TRAVEL REQUIREMENTS

Q: Who must complete an Affidavit?
A: Every passenger (including children) must submit a signed affidavit to Carnival prior to them boarding the vessel. This is required by U.S. law.

Q: Do guests need to print and bring a copy of their completed travel affidavit with them when they travel with Carnival?
A: Yes. Guests should print a copy of the completed travel affidavit for all guests in their party and bring it with them for submission to the embarkation staff prior to boarding.

Q: If a guest calls, what category should they select of the 12 categories of authorized travel?
A: Guests must elect a category based on their plans. The Guest Affidavit contains detailed explanations of each category including an option for ‘People-to-People Exchange Arranged by a Sponsoring Organization’. This is the option we anticipate many guests will elect. Guests can also be directed to the U.S. Department of Treasury’s Frequently Asked Questions Related to Cuba (which can be found here: https://www.treasury.gov/resource-center/sanctions/Programs/Documents/cuba_faqs_new.pdf) for more information about each of the 12 categories, and what the U.S. Government requires with respect to each category.

Q: What if a guest is does not have or is not able to obtain the necessary travel documentation by the sail date?
A: It is the guest’s sole responsibility to obtain all necessary documents for all ports of call on their itinerary. Guests who do not provide proper travel documentation (passport or visa) at embarkation for the cruise will be denied boarding and applicable cancellation penalties will apply.
Q: If a guest missed boarding the ship in the embarkation port, will they be allowed to fly to Havana to meet the ship? Are the document requirements the same for air travel as it is for cruise travel?
A: Yes guests can fly to Havana to meet the ship. Travel documentation requirements are the same for U.S. and Cuban regulations whether individuals travel by air or ship.

Q: Can non-U.S. citizens or non-U.S. residents travel to Cuba?
A: Non-U.S. residents and non-U.S. citizens may still travel to Cuba with Carnival if they have a valid Cuban visa or other travel authorization and depart for Cuba from the United States. Non-U.S. residents who travel with Carnival to Cuba must have entered the United States in appropriate visitor status under U.S. immigration laws. Cuban nationals present in the U.S. on a non-immigrant status or non-immigrant travel authorization may also travel with Carnival to Cuba, but are subject to Cuban visa requirements as they relate to individuals born in Cuba. All Carnival guests traveling to Cuba, including non-U.S. citizens and non-U.S. residents, must qualify for one of the general licenses for authorized travel set forth in the OFAC regulations. Accordingly, non-U.S. citizens and non-U.S. residents using Carnival’s services are not permitted to travel freely in Cuba or engage in tourist activities on the Island. They must participate in the offered People-to-People programs or be traveling to Cuba on another authorized category under the regulations.

Q: Do Canadians leaving from the U.S. need a Visa to travel to Cuba with Carnival?
A: Yes, visitors of all nationalities traveling with Carnival will need a Cuban visa and proper entry to the United States in visitor status under U.S. immigration laws. Participants will also need to fulfill the OFAC People-to-People requirements or qualify for another travel authorization while in port and on the ground in Cuba.

Q: Can journalists covering Carnival’s activities in Cuba travel to Cuba on Carnival vessels or be allowed on Carnival vessels in Cuba?
A: Yes, journalists can engage in these activities provided that the journalists independently qualify for the travel authorization for “journalistic activities” in Section 515.563 of the CACR. In that case, the journalists would not be relying on
participation in Carnival’s People-to-People program as the basis for their travel authorization. If the journalists are transported aboard the Carnival vessel, they would need to certify in their affidavit that they are traveling for journalistic purposes.

Additionally, all journalists who intend to travel to Cuba on a Carnival vessel must obtain a press visa from the Cuban consulate. Journalists considering travel to Cuba on a Carnival cruise are strongly encouraged to contact the company’s Public Relations Department via email at media@carnival.com.

TRIP ACTIVITIES
Q: Can guests go as tourists to Cuba?
A: Travel to Cuba for tourist activities is not allowed. Examples of activities that are not permitted in Cuba include purely recreational activities, tourist activities, travel in pursuit of a hobby, self-directed educational activities only for personal enrichment, or research for personal satisfaction only.

Q: Can guests leave and return to the ship multiple times at their leisure?
A: Yes. The specific procedures will be explained to guests onboard but they will be able to leave and return to the ship at their leisure (without purchasing additional visas).

Q: What options do guests have for participating in qualifying People-to-People programs?
A: Guests have two options for participating in qualifying People-to-People exchange programs: (i) participation in a “Cruise Line-Guided Group”; or participation in a “self-guided” People-to-People program.

Carnival will offer optional shore excursion programs that will fully comply with all the requirements for people-to-people programs. These programs will be available for sale on carnival.com and onboard.

