

# REFERENCE GUIDE



## Festivals **at** Sea

The Original & Largest Student Group Cruise Program



*Bands • Choirs • Orchestras • Senior Class • Dance Groups*

# REFERENCE GUIDE

## FESTIVAL AND PERFORMANCE PROGRAMS

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## Director/Group Leader Checklist

1. Ensure that everyone has proper identification to enter Bahamas, Mexico or Caribbean. Each person must have their birth certificate (original or certified copy with raised seal) along with a government-issued photo ID, or a valid passport (RECOMMENDED). If you are a Non-U.S. Citizen, please contact your local embassy for proper identification. For up-to-date travel requirements, visit the U.S. Department of State website at [www.travel.state.gov/travel](http://www.travel.state.gov/travel).
2. Set aside \$1 per bag for the longshoremen to transport your luggage from the bus to the ship

### **Performing Groups:**

3. You must fill out an equipment list form if you have instruments or any type of equipment (if applicable).
4. Contact Customs office to register your musical equipment (see musical equipment registration)
5. **If participating in a festival** - Collate **original** conductor's scores for the adjudicator for each festival performance group. Please number the measures throughout each selection. Place scores in an envelope with the school's name and name of the performing group for each adjudicator.  
Delegate a chaperone to deliver adjudicator's scores at the festival (if applicable).

### **IF YOU HAVE ARRANGED YOUR OWN BUS TRANSPORTATION:**

- \* Submit your itinerary to your bus company at least 30 days prior to departure. Make sure you understand the driver's driving/sleeping requirements.
- \* Reconfirm your itinerary and times of departure with your bus company a few days before the trip.
- \* Ask your bus company for a 24-hour emergency number.

### **Please return the following completed Forms to Us:**

#### **ALL GROUPS**

- Transportation Form
- Chaperon Acknowledgement Form
- Emergency Contact Form
- Cabin List
  
- Student Conduct & Parent Agreement forms

#### **PERFORMING & FESTIVAL GROUPS ONLY**

- Performance Information Form
- Director's Plaque Order Form
- Equipment list Form
- Equipment Storage Release Form (if applicable)

## **Festivals At Sea student group cruises include the following:**

- A comfortable interior stateroom with 24-hour room service
- All meals, including fine dining, late night snacks and specialty buffets, casual buffet dining, 24-hour pizzeria, made-to-order deli, 24-hour ice cream, snacks, and more
- All shipboard activities and entertainment including professional live shows in the main show lounge nightly, game shows, trivia, swimming, dancing, gym, Teen Club, karaoke, and much, much more
- Performance on board ship or portside (*optional*)
- Personalized performance plaque for every performing group
- Personalized trophy and written/taped commentary by a highly experienced adjudicator for each group participating in our Festival program
- A Festivals At Sea representative available 24 hours a day on board the ship to assist with everything from check-in to your rehearsals, performances, and even arranging shore excursions or photo sessions (*based on a minimum of 30 passengers in your group on certain Carnival sailings. Check with your Travel Consultant for details.*)
- A Welcome Aboard meeting and a Debarkation meeting for Festivals At Sea groups only. On most sailings, your onboard rep will go over information you need to know, tailored to your group, and complimentary soft drinks and light snacks will be served at the Welcome Aboard meeting (*Carnival only*)
- Group Travel Video commemorative gift for each participant (*on certain Carnival sailings only*)
- Festivals at Sea Gift for each participant
- 1-hour Karaoke party (*on certain Carnival sailings only, based on a minimum of 30 passengers*)
- All applicable taxes and fees
- Prepaid on-board gratuities
- \$2,000,000 liability insurance coverage
- ***Pricing is based on a minimum of 30 passengers. For every passenger under 30, there will be a \$50 surcharge per person. For every passenger under 20, there will be a \$100 surcharge per person.***

## ***GENERAL CRUISE TRAVEL TIPS***

### **Travel Documents**

United States citizens need proof of citizenship, ***which can be a Passport (recommended) OR your original or certified copy of your state-issued birth certificate and a government-issued photo ID (driver's license or similar).*** A Passport would enable a guest to fly from the U.S. to meet their ship at the first foreign port of call, should they miss their scheduled embarkation; it also allows any guest who would need to disembark the ship prior to the conclusion of the cruise and fly back to the U.S. (in case of a medical emergency, for example) to do so without significant delays, complications, or denial. Passports may be obtained at <http://www.travel.state.gov/passport>.

