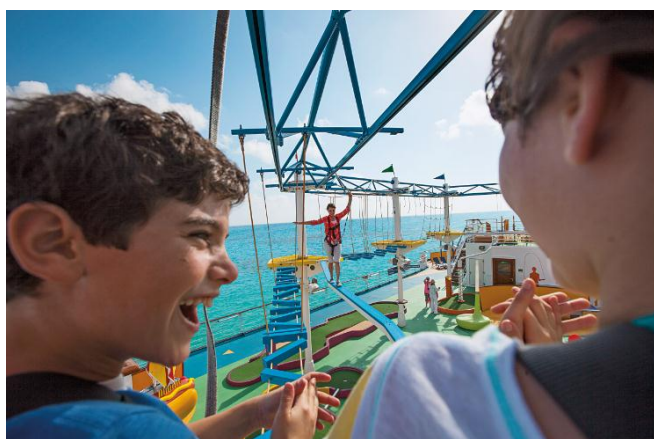


**CARNIVAL  
YOUTH  
EXPERIENCE**



# ALL ABOUT YOUTH PROGRAMS



# INTRODUCTION

This guide is a summary of Carnival Cruise Lines® and Youth Programs. Hopefully this will provide you with some insight to understand the product for when you start onboard and become part of our family. We trust that this will help answer most of your immediate questions in regards to your new endeavor at sea.

## SECTION 1 – ALL ABOUT CARNIVAL

You may, at the onset, feel both excited and overwhelmed. To help you keep a positive attitude and to understand our present development, you should first know a little about our history. Early in 1972, Ted Arison, founder of Carnival Cruise Lines, purchased a second-hand ship called the Empress of Canada and renamed her Mardi Gras. Mr. Arison's first ship was put into service at once, and her maiden voyage proved a courtship with disaster. The vessel ran aground. It proved quite an embarrassing beginning for a cruise line which would eventually be hailed as the most Popular Cruise Line in the World and the "Fun Ships". Three years later, the Empress of Britain was purchased and renamed the Carnivale. It was not until the 1980's that Carnival Cruise Lines began to design and build its own fleet of newer and larger ships. In the following years different classes of ships came out into the Carnival fleet to launch Carnival as recognizable brand by all. Listed here are the current classes and ships.

### **FANTASY CLASS:**

Fantasy, Ecstasy, Sensation, Fascination,  
Imagination, Inspiration, Elation & Paradise  
70,367 Tons



### **TRIUMPH CLASS:**

Triumph & Victory  
100,000 Tons



Sunshine (Carnival Destiny Refurbished)  
102,853 Tons



**SPIRIT CLASS:**

Spirit, Pride, Legend & Miracle  
85,500 Tons

**CONQUEST CLASS:**

Conquest, Glory, Valor, Liberty & Freedom  
110,000 Tons

**SPLENDOR CLASS:**

Splendor  
113,000 Tons

**DREAM CLASS:**

Dream & Magic & Breeze  
130,000 Tons

**VISTA CLASS:**

Vista (2016)  
135,500 Tons





Carnival Cruise Lines® survived a beginning characterized by anxiety mingled with enthusiasm. Your life on board may be equally unique, especially at the beginning. Remember that the other team members are ready to welcome you into the family and to include you as part of their fantastic team. Carnival Cruise Lines provide spectacular daily entertainment and activities for all ages. We have a variety of pods, waterslides, entertainment activities and production shows, branded outdoor spaces and a variety of food variations for dining. Additionally, Carnival boasts about our Youth Programs which is year round.

- YEAR FOUNDED: 1972
- HEADQUARTERS: Miami, Florida
- NUMBER OF SHIPS: 24
- CRUISING AREAS: Bahamas, Caribbean, Mexican Riviera, Alaska, Hawaii, Canada, New England, Europe, Australia
- PRIMARY HOMEPORTS: Miami, San Juan, Long Beach, Tampa, New Orleans, Port Canaveral, Galveston, Charleston, Fort Lauderdale, Jacksonville, Baltimore, New York, Seattle & Sydney
- CRUISE LENGTH: 3-15 days
- NUMBER OF EMPLOYEES: Approximately 3,800 – Shoreside  
Approximately 33,500 – Shipboard
- APPROX. # OF ANNUAL PASSENGERS: 4.3 million (2013)
- APPROX. # OF ANNUAL CHILDREN (0-17 YEARS) 680,000 (2013)

## MAP OF SOME OF THE FUN PLACES THAT WE GO...



INDUSTRY RANK:  
largest cruise line in  
passengers carried,  
Carnival Corporation  
New York and London



Carnival Cruise Lines is the  
the world, based on  
and the flagship brand of  
& PCL, traded on both the

## CARNIVAL FUN SHIP 2.0

We are in the process of launching some new branded experiences on our ships that deliver on our promise: memorable + great value. A few of the new brands that you may see on our ships as they are rolled out are...

# VISION STATEMENT

Due to Carnival's vision statement, **"TO CONSISTENTLY DELIVER FUN, MEMORABLE VACATIONS AT A GREAT VALUE."**

It is no surprise why Carnival attracts such a wide spectrum of guests as well as team members. After all, our team members come from all over the world and we all strive and deliver the same message within our family.

**I AM** *Carnival* **!**

## **TO CONSISTENTLY DELIVER FUN, MEMORABLE VACATIONS AT A GREAT VALUE WE ALWAYS:**

- Warmly **WELCOME** our guests and team members to our **HOME**, making them feel like part of the **CARNIVAL FAMILY**.
- **ENGAGE** them by being **FRIENDLY, SMILING** and using their **NAME**.
- Show **CARE** and **RESPECT** for each other, our ships and the places we visit.
- Ensure their **SAFETY** and **SECURITY**.
- **ANTICIPATE** their needs, **RESPOND** rapidly and **OWN** their issue until it is resolved.
- Live and share a **POSITIVE ATTITUDE**.
- Show **PRIDE** in our jobs and in our company.
- Include **FUN** in everything we do!

# SECTION 2 – LIFE ONBOARD

Life onboard a cruise ship is quite different from that on land. There is an adjustment period that most new team member's experience. Our teams onboard are made up of many different nationalities that are all on a ship at any one time. With these nationalities come many different cultures and traditions. You will likely interact with, work alongside or even live with a fellow team member from a country different than your own. This is one of the aspects of our industry that makes it both attractive and challenging. We recommend that you practice patience and tolerance and be sure to communicate any challenges to your supervisor or Human Resources.

Other challenges you may face for example may be homesickness, seasickness or claustrophobia. It is a whole new environment with new people, a new career, lots of safety regulations, policy and procedures and ships' rules which need to be followed, which can make it challenging to adjust to at first. You have to overcome all these new challenges without the support system you have at home. However, once you have your bearings you will overcome these challenges and enjoy the recreational activities offered during your valuable leisure time.

## HOSPITALITY

When it comes to choosing a vacation destination, our guests have a wealth of choices, whether it is a land resort/hotel or another cruise line, therefore we have to be better than our competitors. Our guests will be provided with great food, exciting activities, lavish entertainment, discovering exciting new places, but most importantly pampering service. At Carnival Cruise Lines, we take great pride in providing hospitable service to our guests. As a team member onboard, whether on or off duty you are expected to greet guests with a smile, use their name once known to convey a sense of recognition as well as making them feel special throughout their visit. You will extend the same courteous attitude to your fellow team members to maintain a quality work environment, which ensures the success of our promise to our guests. If you possess these skills, you will succeed and we want you on our team.

## ENGLISH LANGUAGE STANDARDS

It is required that all shipboard employees be fluent in English. Please be aware that when you arrive on board your English must meet the acceptable standard.

## ENVIRONMENT

Along with your on-the-job training, you will be given training on Environmental Awareness. Nature is a fragile eco-system where water plays a vital role. Our oceans and seas are the main supplier of life and their conservation will guarantee the existence of our industry. As the world's largest cruise operator, Carnival Cruise Lines understands that the company's future depends upon the health of the world's oceans. Our methods onboard of waste disposal meet or exceed international and domestic environmental laws and regulations, including those of the International Maritime Organization and the U.S. Code of Federal Regulations. Onboard you will learn of Carnival's Waste Management guidelines including efficient recycling and proper disposal.



# CREW TRAINING CENTER

Each ship has a Crew Training Center (CTC) available for all team members, managed by a full time Training & Development Manager to guide and assist the team members. The CTC offers numerous courses covering various fields for you to choose at no cost.

- Languages – English, Spanish, Italian, Portuguese, German and more
- Computer based Management & Personal Development certificate courses
- Mavis Beacon – Typing skills
- Educational books
- Other resources include motivational tapes by Anthony Robbins, photography books, leadership/management books and much more...

## ACCOMMODATIONS

Onboard you will be assigned a cabin. As a member of the Youth Programs Department, you will be sharing with another person of the same gender. You will have limited space, so please pack accordingly (closets are approx. 30" wide). There is a designated shared space for each person in the cabin and the cabins are furnished with:

- Bunk beds
  - Closets – which you can put your own personal lock on it if you choose
  - Drawers
  - Desk – with drawers and a large shelf over the top
  - TV-DVD
  - Bathroom (small) - contains a shower, sink and toilet and is shared with your roommate.
- Each team member has a mirror with a vanity for storage of personal items.



There is an assigned Hotel Steward who is responsible for making your bed and refreshing your cabin daily. It is mandatory to tip your Hotel Steward (\$1.00 per day/per person/not per cabin). Below are cabin examples, but not all cabins are identical on all ships as they have different layouts and space. There will be space to store suitcases but again space is limited. You will not need to bring any blankets, sheets, pillows, towels as Carnival's policy is to use fire retardant supplies. Security conducts departmental cabin inspections approximately once a month.

You will notice after being onboard how to make your living environment suitable for your likes and start to add your favorite things. You do not spend a majority of your time in your cabin so when you are in it you want to make the most of it and have it feel comfortable for yourself.

## SPRIT CLASS CABIN – EXAMPLE



## CONQUEST CLASS CABIN - EXAMPLE



## PERSONAL BELONGINGS

No doubt during your contract onboard you will make additional purchases of clothes, shoes and souvenirs. Keep in mind that team members are expected to carry their luggage on and off the vessel. Therefore you should pack moderately as you will spend a good portion of your day in uniform. Additionally, most airline regulations prohibit excess baggage (check with your airline before flying). Leave ample space when initially packing with anticipation of packing your uniforms when you are ready to return home on vacation.

### SUGGESTED ITEMS TO BRING:

<ul style="list-style-type: none"> <li>• Alarm Clock (Battery operated)</li> <li>• Watch</li> <li>• Sunglasses/Sunscreen</li> <li>• Backpack</li> <li>• Portable Laundry Bag</li> <li>• Small poster/pictures to decorate your cabin</li> <li>• Wash Towels</li> </ul>	<ul style="list-style-type: none"> <li>• Magnets (some ships walls are magnetic)</li> <li>• Prescribed Medication</li> <li>• Small amount of Toiletries to start with (shampoo, soap, toothpaste, deodorant etc.)</li> <li>• I-pod/MP3 Player</li> <li>• Camera</li> <li>• Calling Card/Credit Card</li> </ul>	<ul style="list-style-type: none"> <li>• Cash \$100 - \$200 for pocket money until your first pay</li> <li>• Voided check if you have a US bank account and are opting for direct deposit</li> <li>• Power onboard is 110v and 220v – please note very limited sockets</li> <li>• Laptop/iPad/USB stick/DVD's</li> </ul>
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## ITEMS NOT ALLOWED ON BOARD:

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Fire arms/weapons</li><li>• Pocket or diving knives</li><li>• Clothing irons</li><li>• Electric water / food heaters</li><li>• Transformers</li><li>• Candles</li></ul> | <ul style="list-style-type: none"><li>• Drugs</li><li>• Controlled substances w/out proof of proper prescription</li></ul> |
|---|--|

## LAUNDRY FACILITIES

Laundry services are available on board free of charge. You can get free laundry detergent onboard or in a port of call you can purchase detergent for your washing. Washers, dryers and irons are provided for your personal use. Guest laundry facilities are also available for team members at selected times for a fee. Your uniforms can be cleaned in the Main Laundry at no charge if you give them to your Hotel Steward. The Hotel Steward will also collect them for you when the clothes are ready. Dry cleaning services are also available for a fee for your personal clothes.

