Celebrity Cruises: Planning for Your Adventure

Please be sure to review the Celebrity Cruises <u>HEALTHY AT SEA</u> webpage, where you can learn important information about your cruise, including health and safety measures (such as COVID-19 vaccine requirements, COVID-19 testing, pre-cruise and onboard protocols, etc.). This page is updated directly by Celebrity Cruises so the information here will always be the most up-to-date!

What's Included with My Cruise Purchase?

Onboard stateroom accommodations (your cabin), ocean transportation (your cruise), water/coffee/tea/lemonade, most entertainment and recreation onboard, most meals and Celebrity Cruises' commitment to guest satisfaction! Tips, Surf Wi-Fi, and drinks are also included with the All-Included Package.

What's Not Included?

Travel insurance, specialty dining, spa services, gambling, art auctions, merchandise purchases, shore excursions, photographs, arcade, medical services, transportation to and from the port, port parking, laundry services, ship to shore phone calls, and alcoholic and specialty beverages. (if you do not have the All-Included Package). Ask a crew member if you're ever unsure!

Final Payment

Be sure to mark a calendar with your Final Payment Date which can be found on your reservation invoice—this date comes 90 or 75 days before your sail date, unless for Galapagos sailings which are 120 or 180 days prior. This is the deadline date for paying off the remaining balance on your cruise and you will then be confirmed as an official passenger on Celebrity!

Celebrity Cruises Online Account

You will want to create a Celebrity Cruises account online as soon as possible. You will use this account to access the cruise planner to make plans for your cruise. Once your cruise reservation is confirmed with a deposit, you can begin exploring shore excursions for each port and entertainment options on the ship. You can begin making reservations for all of those awesome activities you discovered as early as 6 months in advance of sailing, though sometimes the full list of options may not be available until 120 days out.

To set up your online account and link your reservation, go to:

Celebrity Cruises Account

What is "Online Check-In" and What are "e-Docs?"

"Online check-in" is a pre-cruise procedure in which you'll complete necessary cruise paperwork via the app or online, which will save time when boarding the ship. It's all done in your *Celebrity* account after final payment.

Online check-in opens 90 days before sailing and must be completed no later than 3 days prior to sailing. You will need the app to upload your passport, personal photo, and fill out your health and safety form the day of the cruise via the <u>Celebrity Cruises mobile app</u>. Once you successfully complete the final stages of the check-in process on the day of the cruise, you will receive an XPress pass that can be uploaded to your Apple Wallet or Android alternative. Your key cards will be by the door of your stateroom when you arrive.

Vacation Protection Insurance

It's not just cancellation insurance. Today's plans include insurance for your whole trip: Personal Property, Baggage, Medical, Emergency Evacuation, and additionally 24-hour Travel Assistance. Of course, it still includes the "Cancel for Any Reason" feature which is very popular. Most health insurance policies do not include coverage while traveling outside of the US, so Insurance is **always** recommended. It's a great way to protect your investment and provides

peace of mind at a low cost! You can add the plan any time before Final Payment. We also offer insurance through a preferred third-party vendor that might be more affordable or offer benefits that you might prefer. To request a quote comparison, please email your Wish Upon a Star with Us Travel Agent.

• Celebrity CruiseCare Information

When Should I Plan to Arrive?

Arrive at the port the day **before** embarkation day (the day your ship leaves the home port). Explore the port area (it's a destination too!) or relax without the stress of delayed or cancelled flights and sudden traffic incidents (trust me!). Your Wish Upon a Star with Us Travel Agent can easily arrange airfare and a pre/post-cruise hotel through the cruise line at competitive rates! This is particularly true for international flights - Flights by Celebrity often has great rates that can save you hundreds per ticket. Please be sure to read the <u>Celebrity Cruises Embarkation Day Information</u> for more details on what to expect.

Proof of Citizenship/Passports

Passports are *highly* recommended for cruises but not required on every sailing. Please check the Vital Information section of your reservation for information and links to websites that can provide more details. It is each cruise passenger's responsibility to make sure they have the proper identification documents needed to board. If your cruise does require a passport, please ensure that the name on the photo page matches the name on your cruise reservation and is valid for 6 months after travel.

If your cruise does *not* require a Passport, you will be required to provide proof of citizenship in the form of an original/certified copy of a government issued birth certificate (with raised seal and signature), **and** a laminated government-issued photo ID (driver's license) for each passenger age 16+ **that matches the name on the cruise reservation.** If the name on your ID does not match the name on your Birth Certificate and/or Driver's License, you may be asked to present a supporting document (i.e. a Marriage License, which shows your maiden and married name). It's heartbreaking to see someone left behind in the terminal, denied boarding for not having the right ID.

Visit <u>Celebrity Cruises Travel Documentation</u> to ensure that you take the necessary ID, especially passengers who are <u>not</u> natural-born US citizens or carry a birth certificate from Puerto Rico.

Children traveling without both birth parents or children with a different last name than their parent may be required to show additional notarized consent.