If United States Citizens are using birth certificate and government-issued ID to board the ship and the names on the documentation do not match, they will be required to have documentation to prove that they have had a name change. For example – Marriage certificate if last name has been changed. If you have further questions please call CIBT - Passport & Visa Services at 1-800-858-8579.

Festivals At Sea will, to the best of our ability, inform our groups about current proof of citizenship requirements for cruise travel. However, for the most current and accurate travel information, please visit the Department of Homeland Security website at <http://www.dhs.gov>. Currently, Passports will not be required for U.S. Citizen cruise passengers departing from, and returning to, the same U.S. port (“closed-loop” cruises).

Resident Aliens need Alien Resident Card. Non-US citizens need a valid Passport and valid U.S. Multiple RE-Entry Visa. **IMPORTANT!** Non-U.S. Citizens and/or foreign exchange students will need to contact their Local Immigration office or U.S. Immigration at 800-375-5283 to find out what paperwork they will need to enter various ports of call. Any person not having the necessary travel documents will not be allowed to board the ship and will not receive a refund for their cruise. Neither the cruise lines nor Festivals at Sea assume responsibility for advising guests

of immigration requirements. It is the responsibility of the guest to ensure that they have the correct documentation to travel.

Festivals At Sea is a paperless agency, though instructions on how to access each person's e-ticket will be provided. Passengers must carry their booking confirmation and/or printed Sail & Sign Card and proof of citizenship, including a Passport or birth certificate & photo ID, at embarkation. These items must be passed out to each individual **prior** to arrival at the port. Check-in at the pier will be done by cabin groups; not individually.

### **Online Check-In (Sail & Sign)**

It is strongly suggested that you pre-register for your sailing online. You will receive a cabin list from your travel consultant approximately 30 days prior to sailing, which will show all individual booking numbers for all booked cabins. We recommend advance registration that will expedite your check-in process on the day of sailing, and you will only need to bring the printed Sail & Sign Boarding Pass plus your proof of citizenship to the pier for check-in. Please note that a Sail & Sign Boarding pass may not be printed for cabins with any guests under the age of 18.

### **Sail & Sign (Carnival)**

No cash is accepted for purchases onboard ship. All passengers will use their "Sail & Sign" card for all ship purchases. Your Sail & Sign account must be set up with a valid credit card (in the passenger's name only), cash, debit cards (in passenger's name with VISA or MasterCard logo), or traveler's checks. No checks of any kind will be accepted. A minimum amount is required to set up your onboard account; it is usually a minimum of \$50 for cash accounts, but may be more, depending upon the length of the cruise. For passengers over the age of 18, the minimum is \$100. Please check with your travel consultant for more information. You can replenish your account with additional cash at anytime, and if there is a balance left on the card, you will receive the balance the day before you disembark the ship (when you close out your account). If you lose your Sail & Sign card, there is no fee for replacement, but any student under age 21 must take an adult chaperone with them to the Purser's Information Desk in order to have the card replaced.

The birth date and photo of the cardholder is entered into the master computer on the ship and anyone under the age of 21 will not be permitted to purchase alcohol. Neither the cruise line nor Festivals at Sea will be held responsible if a person under the age of 21 is caught with an alcoholic beverage. This shall be the sole responsibility of the group's director and chaperones.

### **Festivals At Sea Representative**

A Festivals at Sea representative will travel with groups on most Carnival sailings (*based on a minimum of 30 passengers in the group*) for the duration of the sailing. This representative will be available to handle any questions or issues that may arise during the cruise as well as ensure that your performances are correctly arranged and begin on time as scheduled. Upon your arrival to the pier, if feasible, your on-board rep will meet your group and assist you with check-in. The absence of our rep from your sailing, due to a flight cancellation or other act that is beyond our control, does not constitute grounds for a refund of any kind.