## MEALS

All meals (breakfast, lunch, dinner) are provided for you in the staff dining room (mess) free of charge. You may order your food from one of the waiters or serve yourself from the buffet offered for breakfast, lunch and dinner. All team members with guest area privileges also have special privileges on the guest buffet area (Lido). A midnight buffet is provided in the crew dining room (mess) as well. There are set meal times in the mess as well as on Lido. The menus are on a rotation basis of a 3-4 week cycle. It is customary to tip your waiter (\$1.00 per day). For hygiene and safety purposes it is not permissible to remove food, dishware or other ship's property from the dining rooms or have them in cabins. Proper and clean attire must always be worn during meal times.

## PHONE SERVICES

- If you use a cell phone you can use it on board – please check with your carrier as to how much the roaming charges will be as it can be very expensive
- We offer phone cards on board the ship for a fee (Approximately \$10) that enables you to call from ship to land and from ship to ship
- We offer cell phone ship SIM cards for a fee on board. You can use this sim card for calling home or texting while at sea. This option may be cheaper than having your cell phone on roaming.

## INTERNET

- Internet is available on board for a fee. (Approximately \$20) Please note it is run through satellite and there may be times when it is not working.
- Crew internet locations vary on each ship. Please check with your fellow team members as some of the ports of call may have internet available.

# OTHER FACILITIES

## MEDICAL CENTER

- Every ship has at least one Doctor and a few Nurses that will provide medical care to both guests and team members. There are allocated times to see the Doctor and your Youth Director will provide the times.
- Most medication that you may require will be provided for you as well (ex. Tylenol, cold medicines, vitamins, condoms, Band-Aids, sea sickness pills etc.). Please note if you already have prescribed medicine you will still be responsible for supplying it, including birth control prescriptions.
- Once you arrive to the ship then Carnival will cover you for medical insurance. There are some things that are not covered (wisdom teeth removal / and anything that is pre-existing). Medical insurance covers you only when you are signed on the ship during your contract.

## CREW GYM & GUEST GYM

- Crew gym is open 24 hours
- Guest gym can only be used certain times during the day. As a reminder guest come first when using the gym.

## CREW LOUNGE

- This is a recreational area where you can relax after work with your fellow co-workers and friends – alcohol, soft drinks, water and snacks are all available for a fee.
- There is an activities event schedule each month that is posted on a bulletin board in the crew area. Activities can range from bingo sessions, movies, themed parties, trivia contests, talent shows etc.

# CONTRACT LENGTH

On average, for those in the Youth Programs Department, the length of your contract will typically be between six to eight months. Depending on necessary scheduling the contract lengths may vary. A contract (Seafarer's Agreement) will be signed once you arrive onboard. There will be no sign offs during the busy holiday seasons of Spring Break, Easter, Memorial Day, 4th of July, Labor Day, Halloween, Thanksgiving and Christmas. Meaning if your contract is to end on one of the above dates then your sign off date will be assigned once the holiday is over.

In the event you do not finish the length of your contract, you will be required to inform your Youth Director onboard and you will be responsible for your flight home and other travel expenses.

## EMERGENCY LEAVE

- In the event you have to leave due to an emergency, you will be responsible for all costs. In the event you are unable to arrange your travel home - Shipboard Human Resources will arrange your travel and you can pay for this through the Manager Staff Administration (MSA). You will also be required to pay for any costs for when you return back to the vessel.



## **SALARY**

All team members will be paid bi-weekly by direct deposit or by a JP Morgan payroll card. All team members can set this up when they get onboard. The direct deposit is for United States Banks only. Youth Program Staff are paid a fixed salary. There are set holidays where the ship is registered throughout the year that you will be paid, which is included in your bi-weekly salary. Safety deposit boxes are available for your valuables/money at the Staff Administration Office.

Once you are assigned to your vessel, bank accounts can be opened at some of the various ports of call. Others have chosen to send their money home via money wire directly from your JP Morgan payroll card. You will learn more of these options when onboard.

- The Camp Carnival Staff in addition to their salary will be paid gratuities from the Night Owls Services. The amount is divided onboard by all Camp Carnival Staff (excluding Circle "C" & Club O<sub>2</sub> as they are not part of Camp Carnival). The amount will vary depending on the time of year, the ship you are on and the amount of kids onboard.

## **DRUG & ALCOHOL ABUSE**

All officers, staff and team members are subject to "random" and "reasonable suspicion" drug testing. The possession or distribution of unlawful drugs and/or controlled substances by any person on board the ship renders him/her liable to dismissal as well as possible legal proceedings. There are ship's rules about bringing liquor on board, and these should be understood and strictly observed. The ability of a seafarer to perform his/her normal or emergency duties must never be impaired.

### **(a) Drugs**

Carnival Cruise Lines has a "zero tolerance" drug policy. The possession of illegal drugs and substances, other than prescribed drugs taken according to doctors' instructions, is strictly prohibited. Any seafarer to be found in possession of, or under the influence of, any such drugs or substances faces immediate dismissal and possible legal action.

### **(b) Drinking**

It is the policy of CCL that no personnel engaged in our operations ashore or afloat will undertake any scheduled or unscheduled duty for CCL while impaired by the effects of alcohol. A seafarer must not be under the influence of alcohol while on duty. Personnel are "on duty" during assigned working hours and scheduled operations, including overtime. Any seafarer on duty who test at 0.04% blood alcohol level or higher will be considered intoxicated. A seafarer must abstain from the consumption of alcohol for a minimum period of four hours prior to scheduled watch keeping or other scheduled duties. The blood alcohol concentration for a seafarer must never exceed 0.08% blood alcohol level. A seafarer will be considered to be intoxicated "off-duty" if her/his blood alcohol level exceeds 0.08%. Any captain, officer or seafarer found to have violated company policy regarding alcohol will be subject to disciplinary action that may include immediate dismissal.

This is taken very seriously onboard and breathalyzers can be performed at any time of the day/night if anyone feels you are under the influence of drugs or alcohol.

## **FRATERNIZATION WITH GUESTS**

While all team members are encouraged to be friendly and polite, team members are reminded that conduct with guests shall be limited and related to the performance of your job. Fraternizing with a guest will be grounds for disciplinary action, including dismissal.

## **WET/DRY DOCK/CHARTERS**

Sometimes ships undergo various renovations in either a wet dock or dry dock (ships are renovated every 3 years) or we also have a ship charter (where an outside group/company uses the ship for their functions) and sometimes with this there are no children who end up sailing. If your ship does face one of these logistics there are a few options that might incur – sent home early for vacation / take a personal work break which you will be responsible for all expenses to and from the ship / stay onboard / be transferred to another ship during the wet/dry dock time. The Youth Director and Shoreside Management will determine what will happen.

# SECTION 3 – SAFETY

## NAUTICAL TERMS

Just so you know some of the lingo when the team members are communicating.

- Aft – the rear, back or stern of the ship. Numbers on cabins and equipment will get larger as you go aft.
- Forward – the bow or front of the ship. Numbers on cabins and equipment will get smaller as you go forward
- Starboard – The “right hand side” of the ship as you face forward (front)
- Port – The “left hand side” of the ship as you face forward (front)
- Deck – similar to a “floor” in a building on shore. Decks can have names, be numbered, or sometimes be lettered
- Bridge – Command center of the vessel that is manned 24 hours a day
- Embark – To take on board or arrive on a vessel
- Debark – To remove from or leave a vessel
- Gangway – The location where guests/crew get on and off the ship in a port of call
- CCL – Carnival Cruise Lines
- SMS (Safety Management System) – A series of written plans on board CCL vessels containing instructions on company policies and safe working procedures designed to create standardized best work practices throughout the fleet

## SAFETY ONBOARD

The company ensures that no personnel will be assigned to perform any duties on a seagoing vessel unless he/she has received sufficient information and instruction in a number of subjects affecting personal safety. The day that you arrive onboard the vessel you will be required to undergo “Vessel Familiarization Training”. The objective of this training is to ensure all seafarers, including those who are working on a ship for the first time, know basic personal safety information that may save their lives and the lives of others in the event of an emergency. Before being assigned to shipboard duties, all persons employed or engaged on a seagoing ship other than passengers, shall receive approved familiarization training in personal survival techniques or receive sufficient information and instruction to be able to do the following.

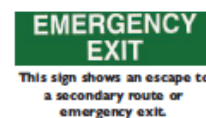
## MINIMUM VESSEL FAMILIARIZATION TRAINING, LIST OF COMPETENCIES

Communication with other persons onboard on elementary safety matters and understands safety information symbols, signs and alarm signals.

- Know what to do in the unlikely event:
  - A person falls overboard
  - Fire or smoke is detected or the fire or abandon ship alarm is sounded
  - Identify Muster and Embarkation Stations and emergency escape routes
  - Locate and don lifejackets
  - Raise the alarm and have basic knowledge of the use of portable fire extinguishers
  - Take immediate action upon encountering an accident or other emergency before seeking further medical assistance onboard
  - Close and open the fire, weathertight and watertight doors

### FAMILIARIZATION TRAINING PROGRAM

1. A safety meeting is held where each crewmember is given his or her specific safety duties specified on their BOAT & FIRE DRILL CARD
2. Each crewmember will be given a training manual
3. A video is shown with all of the information that applies, no matter what ship the crewmember sails on
4. Each crewmember is given specific shipboard information including ship layout, location of crew and passenger muster stations, Bridge telephone number and location of crew and passenger life raft embarkation stations
5. Each crewmember will be required to don a lifejacket
6. Each crewmember will be required to simulate fighting a fire with a portable fire extinguisher
7. Each crewmember is shown how to open and close weather tight, watertight and fire screen doors
8. Each crewmember is shown to his or her emergency station, crew muster station and life raft embarkation station
9. A test will be given to assess the crewmember's knowledge of the basic information. The tests may be verbal / oral
10. The crewmember must get their personal competency standard checklist signed by a qualified assessor/person, within the first seven days onboard. A copy of the list is then routed to the Safety Officer



Other Lifesaving Equipment Signs and Symbols:





## PORT MANNING

This is a duty performed on a rotational basis by all of the Youth Programs Staff. As per ship's rules a certain number of crew from all departments that are required to remain on board while the ship is in port. Team member's ID will be placed in a certain area combined with the other departments and will serve as a reference for ship's command to know who would assist our guests in an emergency. You are required to stay on board while on Port Manning Duty. This safety procedure is rotated on the work schedule but is in place to ensure that if an emergency happens in port or while anchored it is managed properly.

## MUSTER STATION WRISTBANDS

All children aged 11 and under are required to wear a safety wristband as per Coast Guard Regulations. In case of emergency - Children will be divided up according to their wristbands letter and taken to designated Muster Station to meet their family.



# SECTION 4 – YOUTH PROGRAMS INFO

Welcome to Youth Programs, a new and exciting life onboard a cruise ship. After reading through this section we hope you have a better understanding of what you will experience as a member of the Youth Programs Department. You will receive complete onboard job training once you sign on the ship. As a member of the Youth Programs Staff, you will work with a team of 8-20 staff members including an Assistant Youth Director and/or Youth Director. As a Circle “C” Director or Club O<sub>2</sub> Director you will work primarily on your own but with the support of the Youth Director.

