

# GOOD TO KNOW



## FACE MASKS



- We strongly encourage all guests to wear face masks when indoors, particularly guests who are unvaccinated including children under the age of 12 who should wear masks in public areas, except when eating or drinking.
- All guests age 2 and older will be required to wear face masks in elevators and in designated indoor entertainment areas, all retail shops, and in the casino, except when eating or drinking.

- Guests will be required to wear face masks prior to being seated in our main dining rooms and in the Lido Buffet area and in other designated areas where larger number of guests may congregate.
- As a reminder, masks are required during embark and debark in the terminal, and masks should also be worn during the debarkation process on board.

## SAFETY FIRST

All guests MUST watch the safety video playing in their stateroom TV and visit their assigned muster station before departure. Our team will give you instructions on life jacket use and provide you with the required information. Carnival uses an electronic mustering system and/or tally counter to account for each guest.

Before departure, a safety announcement will be made. You do not need to proceed to your muster station at that time. When the signal sounds, you will know the announcement is over.

Guests who have not self-mustered, will be required to participate in a general in-person safety briefing.

**ADDITIONAL SAFETY INFORMATION:** Safety instruction notices, muster station information and life jackets are located on the placard behind your stateroom door and in the safety information video on your TV. In the event of an emergency, instructions will be provided over the public address system. Please contact your Stateroom Attendant or Guest Services if you need additional information or assistance.

**MOVING SHIP:** For your safety, use hand rails and watch your step as you move around the ship.

**GOING ASHORE:** Excursions can be purchased through the Carnival HUB app or at our Carnival Adventures desk on deck 3.

Guests under 16 years of age must be accompanied by an adult within the same travel group in order to get off the ship.

Agricultural products, including fresh fruit, vegetables, plants, seeds and meat products cannot be taken ashore. Infractions may result in a \$300 fine.

## WHAT'S HAPPENING ON BOARD?

Our daily activity schedule is accessible via the "What's Happening" section in the Carnival HUB app, includes all the information you need to maximize your fun on board.

## ENVIRONMENT

Be thoughtful of your water consumption and turn off the faucets when not in use. Remember to turn off the lights when leaving your stateroom.

## SMOKING AREAS

Cigarette & electronic cigarette smoking are permitted in the following areas:

**INDOORS:** Camel Club Casino, Deck 5 Mid for guests who are seated and actively playing only. Smoking is not permitted when the Casino is closed.

**OUTDOORS:** Deck 3 & Deck 10 Starboard side in designated areas.

Note: Smoking is not permitted indoors or outdoors during refueling on embarkation day. Cigars and pipes are only allowed on Deck 3 & Deck 10 Starboard side in designated areas. Smoking in non-designated areas, including staterooms and balconies, and discharging any item overboard is prohibited and may result in a \$500 charge per violation and disembarkation.

## SHIP'S TIME

Ship's time is the same as your port of embarkation. Always keep your time on ship's time, unless otherwise notified.

## SPECIAL NEEDS

If you have special needs that we were not aware of prior to sailing, please inform your Stateroom Attendant or Guest Services. Captioning, when available, is offered on your in-stateroom TV. Should you require captioning for lounge movies or Carnival Seaside Theater, please contact Guest Services. Assistive listening devices are available upon request for shows in our Main Show Lounge. Our Guest Services team is available 24/7 to help with accessibility issues. Please note that our Guest Services Manager serves as the ADA Ship's Officer and is responsible for the handling of any disability-related claims during the cruise as well as reporting the resolution of any disability-related claims to our ADA Responsibility Officer.

## SAFE SHORESIDE EXPERIENCES



Vaccinated guests may participate in Carnival operated tours and independent sightseeing. It will be necessary to follow the health protocols for every port we visit, which are under the control of local government and subject to change without prior notice. See local guidance on the back of this flyer.

## IN-STATEROOM CALLING

Your PIN number, if prompted, is your stateroom number.