### **Conduct and Agreement Forms**

Your group is required to have 1 chaperon for every 10 students. (*Example; if your group has a group of 35 students, you would be required to have a minimum of 4 Chaperons*)

Chaperons are the foundation of your group. They are in charge of the group's safety and wellbeing and are responsible for the students. Many groups in the past have used chaperons to implement their own additional rules. When recruiting your chaperons please keep these helpful points in mind:

- A Chaperon is anyone over the age of 25, and should be affiliated with the group in some meaningful way, i.e. teachers, parents or other school staff.
- Each Chaperon may only be responsible for up to 10 students.

To ensure your trip is successful please choose chaperons who are willing to be up for the challenge of keeping your group safe and organized.

In order to have this exclusive chaperon policy with the Cruise Lines, Straight A Tours requires the following forms from your group. Chaperons are required to enforce the following rules:

1. **Chaperon Acknowledgement of Responsibility Form**-as stated, this lists the Chaperons' responsibilities.
  - The legal drinking age onboard is 21 and is strictly enforced. We do not allow the purchase of alcoholic drinks or bottles of liquor by adults for minors. Possession of alcohol by a minor will not be tolerated and any found will be confiscated (even if found in cabin).
  - Passengers under the age of 18 are not allowed in casinos.
  - Purchase, possession and consumption of drugs is illegal.
  - No abusive, offensive, or vulgar language or gestures should be directed to other guests or to staff and crew.
  - Large radios ("boom boxes") are not permitted on board.
  - Headphones must be used with radios on deck
  - No running in the hallways.
  - No noise in the cabin or corridor areas after 11PM
  - All student group guests in a cabin must be of the same gender
  - Excessive disturbance on board the ship will also result in loss of damage/student guideline deposit.
  - Student curfew is 1:00 AM for all guests under the age of 18
2. **Student Conduct & Parent Agreement Form**-every student will be required to have this form signed by their respective parent or legal guardian.

### **Spending Money**

You will need money for baggage handling (\$1.00 tip per bag and per checked instrument is customary for the longshoremen), souvenirs, shore excursions, cab fare in port, and any beverages onboard ship not included with meals. Iced tea, lemonade, water, milk, and coffee/tea are included at no cost. Juices are offered at breakfast. An Unlimited Soft Drink Card can be pre-purchased or purchased on board the ship.

### **Gratuities**

Prepaid cruise gratuities cover the Maitre'd, Dining Room Head Water, Waiter, Assistant Waiter, and your Cabin Stewards. Gratuity for individual beverage purchases (unless with pre-purchased unlimited soft drink card), room service, or any spa services received is not included.

### **Clothing**

Casual attire is appropriate during the day. Formal attire is strongly suggested for formal night(s) - a tuxedo or suit is appropriate for men on formal night(s), and formal dress for women can be short or long dresses/gowns or formal pantsuits. Otherwise, dinner attire is casual resort wear. **Shorts, T-shirts, swimsuits, and jeans are not permitted in the dining room during dinner.**

### **Main Dining Room Seating**

All student groups are assigned late seating on most Carnival sailings (times vary by ship). Table assignments are pre-assigned by group. If the group has specific seating requests, the group leader should advise their travel consultant as early as possible, or the Maitre' D once on board the ship. Student groups should sit at the table to which they have been assigned (found on the Sail & Sign Card) so they can see which tables in the dining room have been assigned to their group. It is permissible to move around within the group's allotted seats, but not to utilize a table that was assigned to another group.

### **Medical Services**

The ships' infirmaries are equipped to treat minor non-emergency matters. A doctor is available to render services at a customary charge; payment for services must be made in full BEFORE disembarking the ship. Receipts can then be submitted to your insurance company, if applicable. Doctors are independent contractors, and they have set office hours on the ship. If it is necessary to see the doctor outside of his/her posted hours, an additional fee will be charged. Groups are encouraged to bring their own health/medical forms for each person in the group, in case of emergency.

