

# WELCOME TO DOVER

## 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 Dover 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 7:15 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.

### GUESTS WITH EARLY FLIGHTS

Guests with flights prior to 1:45 PM from London Heathrow or Gatwick Airports are considered early flights. Guests meeting this criteria will receive Ariel Luggage Tags and will be among the first group of Guests to disembark the ship following 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.

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 speciality coffees from 6:00 am to 9:15 am Deck 9, Forward.

### LUGGAGE

Character colored luggage tags are provided to assist you in locating your luggage in the Dover 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
- Medication
- Passport/National Identification Card
- Cash
- Cellular phones/ Cameras/ Laptop computers/Tablets

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 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 London Gatwick Airport (LGW) and London Heathrow Airport (LHR) upon arrival. For Guests with hotel stays arranged by Disney Cruise Line and pre-purchased ground transfers, motorcoach transportation to the JW Marriott Grosvenor House London, Hyatt Regency London - The Churchill, Hilton London Gatwick Hotel, London Heathrow Hotel and the London City Center is scheduled to depart the cruise terminal at 9:30 am. We kindly ask that you disembark the ship no later than 9:00 AM. Transfers to the London Gatwick Airport (LGW), London Heathrow Airport (LHR) and shuttle service to the Priory Train Station 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 Dover should proceed to the pick-up and drop-off area or taxi 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, 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 had alcohol collected at any of the ports may retrieve their items on debark morning at 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

## 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 British Pounds (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.

## CUSTOMS ALLOWANCE FOR ENTERING THE EUROPEAN UNION

Your duty-free allowance means you can bring in a certain amount of goods for your own use from outside the European Union (EU) without paying duty or tax.

When you're bringing in goods you must:

- transport them yourself
- use them yourself or give them away as a gift

You can't:

- combine allowances with other people to bring in more than your individual allowance
- get the alcohol and tobacco allowances if you're under 18

### Alcohol Allowance

How much you can bring depends on the type of drink.

You can bring in:

- beer - 16 litres
- wine (not sparkling) - 4 litres

You can also bring in either:

- spirits and other liquors over 22% alcohol - 1 litre
- fortified wine (eg port, sherry), sparkling wine and alcoholic drinks up to 22% alcohol - 2 litres

You can split this last allowance, eg you could bring 1 litre of fortified wine and half a litre of spirits (both half of your allowance).

### Tobacco Allowance

You can bring in one from the following:

- 200 cigarettes
- 100 cigarillos
- 50 cigars
- 250g tobacco

You can split this allowance - so you could bring in 100 cigarettes and 25 cigars (both half of your allowance).

## 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.

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 9:15 am