Although you are on duty 7 days a week, working 70 hours maximum/week involving a lot of shift work, you will receive a schedule for the whole cruise. Camp Carnival is on a rotation each cruise. For example one cruise you may be working with the 2-5 year olds and the next cruise with the 6-8 year olds and so on. The demographics of our guests can vary drastically based on season, itinerary, ship size and home port. Here are a few quick trends that have developed over the past few years:

- May – August: These months often experience consistent high kid counts due to the summer season in the United States
- Late November – Early January: From the United States’ Thanksgiving to the New Year, kid counts are often quite high, especially for Christmas and New Year.
- January – February and September – October: Kid counts often go down a bit as most kids in the United States go back to school
- Australia: Kid counts are very high for most of the year
- Saun Juan: We usually have one ship sailing from San Juan. Many of these guests and their kids are Spanish speaking
- Long Voyages: Voyages longer than 7 days often see lower kid counts than shorter ones. They are usually offered in non-peak seasons.

Rest assured that all the Youth Staff will have some free time to explore the ports of call. Working onboard one of Carnival’s ships in Youth Programs will enable you to be with children/teens, meet interesting people from all over the world as well as travel to exotic exciting places. Living and working on a ship is definitely a once in a lifetime opportunity!!!

Listed below is a sample schedule of what a day in the life of a Youth Staff may be like for the different positions.

## SAMPLE YOUTH STAFF WORK SCHEDULE:

Below is a sample of what your schedule would look like. You will be assigned to a specific age group or duty on the schedule. You will be working shifts between 2 hours to 6 hours and the amount of hours you work on Port Days and Sea Days will be listed as well. You will have breaks to eat Lunch and Dinner, but these will not be on your schedule, just a clear spot where you do not have to be in the playroom or on duty. Some Dinner or Lunch times you will be scheduled to work the Kids Dinner or Lunch, during these times you can eat with the kids in the Lido Restaurant if you do not have time afterwards to eat. There are a lot of different duties and you need to make sure that you are always 10 minutes before the time at your assigned duty. You will be provided with a list of all the different codes that is used on the schedule and their explanations.

			MONDAY - AUGUST 12TH, 2013 - 1st SEA DAY - ELEGANT NIGHT																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
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The goal of Youth Programs is to provide safe daily fun-filled activities for the children and teens onboard. It is important that we maintain a high level of patience, energy and enthusiasm with the children and teens at all times. We must remember that our youth cruisers are anxious to get involved and enjoy all of the onboard activities. Therefore, we should look forward to sharing their vacations with them. Since we are continuously introduced to new faces and personalities, each cruise is a new and exciting adventure. We take great pride in our Youth Programs as we spend time creating new activities and improving old ones. All of the Youth Programs Staff have experience with children and teens of different ages. As a result, together we strive to develop age-appropriate and fun-filled activities for all of our youth cruisers. While onboard, you will work under the supervision of the Youth Director. Any questions, problems or suggestions should be directed to the Youth Director.

# YOUTH PROGRAMS ACTIVITY SCHEDULES

The Youth Director puts together a list of activities for the Camp Carnival age groups. The Circle "C" Director and Club O<sub>2</sub> Directors prepare the schedules for their respective age groups.

The children/teens that have registered receive their Activity Schedule for their respective age groups at the Youth Programs Orientation on the first day. Parents are responsible for registering all the children and teens for the program.

The Activity Schedule lists all of the activities that will be taking place for the entire voyage. Inside the Activity Schedule it states the time the activity will be going on, what activity will be offered and where the activity will take place.

There are many times throughout the voyage that we utilize guest lounges and outer decks for the use of the program.

October 22<sup>nd</sup>  
2011

**CAMP CARNIVAL®**

**WELCOME ABOARD CARNIVAL DREAM<sub>SM</sub>**

**2-5 YEARS**

Location: Camp Carnival Deck 11 Midship  
Playroom #1142

**SATURDAY**  
5:15pm-6:00pm Youth Program Orientation  
6:15pm-10:00pm Late Registration  
8:00pm-8:45pm Family Welcome Aboard  
9:00pm-10:00pm Open for Viewing  
9:00pm-10:00pm Beary Cuddly Free Aisle  
10:00pm-10:00pm Night Owls Free Aisle

Ensemble Theater, 3 Feet  
Camp Carnival, 11 Midship  
Club Caliente, 5 Aft  
Camp Carnival, 11 Midship  
Camp Carnival, 11 Midship

A Parent/Guardian Must Be Present Until 10:00pm

**CAMP CARNIVAL NIGHT OWLS**

Youth Director:  
Leslie Borne  
Assistant Youth Director:  
Ana Kacarski  
Camp Carnival Staff:  
Danijela, Dursja, Evangelina, Heather, Jennifer, Joanne, Karolwan, Ludy, Maria, Nora, Rosemarie, Ulyana

Parent/Guardian must specify on the registration form which adults over the age of 18 are authorized to sign into the child. All designated adults will be required to present higher Sail & Signa Card at both sign in/sign out. For the safety of the children, there are no exceptions to this rule.

**Carnival**

October 22<sup>nd</sup>  
2011

**CAMP CARNIVAL®**

**WELCOME ABOARD CARNIVAL DREAM<sub>SM</sub>**

**6-8 YEARS**

Location: Camp Carnival Deck 11 Midship  
Playroom #1142

**SATURDAY**  
6:15pm-8:00pm Youth Program Orientation  
8:15pm-10:00pm Late Registration  
9:00pm-9:45pm Family Welcome Aboard  
9:00pm-10:00pm Open for Viewing  
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**Carnival**

October 22<sup>nd</sup>  
2011

**CAMP CARNIVAL®**

**WELCOME ABOARD CARNIVAL DREAM<sub>SM</sub>**

**9-11 YEARS**

Location: Camp Carnival Deck 11 Midship  
Playroom #1142

**SATURDAY**  
5:15pm-6:00pm Youth Program Orientation  
6:15pm-10:00pm Late Registration  
8:00pm-8:45pm Family Welcome Aboard  
9:00pm-10:00pm Open for Viewing  
9:00pm-10:00pm Beary Cuddly Free Aisle  
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Ensemble Theater, 3 Feet  
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Ana Kacarski  
Camp Carnival Staff:  
Danijela, Dursja, Evangelina, Heather, Jennifer, Joanne, Karolwan, Ludy, Maria, Nora, Rosemarie, Ulyana

9-11 Year olds are free to sign themselves in/out of Camp Carnival as they choose at any time and for any reason. Camp Carnival is not responsible for children 9 years old and over once they have signed themselves out of a Camp Carnival Activity. Children are not permitted to sign themselves in/out after 10:00pm. After 10:00pm 9-11 year olds must be picked up by their parent from Night Owl Free Aisle (see app). Parents that do not want their 9-11 year olds to sign themselves in a lot of our activities will be REQUIRED to sign their child in & out when attending Camp Carnival. If this parent/guardian chooses to change this policy and allow the child to not be in the premises they must contact the Youth Director.

**Carnival**

Weekly Activity Schedule

12-14 year olds

**CIRCLE C**

**WELCOME ABOARD CARNIVAL DREAM<sub>SM</sub>**  
Circle "C" - Deck 4 Aft

**ACTIVITY HIGHLIGHTS**  
October 15 - October 22, 2011  
**SATURDAY**  
Welcome Aboard Party  
**SUNDAY**  
Gender Wars  
**WEDNESDAY**  
Movie Time: Beauty (Rated PG-13)  
Open for a full listing of activities for the cruise

**TEEN TOUR**  
Everybody loves you!!  
Enjoy a personal encounter with Heavenly Rays and some "show-n-side" performing all in surroundings of a private tea side club...  
For more details, check the Teen Excursion form located in your folder. Parents must fill out the form by 4:00pm on the first sea day.

You Must Be 12-14 years old and registered in Circle "C" to participate in all Deck "C" activities.

Outside of Youth Programs, parents are responsible for their children's behavior and compliance with Carnival's onboard policies and rules of conduct.

Only behavior will not be permitted in Youth Programs. The Youth Staff reserves the right to remove and exclude from any further participation in any on-board activity, including but not limited to, using, fighting, hitting, swearing, talking, bad language, smoking or any other inappropriate behavior.

You must be 15 years of age to purchase or drink alcoholic beverages.

In the Deck 4 Casino center, age restrictions apply.

Lifeguards are not on duty at the swimming pools. Our pools are not designed for diving.

Check out the amazing Unlimited Soda Program, available to be used at select bars, available for purchase at the Lobby, Casino and Pool Deck, worldwide only.

No other items (except approved MP3/MP4) will be used on Carnival property. Deck "C" is not responsible for any items left at activities; please do not bring valuables.

Hours and activities are subject to change. Changes will be posted at Deck "C" and Cruise Services notified.

**Carnival**

**TEEN TOUR**  
ST. THOMAS - ST. JOHN TRUNK AIR BEACH  
AND SHORES

**ACTIVITY HIGHLIGHTS**  
13-17pm

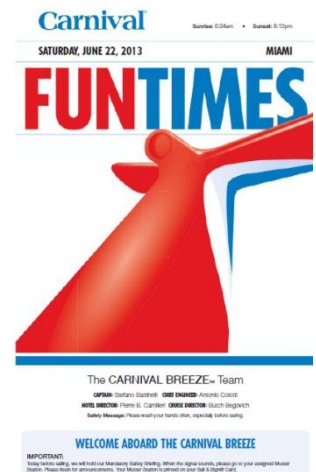
**Things To Do**

**Carnival**



# FUN TIMES

The Fun Times is the daily guide of the Carnival Fleet. It is a unified, consistent, informational publication that's up to date, accurate, and is easy to read and navigate. Fun Times will speak from "one voice" and presents activities and revenue opportunities in a well thought out and logical manner. This is a vital part of the guest's cruise it lets them know where and when EVERYTHING is onboard.



## EMBARKATION

Embarkation Day is the day that guests arrive and join the ship. A few of the Youth Programs Staff will greet the children/teens with information about the Youth Programs. Other departments assist in greeting the guests as well. This process starts around 11am and goes until the Safety Briefing (prior to sailing). The youth lounges will be open in all three spaces for guests and travel agents to explore. While on duty in the youth facilities or on the gangway, expect to answer numerous questions regarding our program and other generic questions guest may have. Informational postcards will be handed out informing families of our Youth Programs Orientation (that evening) for children under 17 year olds and their families.

### JUST ASK

Some of the Youth Programs Staff will assist with any questions the guests have during embarkation, debarkation, and sometimes on the first sea day. This is done on a rotational basis within our department and other departments also assist. You will also receive a shirt/sweater to assist with this duty.

### "JUST ASK" IMPORTANT POINTS

- Give a warm and welcome or goodbye to the guests
- Proactively ask the guests if they have any questions and if you can assistance them
- It is your job to be informed! Make Fun Times and FAQ's part of your uniform
- OWN the complaint or query. Try to resolve guest queries or complaints yourself and avoid sending guest to guest services
- "5 Step Rule" When a guest asks for directions, walk at least 5 steps in the direction of the requested area

## DEBARKATION

This coincides with Embarkation because it all happens on the same day. Each ship has a very fast turnover and while our guests come on board just before lunch hour, our guests from the previous voyage leave/disembark the ship by approx. 11am that same day. Some of the Youth Programs Staff will assist our guests in leaving the ship by standing in positions around the vessel and on the gangway answering questions and bidding a fond farewell. This is done on a rotational basis within our department and other departments also assisting.

## FREDDY – ANIMATOR

Freddy entertains guests of all ages sailing aboard all the 'Fun Ships' and is modeled after the line's signature red, white and blue whale tailed funnel. He is the personification of Carnival's 'Fun Ships', sharing smiles and high fives wherever he goes. Freddy has become very popular with our returning guests and sometimes you can find him around the ship surrounded by fans enjoying his attention and sometimes even asking for his autograph. Decked out in his customary uniform, the six-foot-tall mascot features expressive eyes, a perpetual white-toothed grin, oversized white gloves and sneakers, and of course, the requisite Carnival I.D. badge. On Elegant night Freddy dresses for the occasion, looking smart in his tux and bow tie. Freddy interacts with guests of all ages and poses for photos throughout the voyage and is often found in many of the activities where the children are participating. Someone within the Youth Programs Department fills the role of the animator and also we have someone from our department to assist Freddy known as the handler. Even you can be Freddy!



