

**Carnival Cruise Line
Travel to Cuba Travel Agent Q&A**

Q: What Carnival Cruise Line ships and itineraries will be available for cruises to Cuba?

A: The Carnival Paradise which sails from Tampa, FL will add Havana, Cuba as one of its destination ports starting June 29, 2017. The specific Carnival Paradise itineraries are available on carnival.com.

Q: How will recent announcements on U.S. Cuba Policy changes impact cruises to Cuba?

A. Until the Office of Foreign Assets Control (“OFAC”) issues new regulations regarding travel to Cuba, there is no impact to Cuba sailings. Once new regulations are issued, we will notify our guests and travel agent partners accordingly.

TRAVEL REQUIREMENTS

Q: Who is eligible to travel to Cuba with Carnival?

A: U.S. (including Cuban-born) and international guests are eligible to travel to Cuba from the U.S. if they either i) meet at least one of twelve categories of authorized travel; or ii) obtain a specific license issued by OFAC.

Q: What are the twelve categories of authorized travel?

A: The twelve categories include:

1. Family visits;
2. Official business of the U.S. government, foreign governments, and certain intergovernmental organizations;
3. Journalistic activity;
4. Professional research and professional meetings;
5. Educational activities, including People-to-People exchange programs;
6. Religious activities;
7. Public performances, clinics, workshops, athletic and other competitions, and exhibitions;
8. Support for the Cuban people;
9. Humanitarian projects;
10. Activities of private foundations or research or educational institutes;
11. Exportation, importation, or transmission of information or information materials; and

12. Certain authorized export transactions.

For more information about each of the 12 categories, and what the U.S. Government requires with respect each category, we recommend you read the [U.S. Department of Treasury's Frequently Asked Questions Related to Cuba](#).

Q: How will guests certify that they are traveling to Cuba under one of the 12 categories of authorized travel?

A: All guests (including children) will be required by the U.S. Government to complete a [travel affidavit](#) identifying their approved category of travel. This must be completed prior to boarding the vessel.

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](#) for more information about each of the 12 categories, and what the U.S. Government requires with respect to each category.

Q: Will all guests be required to have a passport to travel to Cuba?

A: Yes, all guests (including international guests) will be required to have a passport. U.S. Customs and Border Protection will not allow U.S. guests to travel to Cuba with a driver's license, birth certificate, or passport card. Passports must be valid for six months after their travel to Cuba.

Q: Will guests be required to have a visa to enter Cuba?

A: All guests are required to obtain a visa in order to enter Cuba. The type of visa that a guest will need will depend on certain factors, including the reason for travel to Cuba. Most guests will be able to enter Cuba utilizing a “Tarjeta Turistica” (or tourist card) visa. Guests will be able to purchase the “Tarjeta Turistica” from Carnival at a cost of \$75 per person. This fee will be added to your onboard account. Carnival will distribute this visa during embarkation and guests will be responsible for providing their visa to the Cuban authorities upon arrival and departure from Cuba. If a guest loses their visa, they will be able to purchase a new visa onboard at an additional cost of \$75.

Guests who were born in Cuba or are traveling for specific reasons, such as journalists, will need to obtain non-tourist card visas.

Q: Are individuals who were born in Cuba allowed to travel to Cuba with Carnival?

A: Yes. Cuban-born guests are permitted to travel to Cuba by ship. However, any guest who was born in Cuba who wishes to travel to Cuba by ship must request a visa from the Cuban Embassy or use a Cuban-issued passport in order to enter the country. Please note if you are traveling with a Cuban-issued passport, you will still need to bring a valid passport or Resident Alien Card to re-enter the U.S.

Guests will be responsible for the cost of obtaining their visa and passport. Please understand that the application process may take several months to complete.

Visa and passport requests can be made directly to the [Cuban Embassy](#) (1-202-797-8518) or through the use of third-party providers that are authorized to process these types of applications. [ABC Charters](#) (1-877-817-1160) and [VisaCentral](#) (1-877-535-0688) are two examples of such companies.

