

PRE DEPARTURE INFORMATION

2017-2018

Celestyal Cruises in Cuba

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To reach our call center please call 1-855-364-4999

Passport

A valid passport is required for the cruise. You will need your passport and your Cuban visa to disembark at every port of call in Cuba during this voyage.

Specifically for **Canadian passport holders, the passport validity of 1 month after the last day of travel is required when flying into Cuba. For U.S. passport holders, the passport must be valid for the duration of stay when flying into Cuba. For all guests flying/or cruising into Jamaica holding U.S. or Canadian passports, their passport must be valid for the duration of their stay in Jamaica.** We also suggest that you bring a photocopy of your passport and leave it in your cabin.

It is the responsibility of our passengers to secure the latest updates on passports validity and to obtain at their own expense all necessary travel documents required by relevant government authorities, at all ports of call, and to comply with the various laws thereof.

Visa

If you are travelling with a non-Canadian or US passport, please check with your local Cuban Consulate or Tourist Office for any specific requirements.

If you embark in Havana, Cuba:

To enter Cuba you will need a Cuban visa. This may be included with your airfare and will be provided to you on your flight. If you need to purchase a Cuban visa please contact the local Cuban Embassy/Consulate in your home country. You will need to keep the Cuban visa in your passport at all times. You will need to surrender your visa to the Cuban authorities when the ship departs from Cienfuegos on route to Jamaica. Before re-entering Cuba in Santiago de Cuba, you will obtain a new visa from our reception desk. The cost is already covered in your cruise fare. A Jamaican visa is not required for transit passengers that are visiting the port of Montego Bay for a few hours.

If you embark in Montego Bay, Jamaica:

You will obtain your Cuban visa from the reception desk upon check in. The cost is covered in your cruise fare. In addition to the Cuban visa, if you embark in Montego Bay, please check with the local Jamaican Embassy/Consulate, whether a Jamaican visa is required, in order to fly into Jamaica.

Airport Departure Taxes

If you are flying out of Jamaica there is a departure tax of \$35 (USD), which is usually collected by the airlines through passengers' tickets. Jamaican nationals and passengers who have stayed over 24hrs in Jamaica will be required to pay the departure tax, when they arrive in the port of Montego Bay, prior to their embarkation. The departure tax can also be collected in Jamaican currency at the current rate of exchange.

Medical Insurance

Cuban law requires all passengers to have medical insurance while travelling and must be able to provide proof of coverage. Please call your insurance provider to ensure you are covered in Cuba or to add Cuba to your policy. Passengers without proof of medical insurance will be denied boarding and in such cases no refunds will be made. Celestyal Cruises offers medical insurance via Mondial Assistance. Please visit the insurance page of our website for full details on the policy at <http://yourcubacruise.com/terms-and-conditions/travel-medical-insurance>. You can purchase insurance at the time of booking.

E-Tickets

E-tickets are required for check in procedure.

AIR & LAND ARRANGEMENTS

Information about flights

Incoming flights

Please note that you should arrive at the port not later than one hour prior to departure. Passengers who are not at the check in 1 hour prior departure are considered as no - show. Allow sufficient time from your flight arrival at the airport to the port, taking into consideration possible heavy traffic.

Outgoing flights

In order to make your travel connections comfortably, please allow 6 hrs at least from the arrival time of the ship in the port until your flight departure time. Please contact your airline for luggage allowance.

Airport Transfers

If you are arriving/departing from **Havana**, the airport is a 1 hour cab ride.

If you are arriving/departing from **Varadero**, please make transfer arrangements prior to leaving home. The drive is approximately 2 hours.

If you require a recommendation for transfer arrangements please call our reservations department at 1-855-364-4999.

If you are arriving/departing from **Montego Bay, Jamaica**, the airport is a 45 minute cab ride.

Embarkation and Disembarkation

Embarkation in Havana is **MONDAY** from 1pm and 11pm.

Disembarkation is any time after the ship is cleared by Cuban authorities at approximately 11am. All passengers should be fully disembarked by 1pm.

Embarkation in Montego Bay, Jamaica is on **FRIDAY** from 1pm to 4.30pm.

Disembarkation is any time after 10am. All passengers should be fully disembarked by 12pm.

The address of the pier in Havana is:

Terminal de cruceros (Cruise Terminal)
Muelle San Francisco,
Avenida San Pedro No 1,
La Habana, Cuba

The address of the pier in Montego Bay is:

Montego Bay Cruise Ship Terminal
Montego Freeport, St. James,
Jamaica W.I.

FINANCIAL MATTERS

Currency Onboard and Ashore

Onboard Currency – Currency onboard is US dollar. Major currencies are accepted and can be exchanged at the Reception. Travel cheques are also accepted at a 2% charge.

Cuba – In Cuba at all airports there are exchange booths. We suggest before leaving the airport you purchase an appropriate amount of Cuban Convertible Peso (CUC) for onshore purchases. Please note American based credit cards may not work in Cuba. There are exchange booths to be available in Havana, Santiago de Cuba, and Cienfuegos. In order to exchange currency you will need to present your passport. The ship does not have any CUC currency onboard.

Jamaica – The Jamaican dollar and U.S. dollar are accepted. Please ensure that you bring US dollars from home.

Payment System

During the check-in procedure in the cruise terminal, you will receive your personal boarding card. You will use the card when making any purchases on the ship, ordering beverages, Duty Free, Spa services, etc. You will also require your boarding card to leave and come back onboard. Shortly after you embark we ask that you visit the Reception Desk to provide us with your credit card details or a cash deposit for your onboard purchases. The night prior to your disembarkation you will be provided with an itemized bill and asked to settle up your account with the credit card you left on file. If you would like a separate account from your travelling companion please advise Reception of this upon embarkation.

Contacting the Ship

The ship can be contacted with the following numbers:

001 9546 726 798/99 (Reception) and by fax: 00870 765096512/13.

For more detailed information, please visit our website cuba.celestyalcruises.com (FAQs and TERMS & CONDITIONS section)