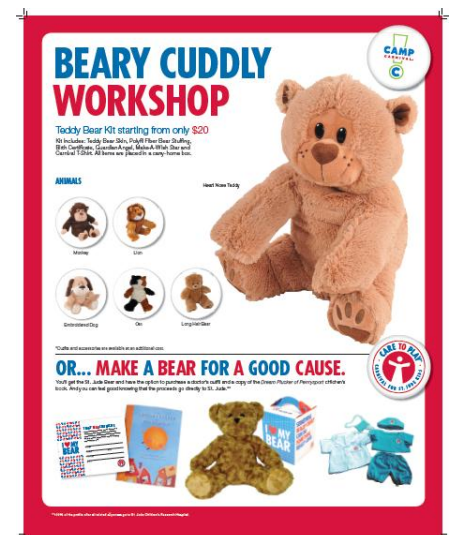
## MERCHANDISE & RENTALS

Youth Programs have some fun items that are for sale.

Carnival's Teddy Bear Workshop (Beary Cuddly) is hosted by Camp Carnival where families and guests can make their own stuffed animal and purchase a variety of outfits and accessories to go along with it.

Also we rent Strollers. There are a few other prize/logo items for sale.

As part of the Youth Programs Department you will be asked to help promote and sell these items.



## ST. JUDE CHILDREN'S RESEARCH HOSPITAL®

Carnival Cruise Lines, the world's largest cruise operator, has partnered with St. Jude Children's Research Hospital to continue its comprehensive fundraising with a goal of raising \$5 million for the organization during the next few years. St. Jude is one of the world's premier centers for the research and treatment of pediatric cancer and other catastrophic diseases. The program is called Care to Play: Carnival For St. Jude Kids. It provides guests an opportunity to participate in fun, interactive activities designed to raise funds and awareness in the fight against childhood cancer. Care to Play activities include the "Groove for St. Jude," a fun dance activity held once each cruise that allows guests to make a donation and "groove to the music" in one of the ship's high-energy dance clubs with sounds provided by the ship's DJ. Guests receive a Care to Play T-shirt and wristband and 100 percent of their donation goes directly to St. Jude. Another component is Carnival's Teddy Bear Workshop in which children from the line's Camp Carnival program can build their own cuddly St. Jude keepsake bear. To show their support, kids can also customize their bear with doctor's apparel, including scrubs, surgical mask, stethoscope and a lab coat. One hundred percent of profits, after all related expenses, benefit St. Jude Children's Research Hospital. Alongside our fundraising, we've also been named Official Celebration Partner of St. Jude. That means we get to bring our Carnival brand of fun to the St. Jude campus in all sorts of ways – sponsoring birthday parties, hosting their high school prom, creating themed days of play and much more. It's Carnival's way of giving back to the world we love to cruise in. And we encourage all of our crewmembers to get involved.



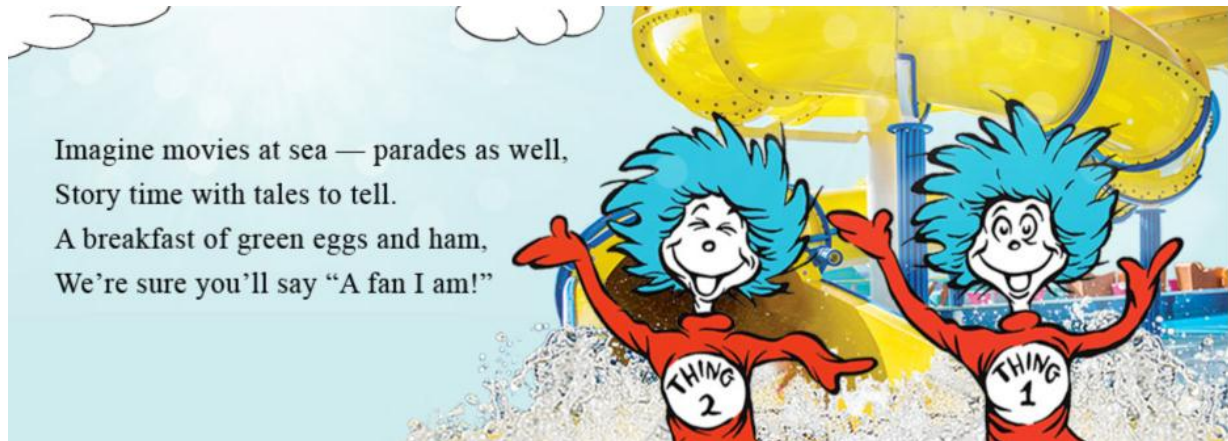
## LASER TAG

We are responsible for assisting with the operation of Laser Tag (selected ships) for the guests certain times during the cruise. Guests will step in to the 32' diameter arena wearing their gear (vest/phaser) and play against their opponents. Laser Tag is offered in the main lounge for a fee of \$5 for 5 minutes and will be charged to the guest's Sail & Sign Card.

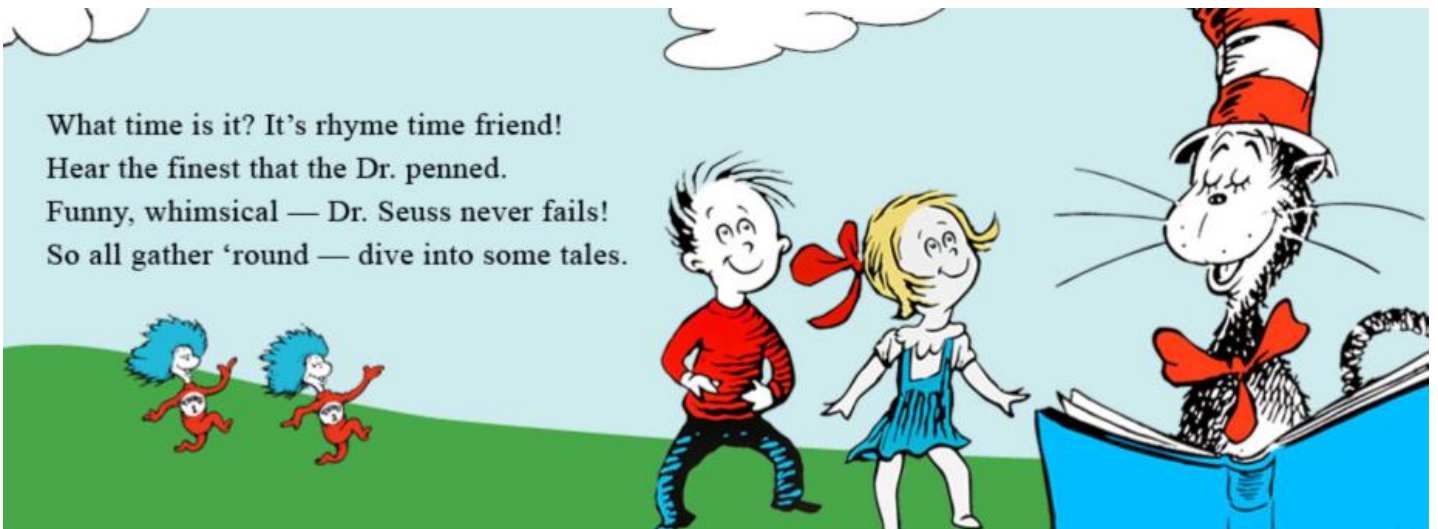
# SEUSS AT SEA



We are excited to announce an exclusive partnership with Dr. Seuss Enterprises to bring the beloved children's brand and favorite characters to our entire fleet of 24 'Fun Ships'. The Carnival Seuss at Sea Program will offer a variety of exciting and immersive onboard youth, family, dining and entertainment experiences featuring the amazing world and words of Dr. Seuss.



Imagine movies at sea — parades as well,  
Story time with tales to tell.  
A breakfast of green eggs and ham,  
We're sure you'll say "A fan I am!"



What time is it? It's rhyme time friend!  
Hear the finest that the Dr. penned.  
Funny, whimsical — Dr. Seuss never fails!  
So all gather 'round — dive into some tales.



## WATERSLIDE & WATERWORKS

On all Carnival's Ships there is a waterslide. We are responsible for supervising (checking height restrictions/monitoring the flow of the riders etc.) the waterslide for a couple of hours throughout the day. Housekeeping is responsible for the rest of the day. All Youth Programs Staff supervise the waterslide on a rotational basis. We ensure safety while preventing accidents.



# SECTION 5 – CARNIVAL LOOK

## THE CARNIVAL LOOK

Team Carnival is responsible for conveying a professional image at all times – the ‘Carnival Look’. While on duty in guest areas you must be in uniform, when off duty you must dress according to the Carnival Look. You will need clothes for visiting our ports of call during your time off.

### CARNIVAL LOOK - QUICK REFERENCE

#### SHOW PRIDE IN OUR JOBS AND IN OUR COMPANY

Carnival Cruise Lines maintains a high standard of personal appearance, dress, health and hygiene. As a team-member you create an impression and represent the entire company, regardless of the amount of guest contact. Our uniform program and grooming standards are designed to enhance the overall guest experience. It is important that you present a well-groomed appearance at all times, and use good judgment in dressing appropriately for your position and departmental dress standards.

#### UNIFORM POLICY

- ✓ Uniforms shall be in presentable condition.
- ✓ Nametag to be worn on left side of the garment 2-3" below the collarbone at all times in guest areas.
- ✓ Faded/worn tags should be replaced immediately. Nothing should be added to the nametag. A language spoken flag as per nametag policy is accepted.
- ✓ Guest Areas (on & off duty) – Team Carnival shall wear uniform according to specifications of each position (see *Public Folders for details*). Exception is made for Crew Functions when / if in Guest venues in which case personal attire can be worn with Crew ID & Lanyard or nametag.
- ✓ Crew Areas (off duty) – Team Carnival shall have an option to wear uniform with nametag or personal attire with Crew ID & Lanyard (see photo).

#### SHOES

- ✓ As part of the uniform standard, safety footwear is required. CCL approved shoes are available onboard. Any deviation (maintaining CCL style & color) would require Department Head approval.
- ✓ If your position permits purchasing your own shoes, then they must match the uniform standard (see *Public Folders for details*) in style, color, heel height, be slip resistant, etc.

#### PERSONAL GROOMING

- ✓ Make-up should be tastefully applied and not excessive.
- ✓ Tattoos must be covered by clothing, make-up or band aids.
- ✓ Body piercing, tongue studs and visible dental ornamentations are unacceptable.
- ✓ Extreme styles of jewelry are not permitted.
- ✓ Earrings are not permitted for male employees.

- ✓ Hair must be clean, styled and neatly maintained at all times.
- ✓ Hair coloring must look natural and not of extreme.
- ✓ Men's hair must be neat and trimmed at or above the standard collar line.
- ✓ Long hair must not cover face.
- ✓ Mustaches/Goatees are acceptable if trimmed and neat but cannot be grown during time onboard. (HK, Galley, Dining Room & Bar to follow USPH rules & regulations)
- ✓ Sideburns must not extend beyond the middle of the ear.

#### GENERAL INFORMATION

- ✓ Team Carnival members must wear appropriate attire when in Employee Dining Rooms, no tank tops.
- ✓ Baseball Caps or hats are not permitted to be worn in guest areas, unless part of the specified company uniform attire.
- ✓ Uniform, day or evening, to be worn during Guest Safety Briefing as well as for safety drills and training.
- ✓ Nametag would need to be worn by all employees in guest areas including non-uniformed staff.
- ✓ Uniformed Team members should wear their Cruise Elegant attire in guests areas on Cruise Elegant evenings ONLY, regardless whether on or off duty.
- ✓ Exception is made when dining in Steak House, where Elegant Attire is required all evenings.
- ✓ "I Am Carnival" pin and service pin (when applicable), should be worn above nametag.
- ✓ If a safety representative, the Safety Pin should be worn on right side/lapel.