### **Special Needs**

All cruise lines try to accommodate guests with special needs. Service animals are permitted onboard the ship if prior arrangements have been made at time of booking. In situations where a guest with special needs, such as a guest in a wheel chair, is unable to be comfortably accommodated due to vessel barriers and other criteria, the cruise line may require the guest to bring a companion to assist or make alternative arrangements.

### **Special Diets**

Special diet requirements must be requested **at least** four weeks prior to sailing. Guests should also discuss the method of preparation of the menu items with their waiter or headwaiter while on the cruise. There may be limitations in the ability to accommodate special orders. Kosher meals are **not** available.

### **Cabin Block/List**

Please be advised that all cabin assignments are made at the discretion of the cruise line and not your agents. All cabins are blocked as close together as possible. Groups are guaranteed at least Category 4B with Carnival Cruise Lines. Some cabins (especially triples) may be accommodated with a roll-a-way or trundle bed (or similar).

**\*\*Due to increased national security, it is imperative that we receive the legal first and last names of each passenger as well as their birth date and gender/marital status (Mr., Mrs., Mstr., or Ms.). The cruise line, the Department of Homeland Security, and U.S. Customs and Immigration require this information. Cabin lists may be submitted via an e-mailed Word or Excel document. E-mail the list to your Festival at Sea representative as well as to yourself. No faxed or handwritten copies will be accepted.\*\***

**NOTE: All cabins should be birthed at quad occupancy first (when available). Single occupancy cabins may be purchased at an additional cost. However, if the total amount of single occupancy cabins exceeds 10 per group, there will be an additional charge of \$40 per day per single cabin.**

### **Ship Rules**

We want your group trip to be a pleasant experience for everyone. However, there are a few rules that must be enforced for the sake of everyone's safety and comfort. Failure to comply with the following guidelines may result in the offender(s) being removed from the ship at the next port of call, where they would have to make their own transportation plans to get home at their own expense:

1. Failure to attend mandatory meetings may result in change/loss of rehearsal or performance times
2. No noise in cabin areas after 11:00pm
3. No running or congregating in the hallways or elevator lobbies near the cabins
4. Abuse of physical property will not be tolerated
5. No abusive or offensive language
6. No drinking or possession of alcoholic beverages for those under the age of 21
7. Purchase, possession and consumption of illegal drugs will not be tolerated
8. Large radios ("boom boxes") are not permitted onboard. Headphones must be used with radios on deck

### **Emergency Telephone Number / Cellular At Sea**

If needing to contact a Carnival ship, call 1-877-CCL-SHIP (1-877-225-7447). You will need the name of the ship, sail date (date of departure), passenger name, and a major credit card. This telephone number should only be used in the event of an emergency, as a costly satellite fee will be assessed to all calls. Calling cards do not offset the satellite charges. Carnival offers satellite cellular service on board most ships, which allows cell phone users to make and receive calls while at sea through the ship's satellite signal. Calls can be made on open decks and in some upper deck lounges / public areas. Charges vary by cell phone provider; most providers charge whatever your typical international roaming fees would be. We recommend that you check with your provider prior to sailing.

### **Ship Photos**

The ship photographers will be taking candid and posed pictures of the passengers on the ship throughout the cruise. Group photos may be arranged through your on-board representative, if desired – please let him or her know as early as possible in the sailing where and when you'd like your picture, so that it can be arranged to your satisfaction. Carnival Cruise Lines will not charge a fee to take group photos. Photo purchases can be made in the Photo Gallery.

### **Limitations**

Guests may bring a small amount of non-alcoholic beverages and snacks (such as soda, bottled water, candy, etc.) on board the ship. You are not permitted to bring any alcoholic beverages on board the ship, regardless of age. Fruits and vegetables purchased in a foreign country are not permitted back into the United States, and opened food or beverage containers of any type are also not permitted back on the ship from any foreign port of call. A costly fine may result if guidelines are not followed.