Be advised: though Passports are not required in order to board many sailings, they are strongly recommended and <u>would</u> be required in the event you must return to the United States by air.

Visas

Some countries require that any American passenger departing the ship obtain a Travel Visa and/or be booked on a cruise line shore excursion (Russia, Australia, China, India, and Cuba for example) in order to exit the ship.

Visa requirements for U.S. and Canadian citizens are listed on your Booking Confirmation under "Notices," if applicable. You'll want to check if an <u>Visa Application Kit</u> is needed for your sailing. All other nationalities, including those with U.S. or Canadian resident status, should contact me ASAP for info in obtaining the appropriate documents.

STEP/Smart Traveler Enrollment Program

International cruise passengers are strongly encouraged to register each trip with the US Dept. of Consular Affairs <u>Smart Travel Enrollment Program</u> (STEP). By signing up you'll be notified of new travel advisories and pertinent tourist information. Plus, registering for this free service by the US Dept. of State also enables them to better assist you during an emergency.

Dining Onboard

Daytime: Buffet casual options and poolside dining. For table service, visit the Main Dining Room during standard meal times for three course meals and a menu that changes daily. Try the 24-hour room service at least once (\$). Dining hours are posted each day in the <u>Celebrity Cruises App</u>.

Evening (must choose 1 at the time of booking and options are early, late or My Time):

- <u>Set Dining Times</u>: Generally the "Early Seating" is near 6pm and the "Late Seating" is near 8pm, though they vary by ship/itinerary. Guests will keep the same wait staff and dining companions throughout the cruise when booked with a *set* dining time.
- My Time Dining: For more flexibility, this option is great for guests who prefer to arrive at any time they'd like
 and receive the next available table and server each evening. Just be sure to check your activity guide for
 open times. You can also pre-reserve specific days and times online in your My Celebrity account. If you
 prefer not to wait, it is recommended to make reservations for My Time dining prior to sailing. These
 reservations can be modified onboard if needed.
- If you are unsure of the dining option that you selected, please contact your Wish Upon a Star with Us Travel Agent so that they can confirm your preference. You have the option to also reserve a table for 2 to up to 8 guests.

Signature Dining: Reservations for these restaurants fill up! Snag yours before sailing, or as soon as you board the ship. There are upscale dining options that are great for foodies or special occasions. These restaurants do charge a service fee per person. Celebrity offers dining packages for signature dining that can be pre-purchased for 2 or more meals and offer a discount off the per meal cost.

Need a specific date/time for your special dining experience? Be sure to reserve in your *My Celebrity* profile 90-60 days prior to sailing.

What Do I Wear?

Onboard Dress Code

Daytime: Casual/resort wear is the norm during daytime hours. Shorts, t-shirts, slacks, trousers, casual skirts, blouses and sundresses are all perfect whether indoors or out. For lounging by the pool, pack bathing suits, cover-ups, and a pair of sandals. Don't forget work-out clothes if you plan to use the fitness center. A sweater may be needed for chilly dining rooms.

Evening: Most nights, the evening dress code is Smart Casual. On select nights, the attire is Evening Chic - a modern take on 'Formal Night'. Click here for more details about Celebrity's Dress Code to ensure you pack accordingly for both Smart Casual and Evening Chic attire! Shorts, T-shirts, and bathing suits are considered too casual in the dining rooms at dinner.

Don't Miss the Shows!!!!

The entertainment onboard is just as revolutionary and carefully crafted as the ships themselves. In fact, Celebrity Cruises is changing the future of entertainment at sea—or anywhere else. They believe entertainment should happen 24/7. It should be fresh and unpredictable, surrounding you and delighting you with spaces and experiences never seen before. Celebrity Cruises' entertainers are some of the most talented in the world, so their shows constantly fill up. Plan to arrive no less than 30 minutes before showtime.

Port Excursions

There are SO many options at each port and endless opportunities for relaxation and adventure!

- ---Click here for **Shore Excursions**, where you can browse by ship and sail date.
- ---Consider checking with your Wish Upon a Star with Us Travel Agent for a list of trusted third-party excursion vendors. These excursion companies are known for offering additional shore excursion possibilities, competitive rates, and a timely return to your ship.

Some favorites: cultural bus tours, snorkeling, hands-on experiences, and activities unique to a destination. Just about every port has their own version of ziplining, Segway tours, dolphin swims, and ATV excursions, so instead keep an eye out for unique geographical and historical sites (like Dunn's River Falls in Jamaica, The Baths in Tortola, Mayan ruins in Mexico, St. Kitts Scenic Railway, etc.)

Dreaming of an all-inclusive beach day? Spending the afternoon at a beach-front resort? This is your chance! Ask me for Resort Day Pass options in the ports you'll visit on this cruise and start dreaming of the fruity cocktail you'll try first!

You'll want to reserve shore excursions with Celebrity as early as 6 months in advance of sailing. Please note that the complete list may not be available until 120 days before sailing.