#### ENTERTAINMENT DEPARTMENT

Assistant Cruise Director & Social Hosts are required to wear uniform at all times in guest areas while on duty. The following exceptions apply for the Entertainment Department:

- ✓ Male Entertainers are permitted to wear their hair long providing it is neat and pulled back away from the face while on duty or in a guest area.
- ✓ Mustaches/Goatees/Beards are acceptable if neat & trimmed.
- ✓ Male Entertainers (except CD, ACD & Social Hosts) are permitted one earring in each ear, not to be excessive in size or style.
- ✓ On Duty During Day/Evening: Day Uniform needs to be worn at all times (see *Public Folders for details*)
- ✓ On Duty during Cruise Elegant Evening: Evening Uniform to be worn (see *Public Folders for details*).
- ✓ Off Duty During Day: See below.

#### NON-UNIFORM ATTIRE IN GUEST AREAS:

Non-Uniformed and/or Off-Duty Team Carnival members (Entertainers, Concessions, Youth Dept & Casino Dept only) may wear the following:

#### DAYTIME / EVENINGS

##### Smart Casual

- ✓ Similar to Resort Wear includes dress shorts (no gym shorts) with matching shoes & socks, trousers, Capri pants (for females only) & polo style shirt. T-shirts, T-strap, Muscle shirts and shorts/trousers with exaggerated pockets or zips are not permitted. \*(in the evening not shorts)

#### CRUISE ELEGANT EVENINGS

##### Elegant attire after 5pm

- ✓ Male – Suit or dress pants with long sleeved collared shirt and matching shoes.
- ✓ Female – Gown/Dress/Trousers/Skirt with matching shoes.

**WHILE THESE STANDARDS ARE NOT ALL-INCLUSIVE, IF IN THE OPINION OF MANAGEMENT, AN EMPLOYEE DISPLAYS AN UNPROFESSIONAL APPEARANCE EVEN IF ADHERING TO THE ABOVE 'GUIDELINES' - HE OR SHE WILL BE ASKED TO CHANGE. 'THE CARNIVAL LOOK' IS EVERY TEAM MEMBERS RESPONSIBILITY.**

# UNIFORMS

All Staff must wear their uniform when on duty. On elegant evenings both Circle “C” and Club O<sub>2</sub> wear their own clothes following the Carnival Look standard. The company will provide you with a daytime uniform that will last for the duration of your employment.

**UNIFORM:** polo shirt, shorts, wind suit jacket & pants

**SHOES:** You will be required to supply a pair of white running shoes and white socks for the daytime uniform. Circle “C” and Club O<sub>2</sub> will be required to provide shoes and elegant evening attire, check the Carnival Look in regards to what is allowed. The Youth Director will outfit you with your uniform on the day you get on the ship. Depending on the amount of supplies on board you might receive a temporary uniform while a brand new set is ordered just for you! Staff will each receive track suits – includes jacket/pants, shirts with the logo based on your program & shorts. You can mix and match with the shorts, pants and jacket.

# NAMETAGS

- The name tag is part of the uniform. They should be worn on the left side approximately 3-4 inches below the collar bone. It must be visible at all times, in crew areas, including crew lounge and in guest areas while on duty. The Youth Shirts have designated grommets in the shirts for the name tags.
- Faded or broken tags must be replaced immediately and will be replaced if brought to the Staff Administration Office.
- No attachments to the tag, such as flag stickers or pins are allowed except for the Guest Services Department, where a flag representing the spoken language that he/she can communicate in must be worn under the Guest Services Associates name tag.





**STANDARD UNIFORMS ACROSS THE FLEET:**



**FUN SHIP 2.0 UNIFORMS:** All of the lounges around the ships have specific branded uniforms for the team members to wear so that they represent the branded spaces that they are working in.

**CAMP CARNIVAL UNIFORM**

FEMALE CAMP CARNIVAL STAFF		MALE CAMP CARNIVAL STAFF	
			

CIRCLE "C" UNIFORM



CLUB O<sub>2</sub> UNIFORM



## OFF DUTY ATTIRE

Suggested clothes to bring while off duty - Shorts, t-shirts, jeans, swimming attire, sundress/skirts, sandals, sports clothing & running shoes, sweater/jacket etc

You will be provided with a Team Carnival Shipboard Handbook in your cabin. This handbook will indicate proper attire at all times including hairstyles and jewelry. This handbook is to be followed in order to have a standard professional look.

### NON-ELEGANT EVENINGS

Elegant Casual (After 8:00pm)

- Male – Dress Trousers with belt, matching shoes and long sleeved, collared dress shirt tucked in
- Female – Dress trousers/skirt with matching shoes & dress blouse with long sleeves and collar

### ELEGANT EVENINGS

Elegant Attire (After 5:00pm)

- Male – Suit, jacket & tie or tuxedo with matching shoes
- Female – Gown/formal dress with matching shoes. Dresses should not be shorter than 2-3" above the knee.



# SECTION 6 – OTHER DEPARTMENTS

Youth Programs is part of the Entertainment Department. The Entertainment Department onboard is managed by the Cruise Director who oversees the following areas and is responsible for the onboard scheduling of the Adult Entertainment:

- Entertainment Staff - They are also known as the “FUN PATROL” they are responsible for hosting activities on board such as, Trivia’s, Dancing, sporting activities, bingo and many more
- Karaoke Host - The Karaoke host is in charge of running daily activities and rehearsals.
- Dancers - The dancers perform in the main production shows and help with the entertainment activities
- Production Singers - Perform in the main production shows onboard
- Dance Captain - is in charge of the dancers onboard and the scheduling of their daily activities
- Pro DJ/DJ - Is responsible for the music in the nightclub and any special activities requiring great music
- Entertainment Technical Staff - Are responsible for the running of the lounges onboard such as, sets, sound and lights
- Musicians - They are responsible for the live music onboard, they perform in many of the ships lounges
- Fly On Acts - They join the ship on a port of call to perform their act then disembark on the next port of call

The Entertainment Department is part of the on board Guest Operations / Commerce Operations and this area also consists of the following areas...

- Youth Director – Oversees all aspects of the Youth Programs and reports to the Hotel Director
- Hotel Director – Oversees all guest operations for all departments within the hotel department
- Guest Services – Deals with the guest concerns/answer any questions
- Housekeeping – Responsible for the cleaning of the guest and crew areas and splits into various areas within the department
- Food Operations – Responsible for the all the food in guest and crew areas.
- Beverage Operations – Responsible for the all the beverage in guest and crew areas.
- Coffee Shop/Bar – Carnival’s coffee shop offers a selection of drinks and snacks. Staff has the option of buying these as long as it’s quiet. There is a discount for the staff.
- Casino – This is one of the areas that staff are not allowed to go into
- Carnival Spa® – This is where you can go to the gym, have a haircut etc., always remember the guests come first
- Photo Department – Takes the guest photos on board the ship with various backdrops around the ship on different nights. They also take photos for staff to purchase. Cameras and accessories are available for purchase.
- Shore Excursion – Arranging the guest tours in the ports of call. Some tours are available for sale for the crew at a discounted rate and you can check with the Youth Director.

- Gift Shop – Sells souvenirs, fine jewelry, make up, watches, liquor, etc. for the guests. Team members have the option of purchasing items in the shops at a discounted rate.
- HR Director – Is there to help any work/personnel related issues – they are neutral to the operation
- Manager of Staff Administration (MSA) – The MSA is responsible for signing on all team members onto the vessel they also are responsible for the following:
  - Cabin allocations
  - Keeping/storing of all passports with the exception of USC (who hold onto these)
  - Oversee safety deposit boxes for a deposit to store your valuables
  - Issue Crew ID cards which will be used to get on and off the ship
  - Arrange for all crew to go through Immigration after they have completed their first cruise as you have to obtain a I-95 that is required for all non USC's and this permit has to be visible along with your Crew ID in any United States Port until you have left the port – As you are a new hire the MSA will give you a holder for it – you do not want to lose the I-95 as it is expensive to replace (Approx. \$350.00).



# SECTION 7 – DOCUMENTATION

## REQUIRED DOCUMENTS & VISAS

The following documents must be given to the Manager of Staff Administration once you sign on:

**UNITED STATES CITIZENS:** Required to have a valid Passport good for one (1) year. All U.S. Citizens are required to complete a W4 Form (for tax purposes).

**US ALIEN RESIDENT (GREEN CARD HOLDERS):** Required to have their Alien Resident Card and their valid Passport.

**CANADIANS:** Required to have a valid Passport good for one (1) year.

**NON-US CITIZENS:** MUST have a valid passport with a MULTIPLE entry “C1-D” visa. IMPORTANT: This visa is a requirement. The visa and passport must be valid for a minimum of one (1) year without these documents you will not be permitted to work onboard. If you do not have these documents the day you are required to start work, you will be denied boarding. In order to apply for a C1/D Visa you will need to contact the American Embassy and this can be done online and you will be required to fill out the paperwork needed – please note you cannot apply for a C1/D visa unless you have been given your Letter of Employment with your assigned ship. The company will reimburse your C1/D fee, Please bring your receipt to your ship. They will do this onboard.

**MARLINS ASSESSMENT TEST:** This is required by all applicants who are from non-English speaking countries. You must have a pass mark of 90% or above. (A copy of Marlins Certificate must be brought onboard).

**MEDICAL:** All copies of your medical along with all the lab results must be brought onboard. You can leave the hard copy at home.

**CREW DATA SHEET:** This form is sent to you along with your Letter of Employment. This form is to be filled out with your personal information and handed over when you board the ship. Some of the details include date of birth, airport at home destination, emergency contact person, personal belongings, passport details etc.

**THE FOLLOWING DOCUMENTS MUST BE SUBMITTED TO THE YOUTH DIRECTOR ON BOARD IF YOU DO NOT HAVE THESE DOCUMENTS THE DAY YOU ARE REQUIRED TO JOIN THE SHIP, YOU WILL BE DENIED BOARDING.**

**DOCUMENTS REQUIRED:** All documents/certificates require a clearly visible completion date and must be valid for entire contract. The documents must also have an official English translation submitted. The below certificates must be updated every 2 years.

**CRIMINAL BACKGROUND CHECK:** Youth Programs Staff are required to submit a current Criminal Background Check

**FINGERPRINTS:** All staff is required to obtain fingerprints

**CPR AND FIRST AID:** All staff are required to have Valid CPR (Infant/Child/Adult) and First Aid Certificates. There are no online certificates allowed.

## **MEDICAL EXAMS**

All team members are required to undergo a full medical examination before joining the vessel; this is a U.S. Coast Guard regulation. The medical exam is at your own expense and must be completed by an approved physician. We have a list of Carnival approved physician that your agency will provide. If applicable, you must let the agency know when your medical has been sent to the office. Once you have completed your medical - all the paperwork and lab results must be sent to the CCL Medical Department. You can either scan them to [newhirephysicals@carnival.com](mailto:newhirephysicals@carnival.com) or Fax 1-305-406-6540. If you have been dealing with an agency directly then forward your information to them who will communicate with the medical department on your behalf. Please ensure you have your full name, position and the department you have applied for on your medical. Your medical has to be approved by CCL Medical before boarding the ship. If approved you must bring a copy of your physical including all the lab results with you to the ship. Failure to do so will deny you boarding to the ship. If applicable and you have any questions please go through your recruiting agency and they will assist. Medicals are valid for two years from the date on the actual medical form signed by the Doctor. Your medical must be valid for the duration of your contract.