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, 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: How do the people-to-people programs work?

A: People-to-people programs are a permitted category for U.S. guests to visit Cuba. These programs must include a full-time schedule of activities that will create educational interactions between guests and the Cuban people. Activities can include shore excursions offered by Carnival and/or guests can opt to participate in a self-guided program. However, such self-guided guests must still have a full-time schedule of authorized activities and must maintain their own records demonstrating such a full-time schedule.

Q: Does Carnival offer shore excursions that comply with one of the 12 general licenses?

A: Carnival will offer optional shore excursion programs that will fully comply with all the requirements for people-to-people programs. In planning activities ashore, guests should keep in mind that people-to-people activities must be fulfilled before guests can engage in free time. Evening shore excursions offered by Carnival do not comply with the people-to-people guidelines and cannot be considered to be part of the required full schedule of activities.

Q: How much free time is there?

A: After completion of a full-time schedule of people-to-people activities, guests are free to explore as they wish.

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 (ii) 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.

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: Are there any vaccines required or recommended for travel to Cuba for adults and children?

A: You do not need any inoculations before visiting Cuba.

Q: Will my medical insurance cover any medical requirements during my visit to Cuba?

A: We encourage guests to check with their health care insurer (including Medicare) to understand coverage for their stay in Cuba.

Q: Will the Cuban Government require health insurance to be purchased to cover local medical services required while I am in Cuba?

A: Yes, the Cuban Government requires all guests to pay a Cuba Health Insurance fee. This fee is included in the taxes, fees, and port expenses.

Q: Is Cuba accessible for guests with disabilities or requiring wheelchairs?

A: Accessibility in Cuba is limited due to a lack of adequate infrastructure. While accessible facilities (such as hotels) may exist, these facilities may not be comparable to accessible facilities found in the U.S. Guests using wheelchairs may be limited to ground floor facilities as there are often no elevators to access upper levels.

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 or debit 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.

SAFETY & SECURITY

Q: Are there any important safety tips?

A: As you would in any major city or destination in the world, guests should consider the following:

- Leave valuables onboard the ship;
- Avoid wearing expensive jewelry;
- Carry only the cash that you will need for the day;
- Use discretion when handling cash publicly;
- Keep your belongings secure and out of sight.

Q: What are additional tips that I should know when traveling on shore in Cuba?

A: Here are some additional tips:

- Drink only bottled water;
- Due to tropical climate, wear loose fitting airy clothes, comfortable shoes, hats;
- Only a few places are air conditioned; bring a fan and/or mister;
- Purchase items only from authorized sellers;
- Exchange money only at CADECAs (Currency exchange houses) or hotels.

Q: What should I carry ashore while in Cuba?

A: When you go ashore, please remember to bring the following:

- Passport
- Visa
- Carnival issued Sail and Sign card
- Cash

CONNECTIVITY

Q: Will my cell phone work in Cuba?

A: You will need to check with your phone provider regarding international coverage in Cuba.

Q: Will I be able to access the internet on this cruise?

A: Wi-Fi is available onboard. You may have access to the internet while ashore in Cuba if you have coverage via your home provider.

TIPPING

Q: Are gratuities included for Cuban tour guides and restaurants?

A: Carnival does not include gratuities or tips for our ground tour guides, drivers, or waiters. Guest should expect to tip their guides, drivers, and waiters. However, as always, gratuities are an expression of thanks and should be based on the level of service provided. We suggest the following as a guide for tipping:

- National guide: 4-6 CUCs per person
- Local (site specific) guide: 1 CUC per person
- Driver: 2 CUCs per person
- Wait staff: 3 CUCs per person or 10% of the bill (if you are eating out on your own)
- Street Performers / Characters: 1-2 CUCs per person
- Bathroom Attendants: .50 CUC per person

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 on the [Interested in Cruising to Cuba with Carnival page](#)

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.