Medical Emergency	911	Emerald Steakhouse	1078/1079
Medical Center	4444	Golden Restaurant	3030
Guest Services	7777	Platinum Restaurant	3050
Spa Carnival	1198	Room Service	8000

**WAKE-UP CALLS:** Press the wake-up call button, or dial 37 and follow the prompts. Wake-up calls are set in military time (i.e. 7:00am = 0700, 5:00pm = 1700).

**STATEROOM-TO-STATEROOM CALLS:** Calls to other staterooms are free by simply dialing '0' and the stateroom number. For cabins above deck 10, just dial the cabin number.

**SHIP-TO-SHORE TELEPHONE SERVICE:** All calls, whether domestic or international, toll-free, calling card, credit card and collect are \$1.99 per minute. Charges will be posted automatically to your Sail & Sign account.

Calls to the USA, Canada and Caribbean Islands:  
Dial 36 + 1 + area code + number

Calls to all other countries:  
Dial 36 + 011 + country code + area code + number

## MEDICAL CENTER SERVICES

For **MEDICAL EMERGENCIES** call 911 from any ship phone. For non-medical emergencies, dial 4444 to schedule an appointment.

### HOURS OF OPERATION:

Embarkation: 3:00pm - 5:00pm\*

Sea Days: 9:00am-12:00pm | 3:00pm- 6:00pm

Port Days: 8:00am-10:00am | 4:00pm-6:00pm

Debarkation: 8:00am - 9:00am\*

\*Hours are subject to change. Please contact Guest Services to confirm.

**WE MEAN BUSINESS:** Carnival Cruise Line is proudly committed to ethical business practices, protecting the environment and providing a safe and secure vacation for our guests. Any person who believes these commitments have been violated should report the matter online at [www.carnivalcompliance.com](http://www.carnivalcompliance.com) or by calling 888-290-5105.

## STAYING CONNECTED

**CONNECTING TO SHIP'S WI-FI:** Place your device on airplane mode, turn on Wi-Fi, and connect to Carnival Glory Wi-Fi. You can also use our Internet Café computers. Once connected, you can browse and purchase our awesome internet plans.

**INTERNET PLANS:** To log in, simply type [carnivalwifi.com](http://carnivalwifi.com) into the address bar of your device's browser while connected to Carnival Glory Wi-Fi and follow the prompts.

**CELLULAR PHONE SERVICE:** Stay connected at sea using your cellular phone. International roaming charges apply.

*To avoid all charges, put your phone on airplane mode. You can still connect to the ship's Wi-Fi but will not be connected to your network.*

## CARNIVAL HUB APP WITH ONBOARD CHAT

Carnival's HUB app is available for Android and iOS devices and is free to download and use. It features our "What's Happening" activity schedule, maps and much more to help you plan your time on board. It also offers a convenient onboard chat feature for \$5 per cruise so you can connect with your family and friends.

### DOWNLOAD THE APP BEFORE THE SHIP SETS SAIL.

#### DOWNLOADING CARNIVAL HUB APP AFTER SAIL AWAY:

1. Place phone on airplane mode & connect to Carnival Glory Wi-Fi.
2. Visit [carnivalhub.com](http://carnivalhub.com) and follow the prompts to download from the Google Play or App stores free.
3. If your connection times out, try again.

## LAUNDRY SERVICES

**VALET AND WASH & FOLD SERVICES:** Laundry bags are available in your stateroom. Simply complete the form and contact your Stateroom Attendant. It's that easy!

Self-service laundry facilities are currently closed.

Ironing rooms are available at the following locations:

Deck 1 across from 1359	Deck 2 across from 2367
Deck 6 across from 6387	Deck 7 across from 7339
Deck 8 across from 8351	Deck 9 across from 9270

## MAHOGANY BAY (ROATAN)

- All guests are required to wear masks indoors & outdoors (except when eating, drinking or in the water)
- All guests are required to physically distance 6ft indoors & outdoors.

## MONEY MATTERS | SAIL & SIGN®

Your Sail & Sign card is the key to your stateroom and used to make purchases around the ship. Together with a government-issued photo ID, it's also your boarding pass in our ports of call.