### **Luggage**

Upon arrival to the port, longshoremen will take the group's luggage and instruments, if applicable, directly from your bus/car and load them onto the ship, where they will be delivered to your cabins by members of the Housekeeping staff. **Please be prepared to pay a gratuity of \$1.00 per checked bag and instrument for this service.** All luggage and equipment should be appropriately tagged with mandated cruise line tags. If group has purchased a storage cabin, the instruments headed to that cabin must be tagged accordingly. Luggage tags will be provided with the cruise line ticket, or may be printed from the cruise line's website. Additional tags will be available at the port. Tags should be legible with the cabin numbers clearly marked prior to the transfer to the port. Do not pack travel documents in the checked luggage; please keep them in hand or easily accessible in a carry-on bag. Neither Festivals at Sea nor the cruise line will be held responsible for lost, stolen or damaged luggage or instruments.

### **Minimum-Passenger Surcharge**

Please be advised that if your total guest count falls below 30 total passengers, the cruise line will honor our reservation, but there will be a per-passenger surcharge of \$50.00. If your total guest count falls below 20 total passengers, there will be a per-passenger surcharge of \$100.00.

## ***Performance Programs – (Without Adjudication)***

### **Number of Performances**

Each school is guaranteed ONE performance no matter of the number of ensembles. Additional performances are at the discretion of the cruise line, and will incur additional fees.

Performance schedules will be provided approximately 2 weeks prior to your sailing date. Your group must be prepared to enter the performance area at your specified time (not before). Please note, due to time and space restraints onboard the ship, there are no formal warm-up opportunities available. If needed, please ask your representative prior to the cruise to schedule a rehearsal time for your group.

The cruise line dictates the date and time of all performances. Festivals at Sea make every effort to set the times for afternoons at sea. Rehearsals are usually set for the same day as the performance, either just prior to the performance or earlier in the day. Performance times and locations are always at the discretion of the cruise line, according to the availability of the venue being used.

### **Performance Length**

The type of performing group determines the length of each performance. In general, each school is initially limited to one 60-minute performance. This time includes stage set-up and strike time. Additional or lengthier performances may be scheduled if time permits; please make requests for such as early as possible so that the cruise line will have ample time to try to accommodate you. Please check with your Festival at Sea representative to determine availability of additional performance opportunities.

### **Performance Location**

In most cases, each group will perform in the main show room on each ship. However, this is done solely at the cruise lines' discretion and some groups may have their performances scheduled in a different lounge. Also, in some cases, the main show lounge will not be available to student groups due to the activities and rehearsals already booked in it by the onboard staff.

The main show lounge stage on the Carnival Fantasy, Ecstasy, Fascination, Inspiration, Sensation, Elation, and Imagination is 35' deep x 50' wide.

All main theatres on board these ships have wood floors and a professional sound system. **NO CLOGGING, BAREFOOT DANCING OR TOSSING OF EQUIPMENT SUCH AS FLAGS OR RIFLES IS ALLOWED ON CARNIVAL CRUISE LINES.**

### **Awards**

All performance groups will receive a plaque for their participation, and will be presented with this plaque at the Debarkation Meeting / Awards Ceremony on the last day of the sailing.

### **Advertising Your Performance**

Advertising of performances is done solely at the discretion of the cruise line, and on some sailings it is not possible to print the group's name in this paper. Word-of-mouth advertising is a very effective means by which to get an audience at the group's performance!

### **Music**

A sound technician will be provided for your rehearsal and performance to assist with your production (if needed on main show lounge). Only the technician is permitted to operate the sound equipment. All music must be recorded on a high quality compact disk (tapes are not permitted). Please use one CD (as opposed to one for each song) with accompaniment for the entire show on it, and bring this CD and a back-up copy to both your rehearsal and your performance. It may be necessary for a representative from your group to sit in the booth with the sound tech during your performance, with back-up CD in hand, if you have CD accompaniment. iPods may be used on some ships. The ship will have microphones available for your group's use during their performance; these are generally directional mics that are corded and on a stand. A *maximum* of three (3) microphones can be set up for use by your group.