## **LETTER OF EMPLOYMENT (LOE)**

Once we have all the necessary documents and your medical has been cleared by CCL Medical Department. Carnival will send you a letter of employment. This letter is to help you obtain a "C1-D" Visa (except Americans and Canadians) from the U.S. Embassy in your home country. It will help you clear U.S. Immigration when you enter the United States. It is a must that you keep this letter with you when you leave from your home airport as you will either go through United States Immigration before you leave or when you enter your first United States airport as Immigration will be asking to see it. You will also show this for confirmation at the hotel and going through security at your designated port of call. We suggest that you wait until you receive the letter of employment before applying for the visa.

## **AIRFARE, HOTEL & TRANSPORTATION**

Each new hire in the Youth Programs Department will be required to pay the expenses for their first arrival to the home port. Carnival will pay for hotel, transportation fees, meals, etc., from the time of arrival in the Youth Programs Staff assigned port. Upon completion of your first six to seven month contract, Carnival will pay for your return flight home. Thereafter the company will provide airline tickets from/to the Youth Programs Staff designated homeport, unless employment is terminated, an emergency arises or you hand in your resignation.

Arrival Confirmation – You are required to confirm acceptance of employment and details of your arrival. You can communicate through your agency or directly through Carnival by the following.  
Fax Number: 1-305-406-4924

Email Address: [confirm@carnival.com](mailto:confirm@carnival.com)

You will receive an automated response when you send your confirmation to Shipboard Human Resources to give you peace of mind, that your e-mail has been sent.

# VACATION

After your assigned contract, approximately six to seven months, you will be scheduled for vacation. Generally you will be allowed six to eight weeks' vacation. The schedule for Youth Programs is done by the Youth Programming Shoreside Management. Your ship assignment and sign on date is based on where we feel you are needed. Please note that we try to avoid changing your ship assignment at the last minute but sometimes, due to cabin availability or emergencies that can arise with other team members onboard, changes can occur.

The Manager of Staff Administration conducts a sign-off orientation and will provide you with all necessary documents:

- Return Flight
- Letter of Employment
- Blank Medical forms – remember medicals only need to be done if your medical will be expiring before the end of your next contract
- Hotel information
- Confirmation Form

# CONTACT INFORMATION

If you have questions regarding Youth Programs then you can email your questions to the following email address: [shipboardyouth@carnival.com](mailto:shipboardyouth@carnival.com)

Mailing Address:

Carnival Cruise Lines  
3655 NW 87th Avenue  
Miami, Florida USA  
33178-2428

Shipboard Human Resources/Personnel

E-mail: [crewassistance@carnival.com](mailto:crewassistance@carnival.com)

Phone: 1-305-406-4649

Phone: 1-888-871-1750

Fax: 1-305-406-4903

# SECTION 8 – CAMP CARNIVAL INFO

## UNDER 2 YEARS

We do not offer an activity program for children under the age of 2. However, we accept Under 2 year olds during the following times (depending on ship's itinerary).

- Family Play Time: 8am-10am on Sea days – designated time for Under 2's only. Parents can come into the program and play with their child or can leave them for a fee
- Port Mornings (arrival until 12pm) or Port Afternoons (late arrival until 5pm) – depends on the port of call the under 2's are also with the 2-11 years (Fees Apply)
- Evening Services from 10pm-3am (Fees Apply)

## CAMP CARNIVAL

Camp Carnival is divided into three different age groups and the Camp Carnival Staff work with every age group on a rotation basis each cruise/week. The groups are as follows:

- 2 – 5 years
- 6 – 8 years
- 9 – 11 years

In each age group we offer age appropriate activities that are scheduled each day, this way the younger cruisers can look at their activity schedules and plan their cruise and attend the fun activities that we offer. Different activities take place each day. All of the activities are designed for the specific age groups that we have. Generally, you will find that sea days are busier than port days. There will always be a minimum of 2 staff members working at all times.

We keep children together in the age groups based on their birthdays. We realize that families are sailing together so there are some times during the cruise when all of the children in Camp Carnival are placed in a large setting (port mornings, meals & some parties).



**Exciting**  
**Energetic**  
**Colorful**  
**Fun**

**CAMP**  
**CARNIVAL®**





# THE LOUNGES

## PLAYROOM

The playrooms are bright and lively spaces. Apart from entertaining our junior Cruisers, we must make every effort to maintain the appearance of the rooms. After all, we always want it to look its best as it is a reflection of the program and the Camp Carnival Staff onboard.

The playroom is open every day from early in the morning until 10pm complimentary. We offer many activities throughout each day. The playroom is where the youngest of our cruisers play – it is equipped with toys, board games, arts & crafts and lots of fun stuff for the entire cruise. All of these activities will be presented in the Camp Carnival Activity Schedules which lists the times, activities and locations for each age group.





## GAMEROOM

Each ship has a different set up that may include a game room. This is the room for the 6-8 year olds and 9-11 year olds. The room is stocked with the latest video consoles and games, a wide variety of board games, TV's for movie nights, Candy Art, Sand Art and Spin Art Machines. There are plenty of things to keep the kids occupied.



## MOVIE ROOM

Each ship has a different set up which may include an additional third space used for parties, movies & activities for all age 3 age groups. A typical room will include a big screen TV mounted to the wall which can be utilized for movies or video gaming. This is a versatile space that can house just about anything you can think of! When the lights go down it feels like a kid's very own mini movie theatre! On some ships there is a great space for the kids to dance and have parties.



# SIGN IN/OUT POLICY

Looking after the children's safety we have specific policies & procedures we follow based on signing in/out the children. We want to protect the child the best way we can and ensure that we have taken all precautions seriously.

**2-8 YEARS SIGN IN/OUT POLICY:** Parent/Guardian must specify on the registration form which adults over the age of 18 are authorized to sign in/out the child. All designated adults will be required to present his/her Sail & Sign Card at both sign in/sign out. For the safety of the children, there are no exceptions to this rule. All children who are 2-8 years old will be given a nametag for them to wear when they are participating in our activities.

**9-11 YEAR OLDS SIGN IN/OUT POLICY:** Children 9-11 years are free to sign themselves in/out of Camp Carnival as they choose at any time and for any reason. Camp Carnival is not responsible for children 9-11 years once they have signed themselves out of a Camp Carnival Activity. Children are not permitted to sign themselves out after 10:00pm. After 10:00pm 9-11 year olds must be picked up by their parent from Night Owls (fees apply). Parents that do not want their 9-11 year olds to sign themselves in/out of our activities will be REQUIRED to sign their child in/out when attending Camp Carnival. If the parent/legal guardian chooses to change this policy and allow the child to sign in/out by themselves they must contact the Youth Staff.

A diagram showing the layout of a child's nametag. It includes a 'CAMP CARNIVAL' logo with a green 'C' in a circle. To the right of the logo is a large blue circle labeled 'Years Old'. Below the logo is a green circle labeled 'Muster Station'. To the right of the 'Years Old' circle is a line labeled 'Name'. Below the 'Name' line is a line labeled 'Stateroom'.





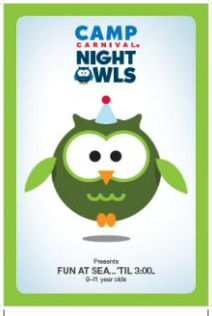



# CAMP CARNIVAL NIGHT OWLS

After 10pm, we offer pre-arranged services/parties which take place in the playroom and/or Game Room. These services are available from 10pm–3am. The fee for Night Owls is \$6.75 per child per hour plus a 15% gratuity per child. The fees are charged to the guest's Sail & Sign® Accounts upon the pickup of their children. All Camp Carnival Staff will do evening services and port day services (Day of Play) on a rotation basis. While the younger children watch movies & play quiet games in the playroom, the 6-11 year olds age group may play video consoles and games, do arts & crafts, or use any other facilities in the Game/Movie Room.

We want the Night Owls experience to be a special one for the children so that it does separate the events from what is offered during the day time. If the parents know we have fun things planned for the children then they will go out and explore the fun adults activities (Casino/Comedy Shows/ Night Club/Bars etc.), knowing their children are being looked after in our care.



<p>2-11 Years <b>OWL JAMS</b> 10pm-12am Fee: \$13.00 per child per party plus 15% gratuity per child (All activities included)</p>	 	<p>Come join us for a high-energy night of fun with activities including video games, arts &amp; crafts, music, and much more!</p>
<p>6-8 Years <b>FUN 'TIL ONE</b> 10pm-1am Fee: \$20.00 per child per party plus 15% gratuity per child (All activities included)</p>	 	<p>Get in on the fun with theme nights, dancing, singing, video games and a ton of other interactive activities!</p>
<p>9-11 Years <b>FUN AT SEA...TIL 3:00</b> 10pm-3am Fee: \$33.00 per child per party plus 15% gratuity per child (All activities included)</p>	 	<p>Join us for a night to remember, with loads of fun including competitions, video games, scavenger hunts, pizza, and more! Limited spaces are available. Children should bring their stateroom key as the Camp Carnival Staff will bring them back to the stateroom.</p>



# SPECIALTY PROGRAMS & HASBRO PARTNERSHIP

In Camp Carnival there are certain programs that we put special emphasis on. They are for all the age groups and the activities are performed during the cruise. These activities run from 30 minutes to 1 hour – depending on the age group. You will be required to learn and carry out these activities once onboard.

**H2Ocean:** This science program allows every age group to try different experiments. Whether it's making bubbles with the 2 -5 year olds or making slime with the 8 year olds, everyone will enjoy these activities. It's an exciting way to learn about the concepts of various chemical reactions and their expected results. We try to keep it basic so that the kids do not feel like they are in school. It's all about exploring, discovering and being creative.



**WaterColors:** This focuses on different sections: Color & Painting / Drawings / Paper & Glue / Print Making Without a Press. Then each of those sections is divided by different activities for each age group. We have lots of different supplies and are using everything from mod podge, acrylic paints, liquid watercolors, textured paint scrapers, compressed charcoal, white newsprint, storybook paper, watercolor paper. The program gives the children an outlook and perception on art and the way that they portray the art they are drawing...they are taught about artists and the different eras in time.



**Edu-Cruise:** Is a fun interactive project focusing on the cultures, landmarks, history and geography of Carnival's Caribbean destinations. Some of the activities include Mayan Mania, Turtle Tracks and Rockets. Again we try to keep it basic so the kids do not feel like they are in school.

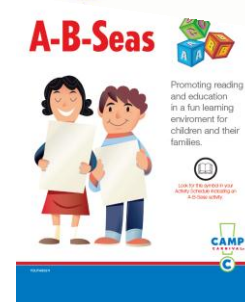
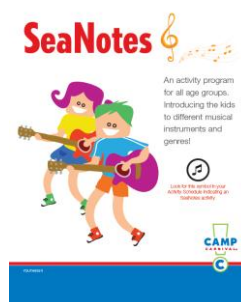
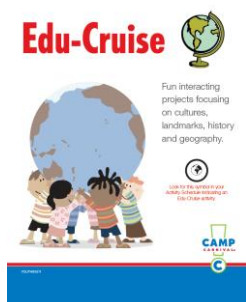
**ExerSeas:** A recreational fitness program that encourages kids to “get out and play” through intense physical activity. This sports program runs for different age groups. It incorporates safe, exciting and competitive indoor & outdoor physical activities and games.

**SeaNotes:** There is something about music that makes learning about the world around us easier. We keep it simple and do activities to teach the children about musical instruments, how to keep the beat and music around the world. Some activities include Musical Jeopardy, Name that Tune, Beat Baseball, Musical Orchestra etc.).

**A-B-Seas:** Promoting reading and education in a fun learning environment for children and their families. We offer activities that encourage reading and writing creative stories.



Hasbro Partnership with Carnival's Youth Programs: Promoting fun play & discovery of games for all.