Guests who wish to organize their own self-guided People-to-People exchange are authorized to do so but must maintain their own records and evidence demonstrating compliance with the full-time schedule requirement.
**Q: Is there a minimum age in order to participate in the People-to-People program?**
A: No. The regulations do not specifically address children but children must follow all the same requirements specified for entry into Cuba including obtaining a passport, visa/tourist card, and completing an affidavit.

**Q: How much time must guests spend engaging in approved People-to-People activities while in Cuba?**
A: Regardless of whether the guest is engaging in an organized People-to-People program arranged by Carnival or in a self-guided People-to-People program, OFAC regulations and guidance require that the People-to-People program include a “full-time schedule” of educational exchange activities and that a schedule consisting predominantly of “self-directed” activities would not qualify. The regulations do not define “full-time schedule,” but OFAC’s guidance related to other general licenses using this term state that the schedule “must not include free time or recreation in excess of that consistent with a full-time schedule.” We generally understand this requirement to mean 7-8 hours of scheduled, qualifying activities for each full day in Cuba, comparable to a standard full-time work day (but a lesser or pro-rated schedule would be permissible for travel days, such as when the vessel is docked for less than 8 hours at a certain location in Cuba).

**Q: How is the People-to-People full-time programming requirement enforced?**
A: For guests participating in an organized People-to-People exchange program, the program must be organized under the auspices of an organization that is a person subject to U.S. jurisdiction and sponsors such exchanges to promote people-to-people contact. An employee, paid consultant or agent of the sponsoring organization must accompany each group traveling to Cuba to ensure the full-time schedule of educational exchange activities. Individual guests participating in such organized People-to-People program may rely on the sponsoring organization to maintain required records for a period of five years, including records demonstrating a full-time schedule of authorized activities. OFAC has authority to request and/or subpoena records from licensees at any time.

It is not necessary to have one Carnival People-to-People program manager on each vehicle during tours onshore if the vehicles are all going to the same
destinations in the same timeframe, so long as there are a sufficient number of Carnival employee or agent guides for all guests once the destination is reached (enough to ensure that none of the guests are engaging in a self-directed activity and that the activities are compliant with OFAC regulations).

Pursuant to regulatory amendments issued in March 2016, individuals are now authorized to participate in self-guided People-to-People exchange programs and are no longer required to join an organized trip through a sponsoring organization. However, such self-guided People-to-People guests still must have a full-time schedule of authorized activities and must maintain their own records and evidence demonstrating such a full-time schedule.

Q: Can guests who qualify for a type of generally licensed travel other than People-to-People (such as general license for journalism) travel only one-way on a Carnival vessel or must they travel roundtrip?
A: Carnival does not allow one-way travel on its ships.

Q: Would participation in onboard People-to-People activities decrease the required People-to-People schedule while on the ground in Cuba?
A: No, guests may not participate in People-to-People on the ship and use those People-to-People hours towards the full-time People-to-People schedule required when onshore in Cuba. While it may be possible for certain on-board activities involving Cubans to qualify for People-to-People activities, the time on-shore in Cuba still must be consistent with the requirement for a full time schedule of qualifying activities. So it would not be permissible for guests to spend 8 hours on the vessel doing People-to-People activities and then spend 8 hours on shore engaging in purely leisure/tourist activities.

Q: If a passenger is feeling unwell, do they still have to participate in the full schedule of approved People-to-People activities?
A: Guests who are sick or require medical attention may be excused from the organized People-to-People program activities, and generally should be expected to return to their rooms aboard the ship or to seek care from a medical facility. Such guests still would be prohibited from engaging in tourist activities while sick and generally would need to self-certify to their compliance with the requirements of the applicable travel authorization.
Q: Do guests on a People-to-People program sailing on Cuban itineraries have a minimum daily participation in organized activities while sailing (on the days the ship is at sea)?
A: No, People-to-People activities are required only while in port and on the ground in Cuba.

Q: Do activities on board the Carnival vessel while in port in Cuba (such as on-board lectures) count as part of a full-time schedule of People-to-People exchange activities?
A: OFAC guidance suggests that the qualifying activities must be conducted on shore and that activities on board the vessel generally would not count.

Q: Can a passenger traveling with Carnival for a People-to-People program visit relatives in Cuba instead of engaging in People-to-People activities for part of the time they are in Cuba?
A: Family visits to close relatives in Cuba are a permitted type of travel to Cuba. Since visiting close relatives in Cuba is a permissible type of travel, it is permissible for a People-to-People exchange guest to engage in this activity for part of their time in Cuba. Carnival would not need to supervise their activity during this time. The guest would simply certify in their affidavit that they are engaging in travel for an authorized family visit to a close relative and People-to-People activities.