Embarkation Day (Cruise Day 1)

Check-in time and ship departure (embarkation) time varies by home port and ship. Select a time as early as you can (early on the ship means more time to explore and relax!). **Don't forget** to complete the Online Check-In process **at least** 3 days before Embarkation Day!

Muster 2.0

To ensure your health and safety onboard, Celebrity Cruises has officially launched an entirely new approach to delivering safety information to guests. This innovative program reimagines a process originally designed to address large groups of people at once into a faster, more personal approach that encourages higher levels of safety. With this enhanced experience, the essential safety information will be offered to guests through new "eMusterTM" technology via your mobile devices, as well as on the interactive stateroom TVs. This new approach offers you the flexibility to complete this very important process at your leisure prior to setting sail, allowing you to jump right into your vacation uninterrupted.

Once onboard, each guest will be required to visit their assigned assembly station where a crew member will verify the completion of the safety requirements and will be available to answer any questions. All steps must be completed prior to the ship's departure, as required by international maritime law.

Be sure to review the online information for <u>Muster 2.0</u> for instructions on how to access via your mobile app or interactive stateroom TVs before departure.

Children's Clubs

Celebrity Cruises complimentary youth programs, "Camp at Sea", provide entertainment for all kids 3-17 years divided into age appropriate programming. If your children fall within these age ranges, don't be surprised if they insist on spending LOTS of time in the clubs. Make sure to pre-register your children during the Online Check-In process.

Download the Celebrity Cruise App

Be sure to download the Celebrity Cruises app as it will help you maximize your vacation both before you set sail and once you're on the ship! You'll be able to use the Celebrity Cruises app to check into your cruise and get to know the ship before you set sail. Then, once onboard, you'll connect to celebrity-wifi to use the onboard features (no internet purchase required to use the app),

Some of the key features of the app include:

- Expedited Boarding
- Muster 2.0
- Keyless Entry to your Stateroom
- Onboard Chat Feature
- Calendar and Activity Planner
- Make Dining Reservations

- Reserve Shore Excursions
- Track Onboard Spending
- Stateroom Automation (available on Edge series)

Health Concerns and Guests with Special Needs or Diets

Celebrity Cruises ships provide quality service and a variety of accessible features to make your experience as relaxing and enjoyable as can be. Celebrity Cruises meets sanitization standards as required by law. Frequent hand washing is strongly encouraged onboard for all passengers. Each ship is equipped with an Infirmary and Ship Doctor, available for an additional fee. ****Important: Please inform your Wish Upon a Star with Us Travel Agent of any new or existing pregnancy, routine dialysis, special needs, special dietary restrictions, or medical concerns so we can inform the appropriate department.

How Much Luggage Can I Bring?

Each guest is permitted to carry a reasonable amount of personal property (including luggage) aboard the vessel; however, for your comfort and convenience, it is recommended that you limit the number of pieces you take. Keep in mind that airline luggage policies may differ from cruise line luggage policies. Some items are permitted only in carry-on luggage (a CPAP machine, for example). Pack that carry-on wisely!

Please see <u>Celebrity's Before You Board FAQ</u> for what not to bring

Am I Allowed to Bring Alcohol Onboard?

Guests can bring wine and champagne onto the ship on boarding day only: two (2) 750 ml bottles per stateroom in their carry-on luggage. Beer, hard liquor, and fortified wines are not allowed to be brought onboard. Any beverages bought in duty-free shops on the ship or in port will be stored by the ship until the final day of the cruise.

Debarkation Day (Final Cruise Day)

Ships generally arrive back at their home port early in the morning, around 7am. The Captain will make an announcement soon after that for passengers to begin disembarkation. Believe It or not – ships are mostly empty by 9am so staff can clean and prep the ship for the next sailing!

Onboard Booking (save \$\$!): Incentives

You'll have the chance to save \$\$\$ on a future cruise OR earn onboard credit by making a reservation while still onboard. You don't have to select a specific date for that next cruise, either! The incentives are usually pretty great, and, if you have booked your cruise thru a Wish Upon a Star with Us Travel Agent, we hope that you will choose to list your Travel Agent on the reservation when talking with the sales staff! Once you get home, be sure to let me know that you have booked on board.

A few miscellaneous notes...

- All staterooms provide soap, shampoo, conditioner, lotion and a hairdryer.
- A clothing iron can be requested. Laundry service is available for a fee.
- Most ships have a mini-safe in all rooms. All vessels have safety deposit boxes onboard.
- Be sure to download the Celebrity Cruises app before your cruise! You can use the app to view the daily schedule, make reservations onboard, and so much more.
- o All purchases made onboard are charged to your Onboard (SeaPass) Account by scanning your room key card.
- O Dining and upgraded beverage packages can be a great value. Your Wish Upon a Star with Us Travel Agent can help you decide if you're unsure.
- Celebrity Cruises often runs specials and discounts in the cruise planner for various extras. Please check your cruise planner often to make sure you don't miss a discount.

Still have questions?

<u>Celebrity Cruises Frequently Asked Questions</u>. And, your Wish Upon a Star with Us Travel Agent is just a phone call or email away.