# **JOB DESCRIPTION – CAMP CARNIVAL STAFF**

## **BASIC FUNCTIONS:**

The Camp Carnival Staff is responsible for providing safe, fun filled and age appropriate activities for all children onboard. The Camp Carnival Staff reports directly to the Youth Director and Assistant Youth Director onboard. His/her responsibilities include, but are not limited to:

## **RESPONSIBILITY AND AUTHORITY:**

He/she will be responsible for:

- Ensuring the safety and supervision of all children participating in activities
- Follow and implement the Policies and Procedures set forth in the Hotel Operations Manual and maintain an up to date knowledge of the manual
- Be aware of all activities outlined in the Camp Carnival Activity Schedules, Specialty Programs & Family Activities and inform the guests accordingly if asked and ensure they are carried out as per expectations
- Abiding by rules and regulations set forth by company and/or ship's command and attend all training programs as specified by CCL (including all safety drills & training exercises, Environmental Training and Corporate Training Programs)
- To follow all USPH, Environmental & SMS procedures
- Ensure all the requirements for HESS are being followed
- Keeping up the children's hygiene level by consistently tending to their needs. (Example: Diapering, washing hands, wiping nose, etc)
- Inform Youth Director/Asst. Youth Director of all incidents which would require their attention
- Ensure the playroom is cleaned & organized as per standards established at the end of each shift
- Maintaining high level of patience, energy and enthusiasm while participating with all children
- Greet, interact and relay information to all parents/guardians in a professional, patient, upbeat manner
- Ensuring friendly, jovial and positive attitude with children and parents at all times
- Provide adequate care for children with Special Needs as per our Hotel Operations Manual and try to involve them in all activities
- Providing Night Owls Program and Night Owls parties for guests as per the Hotel Operations Manual
- Promoting Night Owls Program/Parties throughout the Voyage and ensuring the maximum enjoyment for the children participating in these events
- To maintain that Camp Carnival supplies and property are kept in good order and that proper inventories are kept up to date
- Control the usage for Camp Carnival Supplies and keep good care of Camp Carnival Property when in your care
- Ensure uniform policy, the Carnival Look and good hygiene is being followed at all times
- To arrive at work during the specific times listed on your schedule. Comply with the rotation of different parts of the schedule while following good time-keeping & Fun Time practices.
- Provide proper coverage of the playroom, on the gangway and at the A Pass machine to welcome children & guests onboard during all embarkation/debarkation day



- To contribute new ideas and suggestions to enhance the Youth Program, to be a team player and to display initiative when possible
- To communicate & cooperate with all other team members to ensure a positive work environment is present
- Dance, supervise and DJ children's parties while showing a high level of energy and enthusiasm
- To help advertise and sell revenue items
- To supervise the waterslide/laser tag operation and ensure all safety rules and regulations are being followed
- You will be called on to fill the role of "Fun Ship" Freddy (Carnival's mascot). There will also be times where you will be a chaperone for "Fun Ship" Freddy & ensure the safety of the animator.
- Maintain friendly and positive guest service/hospitality while on and off duty
- Assist in other areas of the Youth Programming (ex. Club O<sub>2</sub> and Circle "C" and are knowledgeable of the other areas)
- All new Camp Carnival Staff must successfully complete the 3 month Training program conducted by the Assistant Youth Director / Youth Director
- All other duties deemed necessary by the Youth Director, Hotel Director or Shoreside Management

## **JOB DESCRIPTION – ANIMATOR**

- All duties listed for the Camp Carnival Staff Job Description
- Scheduling appearances in conjunction with adult & child activities as well as photo opportunities
- Maintaining the FSF costume
- Cleaning the costume on a weekly basis
- Reporting any problems regarding the costume to the Youth Director
- All other duties deemed necessary by the Youth Director, Hotel Director, Shoreside Management
- If no animator on board somebody within the Youth Department will fill in the role of Freddy



# SECTION 9 – CIRCLE “C”

Circle “C” is for the younger teens (**12 TO 14 YEARS**) to meet new friends and have fun, memorable vacations.

One dedicated Circle “C” Director will run this program. Circle “C” is a fun-filled program that provides entertainment for young teens onboard. Activities run throughout the day according to the ship's itinerary. A registration form must be filled out by the parent/legal guardians. The young teens can come and go to activities as they please; there are no signing in and out policy. Each cruise a variety of activities is offered. Some activities may include:

- Teen Shore Excursions
- Teen Video Games & Consoles
- Scavenger Hunts
- Trivia
- Sporting Events
- Arts & Crafts
- Music and Dancing





## CIRCLE "C" LOUNGE

This lounge is a great place for 12-14 year olds to hang out, play video consoles and dance the night away. The lounge is also a place for the teens to relax and meet new friends. The Circle "C" program offers a full schedule of activities, which include everything from sports such as basketball, volleyball, ping pong and various water games to late-night movies and pool time.



## CIRCLE "C" DUTIES

The Circle "C" Director is in charge of the activities for the 12-14 year olds and is responsible for making the activity schedule for the teens each cruise. At the end of the cruise they will keep track of the activities and participation to continuously improve what they offer to the teens. The lounge where many of the activities will take place, needs to be checked and cleaned daily to ensure all the equipment and materials are in good working condition. In essence the Circle "C" Director will run the program including the lounge by themselves and report to the Youth Director. Please refer to the job description for more details.

## JOB DESCRIPTION – CIRCLE “C” DIRECTOR

The responsibilities include but are not limited to the following:

- Ensuring the safety and supervision of all young teens participating in activities
- Design, program, and implement new program ideas into existing cruise experience
- Follow and implement the Policies and Procedures set forth in the Hotel Operations Manual and maintain an up to date knowledge of the manual
- Act in the supervisory role within the program. Individual must organize, start-up, run, and transition all activities for the young teen guests, whether within the Circle “C” lounge or at various lounges around the ship
- Abiding by rules and regulations set forth by company and/or ship’s command and attend all training programs as specified by CCL (including all safety drills & training exercises, Environmental Training and Corporate Training Programs)
- To follow all USPH, Environmental & SMS procedures and HESS is being followed
- Inform Youth Director of all incidents which would require their attention
- Greet, interact and relay information to all parents/guardians in a professional and patient manner
- Maintaining a patient, fun, energetic, and socially engaging personality with the young teens
- Provide adequate care for young teens with Special Needs as per our Hotel Operations Manual and try to involve them in all activities
- Be able to communicate continuously with shipboard and Shoreside personnel
- Be able to accomplish activity schedules and other activities for the young teens
- Be able to maintain Circle “C” supplies and property plus do routine inventory updates to insure all equipment is present and in good condition
- Be responsible for the usage of Circle “C” Supplies and requesting materials deemed needed for the enhancement of the program
- Ensure the Circle “C” lounge is cleaned & organized
- Ensure uniform policy, the Carnival Look and good hygiene is being followed at all times
- Provide proper coverage on the gangway and at the A Pass machine to welcome guests onboard during embarkation/debarkation days
- Individual must be able to extend the Carnival and Circle “C” brand through effective onboard promotions and communications
- To contribute new ideas and suggestions to enhance the Youth Programs, to be a team player and display initiative when possible
- To help advertise and sell revenue items.
- To supervise the waterslide/laser tag operation and ensure all safety rules and regulations are being followed
- You will be called on to fill the role of “Fun Ship” Freddy. There will also be times where you will be a chaperone for “Fun Ship” Freddy & ensure the safety of the animator.
- Maintain friendly and positive guest service/hospitality while on and off duty.
- Communicate with the Youth Director on a weekly basis giving updates on your respective club (via email, meetings, phone calls etc.)
- Assist in other areas of the Youth Programming (ex. Camp Carnival and Club O<sub>2</sub> and are knowledgeable of the other areas)
- All other duties deemed necessary by the Youth Director, Hotel Director or Shoreside Management

# SECTION 10 – CLUB O<sub>2</sub>

One dedicated Club O<sub>2</sub> Director will run this program. Club O<sub>2</sub> is for the teens **(15 TO 17 YEARS)** to relax but also have high energy fun. A variety of activities are offered for the teens. A registration form must be filled out by the parent/legal guardians. Each cruise a variety of activities is offered. Some activities may include:

- Themed Parties
- Teen Shore Excursions
- Video Games & Consoles
- Trivia
- Sporting Events

On each ship we also offer a dance class so that the teens can learn new moves for the parties offered essentially every night.

There is no sign in and out policy for the 15-17 year olds. They are free to come and go as they choose for activities.



## CLUB O<sub>2</sub> LOUNGE

Each Club O<sub>2</sub> lounge is unique and only for the 15-17 year olds on board. The lounge is built for teens and they can come in and hang out, chill, or just kick back in ultra-comfort. They can joke, laugh or just reminisce about all the fun they've had. Club O<sub>2</sub> daytime activities are designed to be a little more relaxed. While at nighttime, the energy is cranked up. Club O<sub>2</sub> has something for everyone.





## CLUB O<sub>2</sub> DUTIES

The Club O<sub>2</sub> Director is in charge of the activities for the 15-17 year olds and are responsible for making the activity schedule for the teens each cruise. At the end of the cruise they will keep track of the activities and participation to continuously improve what is offered to the teens. The lounge where many of the activities take place needs to be checked and cleaned daily to ensure all the equipment and materials are in good working condition. Along with the daily



checks as the Club O<sub>2</sub> Director a monthly inventory of the materials should be done. In essence the Club O<sub>2</sub> Director will run the program including the lounge by themselves and report to the Youth Director. Please refer to the job description for more details.

## JOB DESCRIPTION – CLUB O<sub>2</sub> DIRECTOR

The responsibilities include but are not limited to the following:

- Ensuring the safety and supervision of all teens participating in activities
- Design, program, and implement new program ideas into existing cruise experience
- Follow and implement the Policies and Procedures set forth in the Hotel Operations Manual and maintain an up to date knowledge of the manual
- Interacts with teens/guests as fits the occasion & keeps them happy. This includes, but is not limited to hosting parties, trivia, games, karaoke, shore excursions and other teen related activities.
- Act in the supervisory role within the program. Individual must organize, start-up, run, and transition all activities for the teen guests, whether within the Club O<sub>2</sub> lounge or at various lounges around the ship.
- Abiding by rules and regulations set forth by company and/or ship's command and attend all training programs as specified by CCL (including all safety drills & training exercises, Environmental Training and Corporate Training Programs)
- To follow all USPH, Environmental & SMS procedures
- Ensure all the requirements for HESS are being followed
- Inform Youth Director of all incidents which would require their attention
- Maintaining high level of patience, energy and enthusiasm while participating with all teens



- Greet, interact and relay information to all parents/guardians in a professional and patient manner
- Ensuring friendly, jovial and positive attitude with teens and parents at all times
- Provide adequate care for teens with Special Needs as per our Hotel Operations Manual and try to involve them in all activities
- Ensure the Club O<sub>2</sub> lounge is cleaned & organized
- To maintain that Club O<sub>2</sub> supplies and property are kept in good order and that proper inventories are kept up to date
- Control the usage for Club O<sub>2</sub> Supplies and keep good care of Club O<sub>2</sub> Property
- Ensure uniform policy, the Carnival Look and good hygiene is being followed at all times
- Provide proper coverage on the gangway and at the A Pass machine to welcome guests onboard during embarkation/debarkation days
- Individual must be able to extend the Carnival and Club O<sub>2</sub> brand through effective onboard promotions and communications
- To contribute new ideas and suggestions to enhance the Youth Program, to be a team player and display initiative when possible
- To help advertise and sell revenue items
- To supervise the waterslide/laser tag operation and ensure all safety rules and regulations are being followed
- You will be called on to fill the role of “Fun Ship” Freddy (Carnival’s mascot). There will also be times where you will be a chaperone for “Fun Ship” Freddy & ensure the safety of the animator
- Maintain friendly and positive guest service/hospitality while on and off duty
- Communicate with the Youth Director on a weekly basis giving updates on your respective club (via email, meetings, phone calls etc.)
- Assist in other areas of the Youth Programming (ex. Camp Carnival and Circle “C” and are knowledgeable of the other areas)
- Ability to communicate with onboard and shore side personnel on a regular basis
- All other duties deemed necessary by the Youth Director, Hotel Director or Shoreside Management



# SECTION 11 – 1<sup>ST</sup> CRUISE DETAILS

## WHAT SHOULD I EXPECT WHEN I SIGN ON?

Your first cruise is going to be full of excitement. When you get on board you are going to be met by one Human Resources Staff and they will take you to the ship's crew office (Staff administration) where you will hand in your medical papers and sign your contract (Seafarers agreement). This is also when you will receive the key for your cabin. The Youth Director or Assistant Youth Director will be called, so once you are finished they will guide you to your cabin and assist you.