A “close relative” means any individual related to you by blood, marriage, or adoption that is no more than three generations removed from you or from a common ancestor. For example, your mother’s first cousin is your close relative, because you are both no more than three generations removed from your great-grandparents, who are the ancestors you have in common. Similarly, your husband's great-grandson is your close relative, because he is no more than three generations removed from your husband. Your daughter's father-in-law is not your close relative, because you have no common ancestor.

HEALTH & WELLNESS
Q: What if I get sick and need to be disembarked in Cuba?
A: As with all other destinations, if we have a guest who requires urgent medical attention, an assessment is performed between Carnival medical staff and local experts to determine if local facilities can accommodate the specific treatment of the guest’s needs or whether alternate arrangements are required.
Q: Are guests required to complete an affidavit or some type of attestation in the event that they fall ill prior to arriving to Cuba and are unable to disembark and participate in People-to-People activities?
A: No, there is no need for a separate certification for guests that fall ill and cannot participate in People-to-People activities. This is a matter of individual liability, and guests should maintain their own records regarding their sickness and activities while ill, but Carnival will not need a formal attestation in this regard.

Q: Why would guests request an OFAC specific license number for insurance purposes, and does Carnival have to provide it?
A: Carnival may simply refer guests to the OFAC general license rather than providing specific license numbers. Guests may want this information in order to show to third parties like travel insurance providers, who may only provide Cuba-related services if incident to authorized types of travel to Cuba.

**BANKING**

Q: What currency can guests use in Cuba?
A: In Cuba, guests can exchange money to convertible pesos (CUCs, the Cuban currency) at the cruise terminal in Havana, as well as in airports, hotels, banks and exchange offices. In Cuba, “cash is king,” and guests are highly encouraged to carry enough cash for the day off of the ship in the morning. It is also advisable to change U.S. dollars into another accepted foreign currency (British pounds, Canadian dollars, Danish krone, euros, Japanese yen, Mexican pesos, Norwegian Krone, Swedish Krona, Swiss francs) as a 10% penalty is charged if you use U.S. dollars to change into Cuban pesos (none of the other foreign currencies face this charge).

Q: What about using credit and debit cards in Cuba?
A: While U.S. guests are now technically allowed to use U.S. credit and debit cards in Cuba where they are accepted, most U.S. banks have not yet finalized arrangements for credit card transactions in Cuba and most places do not accept credit cards. Please check with your card provider to determine if they have established access in Cuba. It is recommended that guests bring cash and do not rely on credit cards.

**IMPORT / EXPORT REQUIREMENTS**
Q: What can guests take with them to Cuba?
A: Guests may only bring personal items that are 1) usual and reasonable kinds and quantities of personal effects for personal use, such as clothing, personal accessories, toilet articles, medicines, food, games, and similar personal effects and their containers; and 2) usual and reasonable kinds and quantities of tools, instruments, or equipment and their containers appropriate for their personal use. These items must be intended for personal use in Cuba and onboard the ship.

Q: Can guests bring laptops or smartphones to Cuba?
A: Authorized guests to Cuba may bring personally owned or employer-issued laptops, smartphones, or other similar electronic devices for personal use and the use of their immediate family traveling with them. When traveling to Cuba, guests should take adequate security precautions with devices to prevent unauthorized access while using them abroad. These precautions include use of secure internet connections like Virtual Private Networks, use of passwords, and use of firewalls. Guests may not sell or dispose of devices while abroad and must bring them back with them to the United States.

Q: Can guests bring gifts to give to people in Cuba?
A: When traveling to Cuba, guests are limited to bringing personal effects and personal tools for their use when traveling to Cuba and when in Cuba. Items intended as gifts for others in Cuba do not qualify as such personal items.

Q: Is there a limit to how much money guests may spend when in Cuba?
A: There is no specific dollar limit on authorized expenses when in Cuba. Authorized guests can make transactions ordinarily related to travel.

Q: What can guests bring back to the United States?
A: Guests are permitted to acquire in Cuba and import into the U.S. only the following items:
- Cuban-origin goods as accompanied baggage for personal use (not for resale or other commercial purposes), including alcohol and tobacco products;
- Informational materials of unlimited value, such as publications like books or magazines, films, posters, phonograph records, photographs, microfilms, microfiche, tapes, CDs, certain artworks (such as paintings, drawings or
pastels executed entirely by hand; engravings, prints or lithographs; sculptures or statuary) and news wire feeds;
• Authorized guests’ baggage that they took with them to Cuba and did not consume while abroad.

Guests must keep a copy of records showing eligibility to travel to Cuba and bring back the above listed items for at least 5 years.