### **Lighting and Backstage Assistance**

A light technician will be provided for your rehearsal and performance to assist with your production, if you have specific lighting needs on main show lounge. If your group does not have any specific stage lighting needs, a plain wash will be set for the stage, and the house lights will be dimmed during your performance. Only the technician is permitted to operate the lighting equipment.

The backstage areas on board the ship are off-limits to guests and student performers, unless a Carnival stage manager is present (there may be an additional cost for this service). There are no dressing room facilities available, so students should arrive to the performance venue in costume (and make-up, if applicable). If costume changes are needed during the performance, most venues have some side stage areas or areas between curtains that can be used for quick changes. These areas do not have spaces to hang costumes. If you will need to use any of the backstage area for costume changes or multiple exits/entrances, please note it on your performance request so that the services of the backstage manager are correctly requested. **Note:** *There will be additional fees for these sound/light technicians if more than one performance and/or rehearsal is approved*

### **Musical Equipment**

*The Group must provide its own equipment.* The use of an acoustic piano or a keyboard, belonging to the cruise line or its affiliates, is not permitted. We recommend you bring an electric piano with you if needed. You must provide your own music stands. Use of chairs for seating for the performance must be pre-arranged with the group's Travel Consultant. Chairs belonging to the cruise line are not always available for use on board. In this case, the group must also provide chairs.

Note: For Shore Side Performances the Group may be responsible for arranging appropriate audio equipment.

### **Instrument Loading**

It is necessary, as mandated by U.S. Customs, to provide an equipment list of all the instruments that are brought on the ship. This includes the amount, type, and serial numbers of all instruments the group will need to store on the ship. In addition, groups traveling with equipment will need to pre-register their equipment with their local customs office before their trip. Please contact your travel consultant for additional information on how to accomplish this instrument registration. **This is the group's responsibility and should be completed prior to boarding.** Boarding may be denied for the entire group if this is not completed.

The longshoremen provide assistance with instruments and luggage. They are employed by the port authority and will expect a gratuity that is not covered by the group's pre-paid gratuities. It is recommended that the performers' equipment be stored in their cabins; however, large instruments may be stored in a storage cabin that must be prepaid and prearranged. A general release form must be completed in order for equipment to be stored.

Deliveries of bulky items that do not fit through the port's baggage x-ray machines (39.7" W x 39.7" H) or deliveries of a large quantity of items on sailings in which Carnival has not scheduled inspections by K-9 teams *might be subject to additional charges*.

### **Storage Of Musical Equipment**

If available, Carnival Cruise Lines will allocate a storage cabin for each sailing that requires storage of large instruments or equipment that cannot be accommodated in student/chaperone cabins. The following are the rules for storage cabins:

- A maximum of one storage cabin per group of 100 will be allocated (at reduced charge if available). Groups less than 100 passengers should expect to purchase this cabin at the published rate at the time of booking.
- The moving/arranging of equipment will be the group's responsibility, with the assistance of your onboard representative. Housekeeping may be available to move the equipment, but at an additional expense to the group.
- The key for the storage cabin will be given to your Festivals At Sea onboard representative, who will be available to access the cabin for you at any time.
- Rates vary by length of sailing. Please contact your Travel Consultant for more information.
- Reduced rate is not guaranteed until time of booking and is based on availability.

### ***Festival Programs –(With Adjudication)***

Your performing group has the exciting opportunity to enhance their experience with an adjudicated performance for an additional cost of \$35 per person, based on a minimum of 50 paid persons (if your group is fewer than 50 persons, an additional fee will apply).

#### **Festival Adjudicators**

Dr. Allen Beck, retired Commander of the U.S. Navy Band, heads our outstanding and nationally known Festival program. Dr. Beck will assign highly experienced judges on board each sailing. Each of these adjudicators will provide a master clinic/workshop for each participating school. The adjudicators will also provide written and taped evaluation, based on a national standard, for rating purposes. Due to the nature of these festivals, we will provide ratings only; no First, Second, or Third place trophies will be awarded. Although performing groups may have the opportunity to perform in various ports of call, the formal festival events will take place on board the ship. Please note that all marching units will not be adjudicated on board our ships, but can be adjudicated in our various ports of call if possible.

