imposed on Guests found with these items.

## 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 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.

## ALCOHOL PICK-UP LOCATION

Guests who purchased alcohol in the shipboard Duty-Free Shop or had alcohol collected at any of the ports, must retrieve their items on debark morning at Azure, located on Deck 3, Forward, during the hours of 7:00 am to 9:00 am.

## 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 am on debarkation morning. A copy of your shipboard account will be delivered to your stateroom by 7:00 am on debarkation morning.

## LOST AND FOUND

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

## U.S. CUSTOMS ALLOWANCE

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

Only those guests who have exceeded their U.S. Customs Allowance are required to complete a U.S. Customs Declaration Form. U.S. Customs Declaration forms are available in multiple languages at the Guest Services Desk on Deck 3, Midship.

## TRANSPORTATION

Guests with DCL airport transfers should allow ample time to go through USCBP inspection.

**To Luis Marin International Airport:** Continuous motorcoach transfers will be available after ships clearance in San Juan for all Guests who have purchased 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:** Guests continuing their vacation with transfers to this hotel can debark the ship up until 8:45 am, as buses to the hotel depart promptly at 9:30 am.

## EARLY DEPARTURE DEBARKATION PROCEDURE

Guests with flights prior to 11:30 am, kindly bring your airline tickets to Guest Services on Deck 3, Midship for additional information and assistance. You will receive ARIEL luggage tags from your Stateroom host and will be the first set of Guests to disembark the ship on debarkation morning.

We wish you a safe journey home and look forward to seeing you onboard 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 9:30 am