Q: Can guests bring back Cuban cigars or Cuban rum?
A: Authorized guests may purchase alcohol and tobacco products while in Cuba for consumption while they are in Cuba, and may also bring such alcohol and tobacco products back to the United States as accompanied baggage. Any alcohol or tobacco products brought back from Cuba must be brought as accompanied baggage (not shipped) and for personal consumption only, (not for resale). As with other goods brought back to the U.S., guests must keep a record showing eligibility to travel to Cuba for at least 5 years to demonstrate that they were permitted to bring back these goods.

BOOKED GUESTS
Q: For Carnival Paradise bookings made before February 14, 2017 (the addition of Cuba to the itinerary), what are the next steps?
A: Guest and Travel Agent communications will be provided to advise of the itinerary changes to all affected guests. All other aspects of the booking will remain unchanged (e.g. booking numbers, cabin assignments, dining preferences).

Q: Will requirements and documentation for guests be different for this Carnival Paradise cruise now that Cuba has been added as a destination?
A: Yes, please review the Travel to Cuba Q&A on how to prepare.

Q: For Carnival Paradise bookings made before February 14, 2017, what are the options to change or cancel this booking?
A: Carnival is offering a few options to provide our guests with flexibility. No penalties will be assessed as long as guests make their elections within 3 weeks (deadline March 7, 2017). The options include:

1. Transferring the booking to a similar Carnival sailing (from Charleston,
Mobile, Jacksonville, Tampa, Port Canaveral, Port Everglades, Miami).

2. Cancelling the booking.

A copy of the detailed letter sent to guests and their travel agents (if applicable) detailing these options can be found here.

Q: Will Carnival compensate guests booked before February 14, 2017 for the additional costs now due for Visa and Medical Insurance as a result of the addition of Cuba to the Carnival Paradise itinerary?
A: We recognize that meeting these new obligations will result in some additional work for guests who were already booked on the affected sailings and as a gesture of our appreciation, we will be posting a credit of $100 per person on to your Sail and Sign account.

Q: If guests cancel or change after the 3 week change window offered, what will occur?
A: Regular penalties will apply.

Q: For guests who change their Carnival Paradise booking and require a change to their airline ticket, will Carnival reimburse guests for airline change expenses?
Carnival will provide a reimbursement of up to $200 to cover change fees and/or airfare increases to guests who change their departure dates. If guests decide to cancel their cruise and have non-refundable airline tickets, we will provide reimbursement for the cost of the non-refundable air upon receipt of supporting documentation.

Q: Who should guests contact to obtain reimbursement for the air refund/reimbursement?
A: Guests should send a request to airreimbursements@carnival.com.

Q: Does the Great Vacation Guarantee program apply for cruises to Cuba?
A: No, the Great Vacation Guarantee program does not apply for cruises to Cuba.
TRAVEL AGENTS
Q: Can travel agents make bookings to Cuba on Carnival’s cruises, including receiving payments related to such bookings?
A: Travel agents subject to U.S. jurisdiction are authorized to make bookings to Cuba and receive related payments under the travel services general license in CACR Section 515.572(a)(1) and the interpretive guidance regarding transactions ordinarily incident to licensed transactions set forth in Section 515.421. The OFAC regulations do not restrict travel agents’ ability to provide booking services to Cuba or receive payments for these services so long as travel is authorized and appropriate records regarding authorized travel are kept. OFAC guidance specifically states that the general license for travel services applies to travel agents and does not mention any such restrictions either.

Q: For existing travel agent / consumer group bookings on Carnival Paradise, what are the next steps?
A: A communication will be sent to all group bookings explaining the following:
   • All cabins which have been berthed (names and full deposits received) are confirmed and have the same change/cancel options as FIT bookings. Deadline for any changes or cancels without penalty is March 7, 2017.
   • All group bookings will have three weeks (deadline March 7, 2017) to provide additional names and full deposits for any remaining cabins in the group allotment. All cabins berthed within this timeframe will receive the $100 onboard credit.
   • Group space on Carnival Paradise will be closed after March 7, 2017. Any group allotments not berthed by this date will be released automatically.

Q: Will travel agents be able to make new group bookings on Cuba sailings?
A: No additional group space will be offered on Cuba sailings at this time. However, in line with standard practice, the Revenue Management team will evaluate this over time and we will advise agents if there is any change.

Q: For travel agents, who do we contact at Carnival to help our clients who have questions or who need help canceling/re-booking?
A: As a travel agent you will be able to cancel and re-book your clients through GoCCL.com, your GDS, or your online booking tool or you may call us at 1-800-327-9501.
Please be aware that we expect high call volumes during those three weeks, so we appreciate your patience!

Q: Are Travel Agent commissions protected if my client decides to cancel the cruise?
Yes, travel agent commissions are protected.