#### **Trophy**

All festival instrumental and choral groups will receive a trophy for each event entered and will be presented at the festival awards program. Trophy ratings are as follows:

*Superior Rating: 90-100 points*

*Excellent Rating: 80-89 points*

*Good Rating: 70-79 points*

*Participation Rating: 69-0 points*

#### **Workshops**

Your group may participate in an educational performance workshop on board ship for an additional cost of \$35 per person (minimum of 50 paid persons)! This one hour workshop will be hosted by a highly experienced professional in the genre of your group including onboard and off board musicians, dancers, and/or other professionals.

## ***Deposit, Name Change and Cancellation Policies***

### **Deposit Policy**

Deposits are non-refundable, but can be credited to the group's invoice up to 120 days prior to sailing. Festivals at Sea and the cruise line reserve the right to make changes in the itinerary, accommodations, and services, providing the situation warrants such action. Tour rates are based on the number of persons stated in the contract. Please carefully review payment due dates, name change and cancellation policies. The following information is adhered to strictly, with no exceptions.

### **Important Due Dates**

Initial Deposit	Due within 3 weeks of booking	\$100.00-\$300.00 per person based on the length of the cruise.
Second Deposit	120 days prior to sailing	\$200.00 per person
Cabin List and Group Arrival Form	120 days prior to sailing (Carnival); 150 days <u>after booking</u> , or 120 days prior to sailing	Emailed cabin list with <b>Legal</b> first/last names & birthdates, and group arrival form.
Forms	90 days prior to sailing	Emergency Contact List & Plaque Information **Performance forms due with signed contract.
Final Payment	90 days prior to sailing	Remainder of balance

**\*NOTE:** Performance Request Forms & Equipment List should be submitted with initial deposit or as soon as possible.

### **Name Change Policy**

Any name change, for any reason, made after the submission of your cabin list to our office, will incur a name change fee of \$50.00 per change. Be certain that the cabin list you submit to us includes the **Legal** first and last names (as seen on Passport or Birth Certificate) and birth dates of each guest traveling. ***At least one original person must stay in the cabin or it will be considered a complete cabin cancellation.***

\*Within 30 days of your sail date, we cannot guarantee that the Cruise Line will accept a name change.

\*At least one person from the original rooming list must remain in the cabin or full cancellation penalties for the cabin will apply.

\*At any time the cruise line has the option of placing a "no name change restriction"

### **Cancellation Policy**

<b>Days Prior to Sailing</b>	<b>Cost per Cancellation</b>
Up to 120 Days	\$50 per person (if entire group cancels)
120 – 91 Days	\$75
90-61 Days	\$200
60-31	50% total fare per person
30-Day of Cruise	100% total fare per person

**\*\*\*\*\*All name changes or cancellations MUST be made IN WRITING (via e-mail) to your Festivals at Sea representative. Written confirmation must be received by 3pm Eastern Standard Time Monday through Friday in order to take effect the same day)\*\*\*\*\***

**Price Increases**

If the U.S. Government, cruise line, or local port authority raises port charges/taxes and/or institutes a fuel surcharge or any type of price increase, it will become necessary that the increase be passed on to the group. Pricing is based on a minimum of 30 passengers. For every person under 30 passengers, there will be a \$50 surcharge per person. For every person under 20 passengers, there will be a \$100 surcharge per person.

**Payments**

All company/school checks, money orders, and cashier's checks must be made payable to your travel provider.

Festivals At Sea does not accept individual personal checks or credit cards.

Festivals At Sea DOES accept: school, agency or cashier's checks, money orders and wire transfers for payment.

All payments and prices listed are United States currency.

Late payments must be made in the format of a wire transfer.

\*Any forms received later than 60 days prior to sail date shall be subject to a \$100 processing fee.

**\*\*\*\*\*NO CREDIT CARDS ACCEPTED\*\*\*\*\***

**Further Assistance**

If assistance is needed, and the group's travel consultant is either unavailable or out with a group, please contact your travel consultant.