**MANAGING YOUR ACCOUNT:** You can easily view your account activity using the Carnival HUB app. You can also add funds to your account at any of our self-service kiosks, located opposite Guest Services, 3 Fwd and next to The Fun Shops, 5 Fwd.

**SERVICE GRATUITIES:** For your convenience, the recommended amount, per person, per day, will be added to your Sail & Sign account at the end of the cruise to cover gratuities for the dedicated team members who work hard to provide you with a fun and memorable vacation.

If you'd like to acknowledge a particular team member with additional gratuities, your Guest Services team will happily make those adjustments.

**ATMS:** ATMs are available across from The Fun Shops, 5 Fwd and inside the Camel Club Casino, 5 Mid.

## POOLS, WHIRLPOOLS, TOWELS & DECK CHAIRS

Fun and sun await! To make your time soaking up the sun or simply enjoying the great outdoors even better, please note the following:

**TOWELS:** Feel free to use the Carnival beach towels in your stateroom and return them to your Stateroom Attendant. Towels are also available at the towel station on Lido, Deck 9.

*If you'd like to keep the Carnival beach towel, a \$20 charge will be posted to your Sail & Sign account.*

**RESERVING DECK CHAIRS:** To give everyone a chance to enjoy the sun, please do not reserve deck chairs. After 40 minutes of non-usage, towels will be removed and kept safely at the Towel Station.

## AGE RESTRICTIONS

You must be 21 years or older to be served alcohol on board, and 18 years or older to play in the casino or enter the nightclub. Photo identification may be required in the nightclub. Certain venues & pools have additional age restrictions, listed in the Carnival HUB app.

## PORT INFORMATION

### BELIZE

- All guests are required to wear masks indoors & outdoors (except while eating, drinking or in the water)
- All guests are required to physically distance 6ft indoors & outdoors.
- Temperature check required for all guests before re-entering the Cruise Terminal on the pier.

## BAR & FOOD MENUS VIA QR CODES

Drink and food menus throughout the ship are only available using a QR code so don't forget to bring your phones with you. No internet is needed to view the menus, just connect to Wi-Fi and scan to view.

## DINING

**RESTAURANTS:** Your dining time and assigned table are printed on your Sail & Sign card. There are three seating options:

Early Dining: 6:00pm

Late Dining: 8:15pm

Your Time Dining (YTD): Join us at your leisure any time between 5:30pm - 9:30pm. Please visit the check-in desk next to the Creams Café deck 5 or make a reservation using the Carnival HUB app.

**LIDO DECK:** If a casual atmosphere is more your scene, stop by Lido for our delicious buffet any meal of the day.

**ROOM SERVICE:** 24-hour room service is just a phone call away! Check out the QR menu code in your stateroom for our delicious offerings. Just dial 8000 to place your order. (Charges apply)

(Room service breakfast is extra busy on port days and may require additional time to accommodate all orders. Delicious breakfast options are also available at Platinum Restaurant, 3 Aft, Red Sail Restaurant 9 Aft, and Lido, 9 Mid.)

NOTE: it is customary to extend a gratuity upon service.

## EVENING RESTAURANT ATTIRE

**CRUISE CASUAL:** You'll love the casual, resort-style vibe! Enjoy dinner in your comfiest vacation dining wear, but please note cut-off jeans, men's sleeveless shirts, gym or basketball shorts, baseball hats, flip-flops and bathing suit attire are not allowed in our restaurants.

**CRUISE ELEGANT:** Ooh-la-la! It's fun to get all dressed up on vacation so feel free to put on your finest attire for the evening. We know you'll look totally swanky, but please note that the following attire is not allowed in the restaurants: jeans, men's sleeveless shirts, shorts, t-shirts, sportswear, baseball hats, flip-flops and bathing suit attire.

*Check the Carnival HUB app daily for specifications.*

## COZUMEL

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- All guests are required to physically distance 6ft indoors & outdoors.