

# WELCOME TO VANCOUVER

## 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. We wish you a safe journey home and look forward to seeing you onboard another magical Disney Cruise Line® voyage in the near future.

This letter will detail all the information you need to know to make your final debarkation process in Vancouver 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 7:30 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.

**Note:** If you are Canadian and have exceeded your \$800 allowance, you cannot participate in Express Walk-Off.

### 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:**

Triton's: 7:00 am

Tiana's Place or Animator's Palate: 7:15 am

#### **Guests on Second Seating:**

Triton's: 8:15 am

Tiana's Place or Animator's Palate: 8:30 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.

Please ensure you have completed your E3-11 Customs Form for the CBSA Inspector prior to debarking the ship.

### LUGGAGE

Character color coded luggage tags are provided to assist you in locating your luggage in the cruise 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 pm and 10:00 pm on the last night of your voyage for complimentary delivery to the ship's terminal. Any luggage not placed outside the stateroom by 10:00 pm 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
- Passport/Birth Certificate
- Cash
- Cellular phones/ Cameras/ Laptop computers/Tablets

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 for easy recognition in the cruise terminal. There are Porters available to assist you as you proceed through Canadian Border Services Agency clearance.

#### **Debarkation Morning:**

On debarkation morning shipwide announcements will be made advising guests to debark according to which color/character luggage tag they placed on their bags. Guests are recommended to wait comfortably in either Azure or Promenade Lounge until their tags are called or visually displayed. Once the tag is called, Guests will be able to make their way to the Deck 3, Midship gangway where they can disembark. Guests are not able to disembark until their luggage tag is called due to space and Canadian Border Services Agency restrictions in the cruise terminal.

#### **Vancouver Port Adventures**

Guests booked on a Disney Cruise Port Adventure in Vancouver will be given a tour ticket which will indicate your onboard meeting location and meeting time. You must arrive on time for the tour check-in and you can choose to carry all your luggage to the onboard meeting location. Alternatively, for complimentary delivery to the ship's terminal, attach PLUTO luggage tags on each piece of luggage and place it outside of your stateroom between 8:30 pm - 10:00 pm the night before Vancouver. When in the terminal, you will collect your luggage and take it with you to the nearby motor coach used for the tour.



## CANADIAN (CBSA) CUSTOMS ALLOWANCE

### CANADA BORDER SERVICES AGENCY

#### Duty-Free Allowances

If you are of legal age, you can bring in the following amounts of alcohol and tobacco products free of duty and tax as part of your personal exemption:

- Tobacco: 200 cigarettes, 50 cigars or cigarillos, 200 tobacco sticks and 200 grams of manufactured tobacco

- Alcohol: 1.5 liters of wine or 1.14 liters (40 oz.) of liquor or 24 x 355 ml cans/bottles (8.5 liters) of beer or ale

In addition, visitors to Canada can import gifts for friends, duty free and tax free, as long as each gift is valued at CAN\$60 or less. If the gift is worth more than CAN\$60, you will have to pay duties and taxes on the excess amount. You cannot claim alcoholic beverages, tobacco products or advertising matter as gifts. Residents of Canada can bring in CAN\$800 worth of goods free of duty and tax. The personal exemption cannot be pooled with other persons' exemption to cover an article that is valued in excess of the exemption limit. Neither can a person's exemption be transferred to another person. These limits are mandated by Canadian law and are subject to change.

#### U.S. CUSTOMS AND BORDER PROTECTION

Duty Free Exemptions (Once reentering the United States)

The exemption is \$800 worth of duty-free merchandise per person. Each person 21 years of age or older is limited to one liter of alcohol. Each person 18 years of age or older may bring back (1) carton of cigarettes (200 cigarettes) and 100 cigars. The purchase of alcohol and tobacco is included in the \$800 exemption. The exemption applies to each family member residing in one household, even infants, and may be pooled within a family. These limits are mandated by U.S. law and are subject to change. United States Customs Declarations will be at the airport.

## CANADIAN CUSTOMS DECLARATION FORMS

All Guests must ensure they have completed and signed their Canadian Customs Declaration Form prior to disembarking the ship. Completed forms will need to be presented to the CBSA Inspectors in the cruise terminal. Failure to complete and sign the form could delay the ship debarkation process.

Please note there is enough space for four (4) family members on a single form. Therefore an additional form will need to be completed to include all the family members if there are five or more in the family. Extra forms can be located at the Guest Services desk or with your Stateroom Host.

## LOST AND FOUND

For your convenience, all lost and found items from your voyage will be located at the Guest Services Desk on Deck 3, Midship from 7:00 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 on 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 9:00 am on debark morning for photo and USB sales only.

All Other Merchandise Shops Will Be Closed

## 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 8:30 am on debarkation morning. A copy of your shipboard account will be delivered to your stateroom by 7:00 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, 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.

## TRANSPORTATION

To : Vancouver International Airport

For all guests who purchased transfers, motorcoach transportation to Vancouver International Airport (YVR) will be available upon arrival at the cruise terminal. Once you have collected your luggage and cleared Canadian Customs, you will be directed to the next available motorcoach that will take you to Vancouver International Airport. You will need to present your Key to the World Card to board the motorcoach. Please ensure that you do not pack any essential items such as passports, medication and identification.

## EARLY DEPARTURE DEBARKATION PROCEDURE

Guests with flights out of Vancouver International Airport prior to 12:00 pm will receive ARIEL luggage tags from their Stateroom hosts and will be amongst the first Guests to disembark the ship on debarkation morning.

## ULU KNIVES

Ulu knives will be located just inside the cruise terminal as you debark the ship.

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 8:30 am.

All Guests must debark the ship by 9:30 am.