## HOW WILL I KNOW HOW TO FIND THINGS, WHERE TO EAT, WHERE TO WASH MY CLOTHES ETC.?

On your first day you will receive a package from the Crew training Centre or the staff Administrator that tells you the dining times, laundry locations, where the ship is sailing and when, as well as deck plans of the ship. Your Youth Director will have a package for you with more information. You will also have the help of the entire Youth Staff team to bring you where you need to go at the appropriate times.

## WHEN DO I START WORK?

Most of the ships start each cruise with a Youth Programs Orientation and this will be your first chance to see everyone in action. This Orientation is the registration for all families travelling with kids 17 years and under. Youth Staff will be passing out registration forms, welcome packages and activity schedules as well as mingling with the guests while the Youth Director hosts an information meeting for everyone in the lounge. Use this time to listen to the information that is being given to the guests and don't be afraid to ask questions. Day 1 is really important, as first impressions can set the tone for the cruise.

Below is an example of 2-5 year olds Embarkation Schedule that you might see on one of our ships:

5:00pm	Youth Programs Orientation
8:00pm-8:45pm	Family Welcome Aboard Party
9:00pm-9:45pm	Family Beary Cuddly (Fees Apply)

Kids: bring your parent and together you can create your very own stuffed animal in our Teddy Bear Workshop.

9:00pm-9:45pm	Open for Viewing & Questions
10:00pm-3:00am	Night Owls (Fees Apply)

Circle "C" & Club O<sub>2</sub> – Here is a sample of how the first night runs for the teen programs.

5:00pm – 6:00pm	Youth Programs Orientation
6:00pm – 6:45pm	Process Registration
8:30pm – 9:00pm	Teen Meet & Greet (Icebreakers, give out stickers, and gift etc.)
9:00pm – 10:00pm	Welcome Aboard Party
10:00pm – 1:00am	Teen Activities (Parties, scavenger hunts, video games, pizza/ice cream)

## **WILL I BE ABLE TO GET OFF IN THE PORTS OF CALL ON MY FIRST CRUISE?**

You should come on board expecting a lot of training, especially within the first few cruises. Remember that you have 6 months to get off and enjoy the ports from the advice of someone who's been in your shoes 😊

Take your first cruise to learn as much as you can about the layout of the ship; get your body on your ship's time zone (if you have travelled from overseas to get here). You will also have additional training with representatives from Human Resources. You will be focusing on learning Carnival's Policies and Procedures, ship's emergency signals and other valuable information. It's going to be very important that you are focused as you will have a test at the end of your first cruise that all team members must pass.

In Camp Carnival, you will also be scheduled with experienced staff when you work in the Playroom. You can expect to work with the 2-5 year olds if you are joining the Camp Carnival team as this group has extra staff to help you learn and adjust. You will probably be scheduled to work day time hours in our ports as they are typically quiet and allow extra time for you to learn about the program. As the Circle "C"/Club O<sub>2</sub> Director most times you will work with the current Teen Director to learn the program.

## **WHAT SHOULD I DO WHEN I AM WORKING WITH THE KIDS?**

The best thing you can do when coming to work for the first few days is have a great attitude and be ready to help. No one will expect you to run activities from the minute you arrive on board. Use your time in the first few days to look around and learn where the supplies are kept. It's really helpful to the other staff if you can assist with getting supplies, helping to clean up, assisting with kids who might be shy or upset, and changing diapers along with other tasks. Remember that everyone on the team was new at some point so they will help you and show you what you need to do. The most important thing in your first few cruises is be willing to learn and ask questions. Take time to read binders and utilize your personal time to get settled. Everyone is ready and eager to help those who are trying their best.

# SECTION 12 – PACKING DETAILS

## DO YOU NEED HELP TO PACK?

I bet you do! Here are some helpful hints and ideas you may want to consider when packing for the first time for your new onboard experience:

- As you know we will be travelling around to many different locations since we have many different ports of call. Depending on the season be aware of what would be appropriate to wear in these ports because sometimes it can even get chilly, sometimes VERY hot. Beach clothing, outfits to go exploring in and outfits just to check out the town and shop would all be useful. During the winter months some of the ports of call turn a bit chilly, it may be a good idea to bring along a few sweaters and even a jacket.
- Your ship will also have many crew activities each month, ranging from sporting activities, trivia's and dance parties. At these events you are able to wear your own clothes. So bring a few outfits that you love to wear "out". Your ship will also many times have themed activities so be prepared to join in. Some examples may include - Toga Party, Black & White Party, and 80's Night etc.
- There are "Elegant Nights" onboard which you can attend if you are off duty...however, since we are team members we always need to set and lead by example. When choosing the right elegant attire please keep a few things in mind as Carnival has high standards in personal and professional appearances and their own "Carnival Look":
  - For females: Dresses should not be shorter than 2-3" above the knee, if sleeveless please bring a Shrug or shawl to cover shoulders, Pants suits are acceptable-please keep in mind they need to be considered as "formal attire"...Bring a few, as your teams love to go out for special occasions!
  - For males: Suits must be worn with a jacket and tie and of course a great pair of formal shoes
- On all ships there is an onboard gym in which we are all able to use. So if you are sporty or you want to get into shape, bring some gym clothes along and prepare to sweat. There are many machines, free weights and even some steam rooms to use. We do need to wear sports shoes and need to wear appropriate sports attire.
- All ships also have an onboard Crew Lounge, where you can go out and socialize with your friends after hours. Some of the lounges include a pool table, foosball table, dart board and drinks & snacks to purchase. In this Crew Lounge area you can always wear your own clothes and nametag.



## ONBOARD FOR THE HOLIDAYS?

Contracts can run anytime throughout the year, which means often times you are onboard for a special holiday. You are often able to dress up for or take part in these special occasions.

Let yourself get creative!! Here are a few examples of some of the holidays onboard. They can be enjoyed either working or when you are off duty.

- Easter: There are many activities planned for children during the holiday, including a Family Easter Egg Hunt.
- 4<sup>th</sup> of July (US Independence Day): We have a couple of activities that we will do with families as well as some activities with the kids; Family Scavenger Hunt, Celebration Dance Party, Arts & Crafts etc.
- Halloween (Oct 31st): A fun and memorable time aboard a Carnival ship. Guests can enjoy a variety of fun-filled activities, everything from costume contests and Halloween-themed giveaways to scary movies, and, of course, trick or treating with candies and other goodies. Children and adults are encouraged to bring costumes so they can compete for a variety of prizes during the costume contest and parade. Carnival team members will be dressed in costumes.



**Frightfully Fun,**  
Carnival 13

- Christmas: With a festive on-board atmosphere, elaborate decorations and an array of traditional cuisine, entertainment and activities, Carnival's "Fun Ship" holiday cruises are the ideal option for reconnecting with friends, families and loved ones. A highlight of these cruises is an elaborate revue in each ship's main show lounge evoking a "home away from home" atmosphere with cozy sets featuring faux oversized fireplaces, large comfortable sofas, holiday sing-alongs, Christmas trees with decorations created by the kids from the "Camp Carnival" program, and, of course, a visit from Santa.



**ALL AGE GROUPS CAN JOIN IN THE FUN FESTIVITIES!**  
YOU ARE THE STARS OF THE SHOW SO JOIN US ON STAGE!

**2-5**  
YEARS OLD  
Decorate the Christmas Tree

**6-8**  
YEARS OLD  
Sing Along with the Production Singers

**9-11**  
YEARS OLD  
Dance with the "Fun Force/Fun Ship" Dancers

**SEE YOUR CAMP CARNIVAL FUN TIMES FOR REHEARSAL TIMES & SHOW TIME**  
Show takes place in the main lounge (reserve seating area for children by stage).

- New Year's: New Year's cruises are just as memorable, offering one of the biggest celebrations at sea highlighted by the traditional countdown and complimentary noisemakers, party favors and champagne for "Fun Ship" revelers to ring in the New Year for the guests.

# SECTION 13 – WHAT HAPPENS NOW?

We hope the Carnival Youth Programs guide to what life is like onboard, was informative and as we try to give you as much information as possible we also don't want to overwhelm you ☺ We hope that we have answered your questions and if you have any more please let us know.

To give you a recap of the whole hiring process

- Once you have completed your interview and you will have been offered a position on board in Youth Programs the following credentials are pending for employment.
  - Criminal Background Check ask for a subjects list from your trainer so we can see all items covered in your training)
  - Full Medical – to be approved by Carnival Cruise Lines Medical Center
  - Valid CPR Certification
  - Valid First Aid Certification (if you do your CPR certification with your first aid then please
  - Marlins Test – for non-English speaking countries
  - Fingerprints
- Once Carnival has all the paperwork we will proceed to the next step. Carnival will either correspond with you directly or through the agency you were hired through to see when you are available and a ship and date will be assigned
  - If you are non USC or Canadian you will need to apply for a C1/D visa where we will give you a Letter Of Employment (LOE) for you to apply at your local US Embassy – please check with them for the first availability date as this will also be taken into consideration when assigning a ship
    - Canadians do not need a visa but they will need the Letter of Employment to pass through US Immigration
  - Please note that the same Letter of Employment is used for ALL nationalities
- Once a ship is assigned Shipboard Human Resources will send out an information package and this is standard for all applicants with the following information:
  - Letter of Employment (This will have your ID# that you will need when you get onboard.)
  - Hotel Information
  - Crew Data Sheet
  - The applicant will be responsible for arranging their own flight to the first home port and in most situations will fly in the night before. We will take care of your hotel and will provide the allocated hotel information.
  - All staff are in a shared position and you may be sharing a hotel room with another staff member
- Before joining you will have to send your flight details to [confirm@carnival.com](mailto:confirm@carnival.com) or through your agency with your Name, Position and Crew ID Number (this you will find on your Letter of Employment)

- Once arriving in the home port, you will go to the hotel. Shipboard Human Resources will leave the expected sign on list at the Front Desk after 6pm so please ensure to check your name and your ship. In some cases there will be a flight ticket to fly out the next day. For example if you are joining the ship in San Juan you will fly to Miami the night before and Carnival will arrange your ticket to San Juan for the next day. You may also have to take a bus. Make sure you get on the right bus as there may be a couple going to different destinations.
- Once you arrive at the port be sure to have on hand your Passport / Letter of Employment / Crew Data Sheet as you will need this when you first board the ship.
- Please also let your families know if there is any emergency that they can contact Carnival Headquarters in Miami at the following number 1-305-406-4903 and Shipboard Personnel will contact the ship and the ship will make arrangements for you to call home.
- Check out the following social media sites for more information on Carnival and what we are all about:
  - [www.carnival.com](http://www.carnival.com) - destinations we visit / ship details / onboard activities etc.
  - [www.cclcareers.com](http://www.cclcareers.com) – working onboard / know before you go / Fun News
  - [www.carnival.com/FAQ](http://www.carnival.com/FAQ) - search for youth and it will bring up some detail questions that guests are always curious about regarding the program
  - [www.facebook.com/Carnival](https://www.facebook.com/Carnival) - like us on Facebook
  - [www.twitter.com/CarnivalCruise](https://www.twitter.com/CarnivalCruise)
- Safe Travels and see you onboard one of our “Fun Ships” soon.

# NOTES: